

2014 Manpower Survey Report
Import/Export and Wholesale Trades

出入口及批發業
二零一四年人力調查報告

Import/Export and Wholesale Trades Training Board
Vocational Training Council

職業訓練局
出入口及批發業訓練委員會

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EXECUTIVE SUMMARY

Objective

1. The Import/Export and Wholesale Trades Training Board, with the assistance of the Census and Statistics Department (C&SD), conducted a biennial manpower survey from 15 October 2014 to 14 November 2014 with the aim of furnishing users with information on the manpower situation and training needs of personnel in the import/export and wholesale trades.

Scope of the Survey

2. Using the stratified random sampling method, a sample of 671 companies from the Import/Export trades (IE trades) and 329 companies from the Wholesale trade were subsequently selected from the central register maintained by the Census and Statistics Department. Data collected from these sampled companies were grossed up statistically to give an overall picture of the manpower situation of the IE trades and wholesale trade.

3. The overall effective response rates (including partial response and full response) for the current Survey was 94.81% for the IE trades and 98.29% for the wholesale trade.

Limitation

4. The statistics contained in this report were based on information obtained from the Survey which was carried out from 15 October 2014 to 14 November 2014, with follow-up action taken with the sampled companies for data collection till end February 2015. In consideration of the duration of the survey period and also the time gap between the carrying out of the Survey and the publication of this report, there could be changes in the growing economy of Hong Kong and cyclical fluctuations in the trades, rendering deviations of the findings from actual scenarios at the time the report is released.

5. As the Survey is conducted by drawing a sample of companies in the relevant trades using scientific sampling method for data collection, the statistics derived from the Survey are also subject to sampling error.

Acknowledgement

6. The Training Board wishes to thank the Census and Statistics Department for supervising the fieldwork and processing the survey data.

Business Outlook

7. According to the Census and Statistics Department, the Hong Kong economy grew only modestly in 2014 by 2.3%, down from 2.9% in 2013, which was mainly attributed to the slower global economic recovery weighing on exports of goods and the sluggishness in inbound tourism. The economy is forecast to grow by 1-3% for 2015 as a whole, far lower than the 4.5% average in the past 10 years.

8. The growth of the IE trades was sluggish in 2014, largely in tandem with the relatively soft regional trade flows due to a slow-growing global economy. For 2014, both the import, domestic exports and re-exports recorded only a modest growth in value terms of 3.9%, 1.7% and 3.2% respectively. The results of Hong Kong's import and export performance for the years from 2006 to 2014 are listed in **Table 1**.

Table 1 External Merchandise Trade Figures

Year	Imports		Domestic Exports		Re-exports	
	HK million	Year-on- Year % Change	HK\$ Million	Year-on- Year % Change	HK\$ Million	Year-on- Year % Change
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6.0
2009	2 692 356	-11.0	15 574	-36.4	2 411 347	-11.8
2010	3 364 840	25.0	69 512	20.4	2 961 507	22.8
2011	3 764 596	11.9	65 662	-5.5	3 271 592	10.5
2012	3 912 163	3.9	58 830	-10.4	3 375 516	3.2
2013	4 060 717	3.8	54 364	-7.6	3 505 322	3.8
2014	4 219 046	3.9	58 830	1.7	3 617 468	3.2

Source: External Merchandise Trade Figures, Census and Statistics Department

9. Hong Kong is so far the most important entrepôt of the Chinese mainland. According to the HKSAR government statistics, in 2014, 60% of re-exports were of China origin and 54% were destined for the Chinese mainland. According to China's Customs statistics, Hong Kong is the second largest trading partner of the Chinese mainland after the US, accounting for 8.7% of its total trade in 2014. The business relationship between the Mainland and Hong Kong in recent years is shown in **Table 2**.

Table 2 Share of the Mainland in Hong Kong's Global Trade

Year	Imports as Main Supplier		Domestic Exports as Main Destination		Re-exports as Main Destination	
	HK\$ Million	Year-on-Year % Change	HK\$ Million	Year-on-Year % Change	HK\$ Million	Year-on-Year % Change
2002	717 074	5.1	41 374	-16.5	571 870	15.2
2003	785 625	9.6	36 757	-11.2	705 787	23.4
2004	918 275	16.9	37 898	3.1	850 645	20.5
2005	1 049 335	14.3	44 643	17.8	967 923	13.8
2006	1 192 952	13.7	40 268	-9.8	1 115 941	15.3
2007	1 329 652	11.5	40 610	0.8	1 267 722	13.6
2008	1 410 735	6.1	34 758	-16.8	1 335 687	6.0
2009	1 249 374	-11.4	26 672	-36.4	1 236 577	-11.8
2010	1 529 751	22.4	31 223	20.4	1 566 999	22.8
2011	1 696 807	10.9	30 699	-1.7	1 716 056	9.6
2012	1 840 862	8.5	26 026	-15.2	1 831 732	6.7
2013	1 942 131	5.5	24 784	-4.8	1 924 463	5.1
2014	1 986 964	2.3	23 195	-6.4	1 955 821	1.6

Source: Statistical Digest of the Services Sector, 2014 Edition, Census and Statistics Department

10. For 2015, Hong Kong's external demand is expected to be constrained by the unsteady global economic environment and sluggishness of the advanced markets, but domestic demand will remain a stable growth driver as the labor market is still close to full employment. Hong Kong's merchandise exports are expected to see a modest growth in 2015.

11. Hong Kong's merchandise exports saw a year-on-year increase of 2.3% in January-March 2015, after expanding by 3.2% in 2014. For January - March 2015, Hong Kong's major export markets were the Chinese mainland, the US, the EU, ASEAN and Japan, which respectively made up 53%, 9%, 9%, 8% and 4% of Hong Kong's total exports. Imports grew by another 1.4% year-on-year in January-March 2015, after increasing by 3.9% in 2014.

12. Among the developed economies, the US is expected to lead the pack and gained further growth momentum in 2015 as it will be largely underpinned by falling unemployment, steady payroll gains, an improving housing market, better household balance sheets and stronger consumer confidence and the EU economy enters its third year of recovery in 2015.

13. For the Mainland China, its domestic consumption gets back on track in 2015, global trade is also expected to pick up in 2015. Two of the world's most important economic powers previously in crisis are going to continue its recovery in 2015. The US Federal Reserve bank will increase interest rate some time in 2015 after years of locking the interest rate at 0%, and the EU will also start implementing quantitative easing measures to manually boost the continent's economy. As a result, global trade is likely to grow at a rate of over 4% in 2015 with China being the major beneficiary of US and the EU. In addition, the Fed's interest rate increase will also allow the US dollar to regain its strength with a significant capital flow to the US, allowing the dollar to slightly appreciate against the RMB. Therefore, in 2015, it is expected that China's export industry will continue to grow with a rate higher than 2013 and 2014.

14. China's economic integration with the world not only reflects in its successful export-oriented ventures, but also the country's direct overseas investment abroad, which also will experience a significant increase in 2015. More emphasis would also be placed on spreading the experience on the Shanghai Free Trade Zone and the country is further opening up for foreign investment. This foreign investment reform will continue to play a significant role in the government's further initiatives to open up China's economy. The government is also going to continue experiment with market-driven interest rate and exchange rate, which will further boost the investment confidence from overseas companies. This set of reform is also going to be more visible not only in coastal China, but also inland China, as China's leading second-tier city, Chengdu, will have a new administrative district named "Tianfu New Zone," which will adopt similar more market economics rules and regulations seen in Shanghai's Pudong and the Free Trade Zone.

15. China's urbanization has quickened these years and has been viewed as the engine for the country's economic growth for the next decade. Rapid urbanization in China created clusters of knowledge, manufacturing, and distribution in areas that benefited from well-established connections to the global economy, offering new opportunities for Hong Kong.

16. In response to increased urbanisation and new infrastructure investment, the transportation and logistics networks in the Yangtze River Delta (YRD) region (refers to 16 cities in Shanghai, southern Jiangsu and the eastern & northern part of Zhejiang. The cities included are Shanghai, Nanjing, Suzhou, Wuxi, Changzhou, Yangzhou, Zhenjiang, Nantong, Taizhou, Hangzhou, Ningbo, Huzhou, Jiaxing, Shaoxing, Zhoushan and Taizhou) are becoming more advanced. This is boosting the uptake of online shopping by consumers in Jiangsu and Zhejiang, as well as fostering the adoption of e-commerce by local small commodity manufacturers.

17. Among the cross-border online shopping destinations, Hong Kong is one of the most popular. Hong Kong offers excellent e-commerce platforms, trustworthy cyber-security, secure protection of personal data, and access to convenient cross-border online payment systems comprising international payment tools and third-party payment platforms. It also has an efficient international logistics network, while offering effective services for consolidated shipping, shopping agencies, international transit and customs clearance. These factors have combined to make Hong Kong an ideal platform for overseas consumers looking to shop online for YRD and other mainland products, as well as for mainland internet users in search of the latest overseas items. As the YRD logistics services upgrade and its e-commerce development accelerates, Hong Kong logistics and e-commerce providers should be on the lookout for a number of emerging market opportunities, particularly with regard to global e-commerce.

18. In November 2014, Shanghai – Hong Kong Stock Connect was launched to establish mutual stock market access between Hong Kong and Chinese mainland. The development is a significant breakthrough in the opening of China's capital markets as well as a landmark in the internationalisation of Renminbi, which has also illustrated Hong Kong's strategic position in China's economic and financial reforms.

19. The "Statutory Minimum Wage" (SMW) has come into force on 1 May 2011. With effect from 1 May 2015, the SMW rate has been revised from \$30 per hour to \$32.5 per hour. This policy would undoubtedly increase the wages of employees involved. Its ripple effect in narrowing the wage differentials across various sectors and occupations would put pressure on the employers to offer more competitive wage rates to retain or attract talents under a tight labor market. As a result, this wage pressure together with the rise in commercial rentals imposed a high operating cost for local business especially for those SMEs.

20. As set out in the 2015-16 budget, several one-off measures that will directly address to the SMEs' short-term cash-flow problems like measures designed to help SMEs find new business include extending the SME Financing Guarantee Scheme and expanding the SME Export Marketing Fund. To promote Hong Kong as a leading global hub for start-ups, various initiatives such as setting up the corporate venture fund will provide greater financial support from private investors to nurture new start-ups in Hong Kong. Studying the development of Hong Kong into a financial technology hub will help grooming both start-ups and established businesses as well.

21. The Global Innovation Index 2014 (GII) is a benchmark of the innovation capability of 143 global economies. According to the Global Innovation Index 2014 (GII), Singapore has displaced Hong Kong to lead Asia in overall innovation performance. Singapore moving from 8th position in 2013 to 7th in 2014, Hong Kong by contrast fell to 10th place, from 7th in 2013. Hong Kong's open market and sound legal environment were important factors in fostering innovation. To further maintain and enhance Hong Kong's competitiveness going forward, the government proposed injecting an additional \$5 billion into the Innovation and Technology Fund, and establishing an Enterprise Support Scheme to enhance funding support for R&D projects of the private sector.

22. The Mainland's "One Belt, One Road" initiative has the potential to create greater opportunities for the logistics sector in Hong Kong. China has taken the initiative in launching the new Silk Road for Asia to boost economic, commercial and industrial cooperation and build the connectivity among Asian governments. The "belt" on land aims to promote greater connectivity between China and the central and western parts of Eurasia, whereas the "road" at sea seeks to establish closer linkage with the economies in South and Southeast Asia as well as Africa. The "One Belt, One Road" initiative, with its extensive reach across a number of regions, represents clear development opportunities for Hong Kong.

23. The Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA) has achieved a breakthrough development with the signing of an agreement to liberalize trade in services between Hong Kong and Guangdong in March 2015. The new agreement aims to achieve basic liberalization of trade in services between Guangdong and Hong Kong, trade liberalization measures in legal, accounting, insurance, banking, telecommunications, technology testing and analysis, will boost opportunities for Hong Kong companies. It will further strengthen economic cooperation between the two places and open doors to new opportunities for Hong Kong people and youngsters seeking to develop

their careers in Guangdong. In terms of mutual benefits, both the Mainland and Hong Kong economies will get a boost from the agreement, which will take cooperation to a new level.

24. ASEAN as a group is the fourth largest export market and second largest trading partner of Hong Kong, with Vietnam having surpassed Singapore to become Hong Kong's largest export market in ASEAN since 2013. To further capitalise on expanding bilateral trade, Hong Kong and ASEAN began formal negotiations on a Hong Kong-ASEAN Free Trade Agreement (FTA) in July 2014. In addition to the reduction and/or elimination of import tariffs, other key elements covered by the FTA include, rules of origin, liberalisation of trade in services, promotion and protection of investment, as well as intellectual property co-operation. The HK-ASEAN FTA, expected to be completed in 2016, will foster stronger economic ties between Hong Kong and ASEAN and enhance Hong Kong's role as a regional trading hub.

25. Looking ahead, the external environment would still be rather unsteady. Yet, better prospects for the US economy and the sounder economic fundamentals in Asia in general should hopefully provide some cushion against the headwinds in other parts of the global economy. Private consumption expenditure should be able to hold up and see further growth in 2015, on the back of a resilient labour market and rising incomes. Nevertheless, the results of the latest Quarterly Business Tendency Survey on large enterprises and a consultation exercise on small and medium-sized enterprises (SMEs) both indicated that business sentiment about the near-term outlook remained rather cautious, though hiring sentiment stayed robust. Public construction works look set for further expansion, and hopefully would be able to provide a more stable growth source for overall investment in 2015.

Sources:

1. Hong Kong Census and Statistics Department
2. Hong Kong Trade Development Council
3. Economic Analysis Division, HKSAR
4. China Daily
5. Closer Economic Partnership Arrangement
6. ASEAN Free Trade Agreement
7. 2015-16 Budget

Number of Employees in 2014

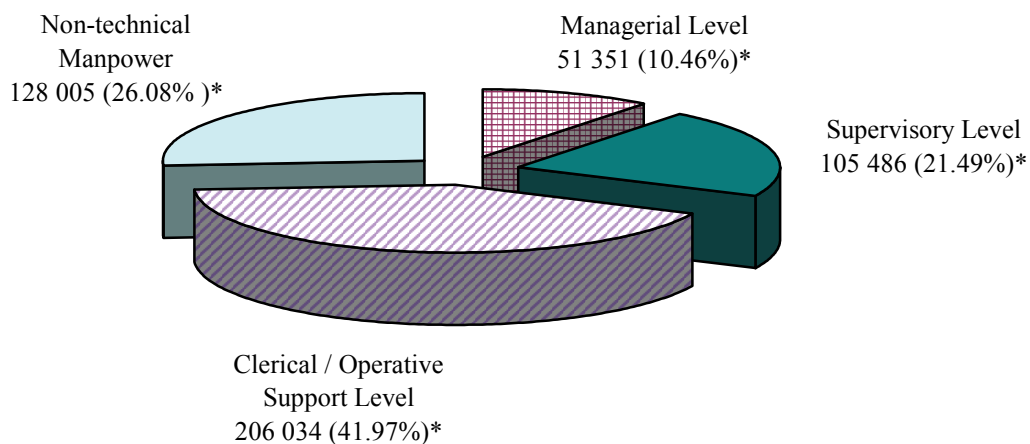
Import/Export Trades

26. The Survey revealed that as at 15 October 2014, 490 876 persons were engaged in the IE trades. Out of this number, 362 871 (73.92%) were technical manpower and 128 005 (26.08%) were non-technical manpower.

27. **Technical manpower** refers to employees engaged in principal jobs of the IE trades as listed in Appendix 5 (Pages 141–149). Whereas, the **non-technical manpower** refers to employees engaged in the more generic jobs such as finance / accounting, human resources, IT, administrative and other supportive functions.

28. For the **technical manpower** by job level, 51 351 (10.46%) were managerial staff, 105 486 (21.49 %) were supervisory staff and 206 034 (41.97%) were clerical / operative staff. A total of 128 005 (26.08%) were **non-technical manpower**. The distribution of IE trades employees by job level is shown in **Figure 1**.

Figure 1 **IE Trades**
Distribution of Employees by Job Level
(As in October 2014)
(Total : 490 876)



* Percentage of employees in brackets.

Number of Employees in 2014

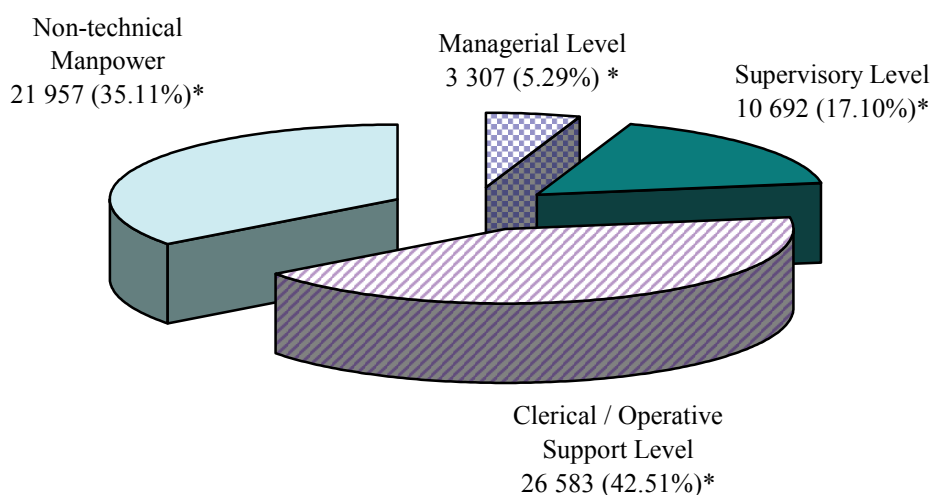
Wholesale Trade

29. The Survey revealed that as at 15 October 2014, 62 539 persons were engaged in the wholesale trade. Out of this number, 40 582 (64.89%) were technical manpower and 21 957 (35.11%) were non-technical manpower.

30. **Technical manpower** refers to employees engaged in principal jobs of the wholesale trade as listed in Appendix 6 (Pages 165 - 173). Whereas, the **non-technical manpower** refers to employees engaged in the more generic jobs such as finance / accounting, human resources, IT, administrative and other supportive functions.

31. For the **technical manpower** by job level, 3 307 (5.29%) were managerial staff, 10 692 (17.10%) were supervisory staff and 26 583 (42.51%) were clerical / operative staff. A total of 21 957 (35.11%) were **non-technical manpower**. The distribution of wholesale trade employees by job level is shown in **Figure 2**.

Figure 2 **Wholesale Trade**
Distribution of Employees by Job Level
(As in October 2014)
(Total : 62 539)



* Percentage of employees in brackets.

Comparison of the Manpower Situation between 2012 and 2014

Import & Export Trades

32. At the time of the Survey, a total of 490 876 persons were employed in the IE trades as compared to 489 838 in 2012, representing an increase of 1 038 (+ 0.21%). Their number and distribution by job level are shown in **Table 3**.

Table 3
IE Trades
Comparison of Employees Engaged by Job Level
between 2012 and 2014

Job Level	2012		2014	
Managerial	49 952	10.20%	51 351	10.46%
Supervisory	104 653	21.37%	105 486	21.49%
Clerical / Operative Support	205 451	41.94%	206 034	41.97%
Sub-total of Technical Manpower	360 056	73.51%	362 871	73.92%
Non-technical Manpower	129 782	26.49%	128 005	26.08%
Total	489 838	100%	490 876	100%

Wholesale Trade

33. At the time of the Survey, a total of 62 539 persons were employed in the wholesale trade as compared to 63 372 in 2012, representing a decrease of 833 (-1.31%). Their number and distribution by job level are shown in **Table 4**.

Table 4
Wholesale Trade
Comparison of Employees Engaged by Job Level
between 2012 and 2014

Job Level	2012		2014	
Managerial	3162	5.00%	3 307	5.29%
Supervisory	10 814	17.06%	10 692	17.10%
Clerical / Operative Support	26 942	42.51%	26 583	42.51%
Sub-total of Technical Manpower	40 918	64.57%	40 582	64.89%
Non-technical Manpower	22 454	35.43%	21 957	35.11%
Total	63 372	100%	62 539	100%

Number of Vacancies in 2014

Import/Export Trades

34. As revealed in the Survey, the total number of vacancies for **technical manpower** was 4 921, representing 1.34% of the total manpower demand of 367 792. **Total manpower demand is defined as the existing manpower plus vacancies.** The distribution of existing vacancies in October 2014 is shown in **Figure 3** and the comparison of the vacancies between 2012 and 2014 is shown in **Table 5**.

Figure 3

**IE Trades
Distribution of Vacancies in October 2014
(Total : 4 921)**

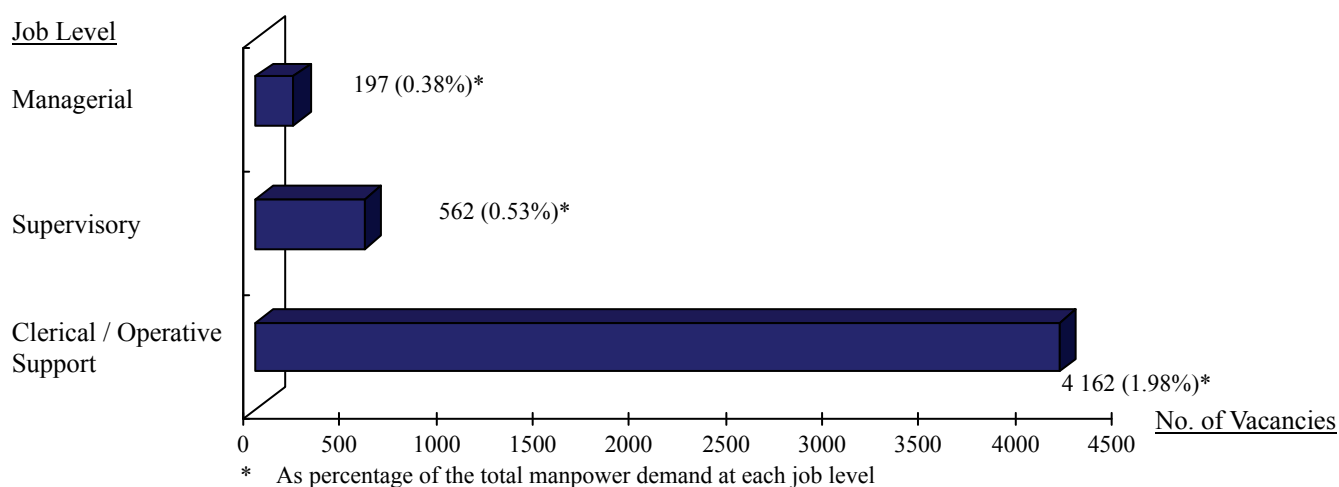


Table 5

**IE Trades
Comparison of the Number of Vacancies
between 2012 and 2014**

Job Level	2012				2014			
	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**
Managerial	49 952	151 (2.88%)	50 103	0.30%	51 351	197 (4.00%)	51 548	0.38%
Supervisory	104 653	1 748 (33.32%)	106 401	1.64%	105 486	562 (11.42%)	106 048	0.53%
Clerical/ Operative Support	205 451	3 347 (63.80%)	208 798	1.60%	206 034	4 162 (84.58%)	210 196	1.98%
Total	360 056	5 246 (100%)*	365 302	1.44%	362 871	4 921 (100%)*	367 792	1.34%

* As percentage of the total number of vacancies

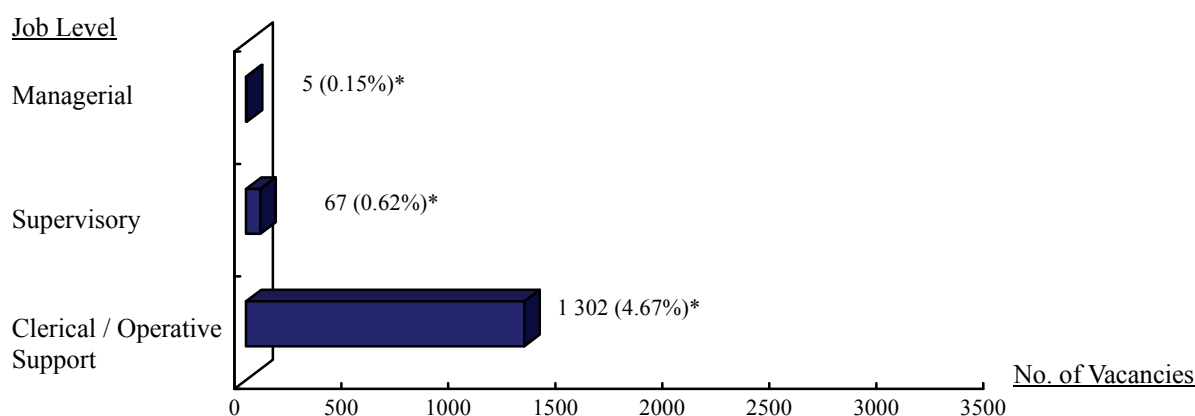
** As percentage of the total manpower demand at each job level

Number of Vacancies in 2014

Wholesale Trade

35. As revealed in the Survey, the total number of vacancies for **technical manpower** was 1 374, representing 3.27% of the total manpower demand of 41 956. **Total manpower demand is defined as the existing manpower plus vacancies.** The distribution of vacancies in October 2014 is shown in **Figure 4** and the comparison of the vacancies between 2012 and 2014 is shown in **Table 6**.

Figure 4 Wholesale Trade
Distribution of Existing Vacancies in October 2014



* As percentage of the total manpower demand at each job level

Table 6 Wholesale Trade
Comparison of the Number of Vacancies
between 2012 and 2014

Job Level	2012				2014			
	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**
Managerial	3 162	- (-)	3 162	-	3 307	5 (0.36%)	3 312	0.15%
Supervisory	10 814	299 (25.96%)	11 113	2.69%	10 692	67 (4.88%)	10 759	0.62%
Clerical / Operative Support	26 942	853 (74.05 %)	27 795	3.07%	26 583	1 302 (94.76%)	27 885	4.67%
Total	40 918	1 152 (100%)*	42 070	2.74%	40 582	1 374 (100%)*	41 956	3.27%

* As percentage of the total number of vacancies

** As percentage of the total manpower demand at each job level

Employers' Forecast of Manpower Demand in October 2015

Import/Export Trades

36. Employers projected that there would be a total of 368 016 employees in October 2015, representing an increase of 224 (+ 0.06%) over the number employed in October 2014. The employers' forecast of manpower demand in October 2015 by job level is presented in **Table 7** and **Figure 5**.

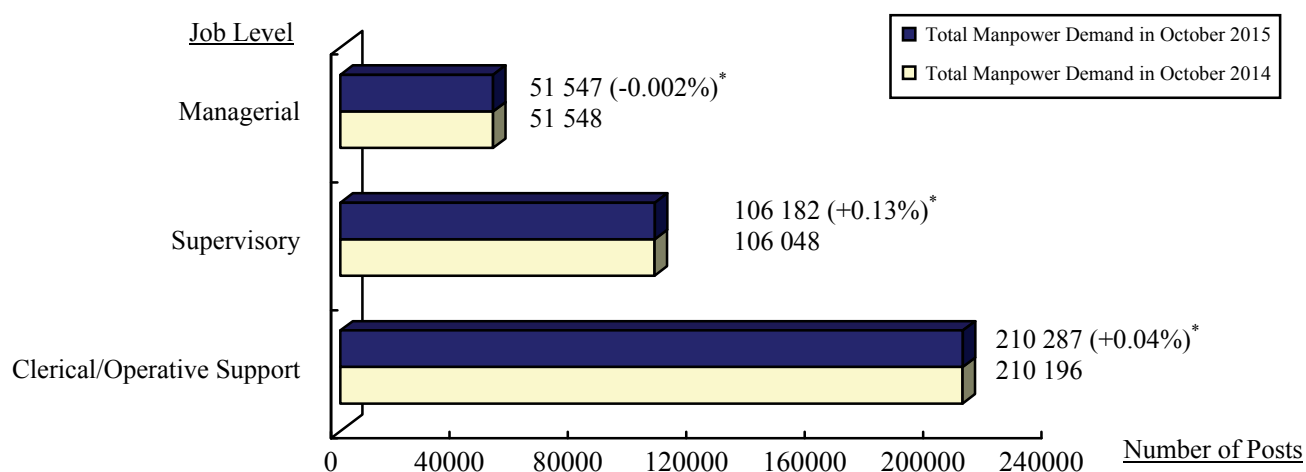
IE Trades
Table 7 **Employers' Forecast of Manpower Demand by Job Level**
(in October 2015)

Job level	(a)	(b)	(a) + (b)	Employers' Forecast of Manpower Demand in October 2015	Growth	(%) [*]
	No. of Employees in October 2014	No. of Vacancies in October 2014	Total Manpower Demand in October 2014			
Managerial	51 351	197	51 548	51 547	- 1	- 0.002
Supervisory	105 486	562	106 048	106 182	+ 134	+ 0.13
Clerical / Operative Support	206 034	4162	210 196	210 287	+ 91	+ 0.04
Total	362 871	4 921	367 792	368 016	+ 224	+ 0.06 %^{**}

* As percentage of the total manpower demand at each job level

** As percentage of the total manpower demand in the IE trades

IE Trades
Figure 5 **Employers' Forecast of Manpower Demand by Job Level**
(in October 2015)



* percentage change over the total manpower demand at each job level in October 2014

Employers' Forecast of Manpower Demand in October 2015

Wholesale Trade

37. Employers projected that there would be a total of 41 952 employees in October 2015, representing a decrease of 4 (- 0.01%) over the number employed in October 2014. The employers' forecast of manpower demand by job level in October 2015 is presented in **Table 8** and **Figure 6**.

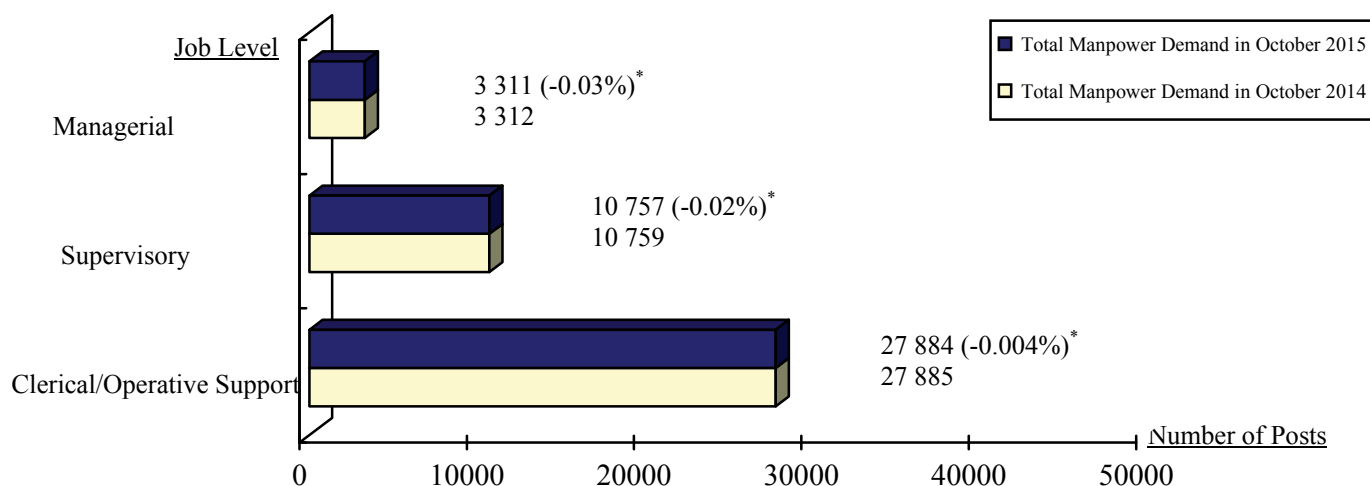
Wholesale Trade
Table 8 **Employers' Forecast of Manpower Demand by Job Level**
(in October 2015)

Job level	(a)	(b)	(a) + (b)	Employers' Forecast of Manpower Demand in October 2015	Growth	(%) [*]
	No. of Employees in October 2014	No. of Vacancies in October 2014	Total Manpower Demand in October 2014			
Managerial	3 307	5	3 312	3 311	- 1	- 0.03
Supervisory	10 692	67	10 759	10 757	- 2	- 0.02
Clerical / Operative Support	26 583	1 302	27 885	27 884	- 1	- 0.004
Total	40 582	1 374	41 956	41 952	- 4	- 0.01(%)^{**}

* As percentage of the total manpower demand at each job level

** As percentage of the total manpower demand in the wholesale trade

Wholesale Trade
Figure 6 **Employers' Forecast of Manpower Demand by Job Level**
(in October 2015)



* percentage change over the total manpower demand at each job level in October 2014

Staff Turnover in the Past 12 Months

Import and Export Trades

38. Employers reported that 29 286 employees, representing 7.96% of the total number of employees in the IE trades, had left in the past 12 months. The number of employees leaving in the past 12 months by whereabouts is shown in **Table 9** and the distribution of staff turnover rate to the total manpower demand (existing manpower + vacancies) by job level in the past 12 months is shown in **Figure 7**.

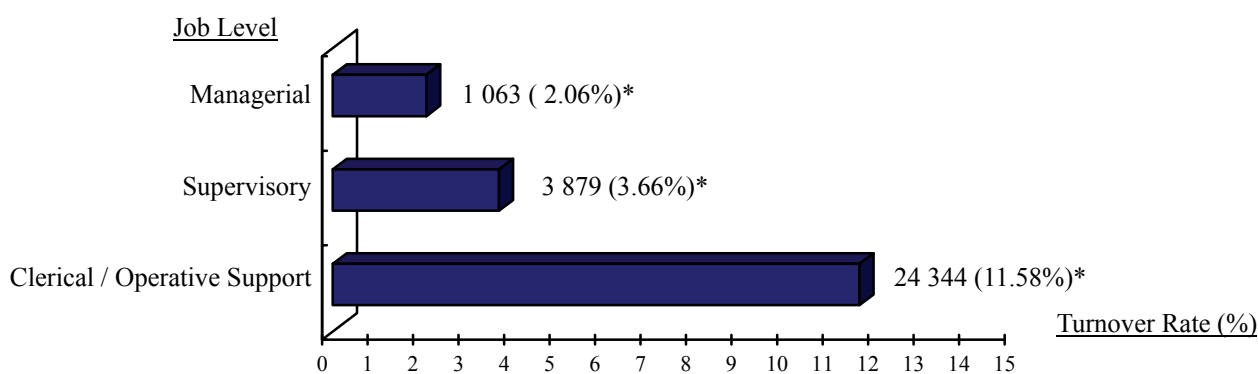
Table 9 **IE Trades**
Number of Employees Leaving in the Past 12 Months by Whereabout

Job Level	Employees' Whereabouts after Departure						Total
	Taking up IE trades related jobs	Taking up non-IE trades related jobs	Emigration, Retirement, Further Studies	Unknown	Others	Overall	(%)
Managerial	304	72	42	587	58	1 063	2.06*
Supervisory	1 076	130	14	2 652	7	3 879	3.66*
Clerical / Operative Support	10 230	1 217	73	12 819	5	24 344	11.58*
Total	11 610	1 419	129	16 058	70	29 286	7.96**

* As percentage of the total manpower demand at each job level

** As percentage of the total manpower demand in the IE trades

Figure 7 **IE Trades**
Distribution of Staff Turnover Rate in the Past 12 Months



* As percentage of the total manpower demand at each job level

Staff Turnover in the Past 12 Months

Wholesale Trade

39. Employers reported that 3 879 employees, representing 9.25% of the total number of employees in the wholesale trade, had left in the past 12 months. The number of employees leaving in the past 12 months by whereabouts is shown in **Table 10** and the distribution of staff turnover rate to total manpower demand (existing manpower + vacancies) by job level in the past 12 months is shown in **Figure 8**.

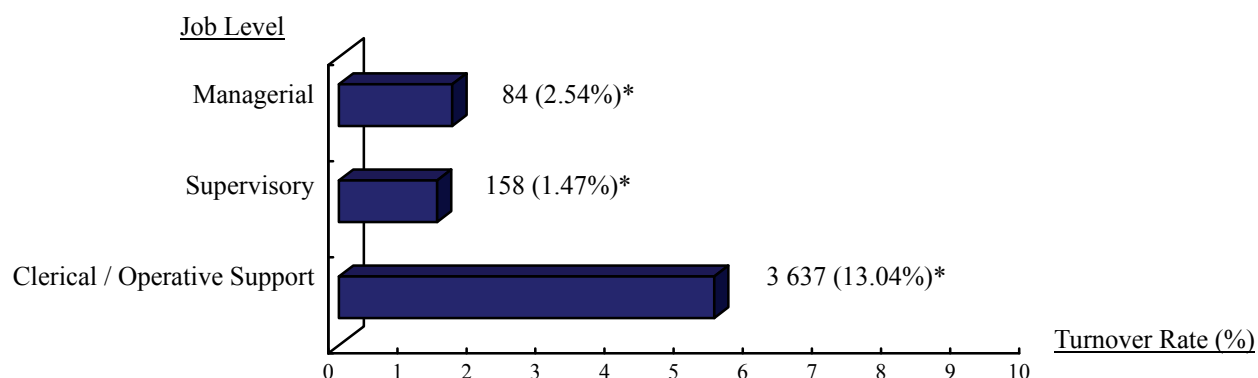
Table 10 Wholesale Trade
Number of Employees Leaving in the Past 12 Months by Whereabout

Job Level	Employees' Whereabouts after Departure						Total
	Taking up wholesale trade related jobs	Taking up non-wholesale trade related jobs	Emigration, Retirement, Further Studies	Unknown	Other	Overall	(%)*
Managerial	50	-	2	32	-	84	2.54
Supervisory	84	-	-	74	-	158	1.47
Clerical / Operative Support	1 061	153	378	2 045	-	3 637	13.04
Total	1 195	153	380	2 151	-	3 879	9.25**

* As percentage of the total manpower demand at each job level

** As percentage of the total manpower demand in the wholesale trade

Figure 8 Wholesale Trade
Distribution of Staff Turnover Rate in the Past 12 Months



* As percentage of the total manpower demand at each job level

Training Needs

Import and Export Trades

40. As revealed in the 2014 Survey, a total of 27 855 out of 100 001 companies (or 27.90%) would have training needs in the next 12 months.

Having Training Needs and With Training Places in the Next 12 Months

41. Of the 27 855 companies, 3 346 had indicated that they would provide training places for their employees. The details are summarized in **Table 11**.

IE Trades
Table 11 **Number of Companies**
With Training Needs and Training Places in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs		No. of Training Places
	Number	% of Total *	
1-4	2 505	8.99	6 020
5-9	4	0.01	66
10-19	360	1.29	5 553
20-49	291	1.04	13 111
50-99	115	0.41	7 592
100-299	57	0.20	5 378
300 and over	14	0.05	4 014
Total	3 346	12.01	41 734

* As percentage to the total number of companies with training needs

42. The total number of training places to be offered in the next 12 months would be 41 734. The top five types of training by job level are summarized in **Table 12**.

IE Trades
Table 12 **Top Five Types of Training by Job Level**

Job Level	Rank	Types	No. of Places	% of Total **
Managerial	1	Product Knowledge	1 639	3.93
	2	Customer Relationship	1 226	2.94
	3	Marketing	1 128	2.70
	4	Sales Technique	1 115	2.67
	5	Supervisory Skills	1 110	2.66
Supervisory	1	Product Knowledge	2 491	5.97
	2	Putonghua	2 201	5.27
	3	Written English	1 524	3.65
	4	Sales Technique	1 474	3.53
	5	Interpersonal Communication	1 253	3.00
Clerical / Operative Support	1	Product Knowledge	4 190	10.04
	2	Sales Techniques	3 438	8.24
	3	Marketing	1 279	3.07
	4	Occupational Safety	1 002	2.40
	5	Putonghua	576	1.38

** As percentage to the total number of training places

Having Training Needs But Without Training Places in the Next 12 Months

43. Of the 27 855 companies, 24 509 had indicated that they would have training needs but *without* training places in the next 12 months. The details are summarized in **Table 13**.

IE Trades
Number of Company
Table 13 **With Training Needs but Without Training Places**
in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs But Without Training Places in the Next 12 Months	
	Number	% of Total *
1-4	21 315	76.52
5-9	2 247	8.07
10-19	527	1.89
20-49	283	1.02
50-99	78	0.28
100-299	50	0.18
300 and over	9	0.03
Total	24 509	87.99

* As percentage to the total number of companies with training needs

44. The reasons for having training needs but without training places in the next 12 months are summarized in **Table 14**.

IE Trades
Table 14 **Reasons for Having Training Needs**
But Without Training Places in the Next 12 Months

Employment Size of Company	Reasons for Having Training Needs Without Training Places *			
	Limited Resources	No Time	Prefer On-the-job Training	Others
1-4	10 779	1 006	19 808	-
5-9	2 121	-	2 120	126
10-19	218	-	527	-
20-49	224	-	282	-
50-99	78	-	78	-
100-299	43	-	54	-
300 and over	8	-	8	1
Total	13 471	1 006	22 877	127

* respondents can select more than one reasons

Training Needs

Wholesale Trade

45. As revealed in the 2014 Survey, a total of 307 out of 13 216 wholesale companies (or 2.32%) would have training needs in the next 12 months.

Having Training Needs and With Training Places in the Next 12 Months

46. Of the 307 companies, 57 would provide training places for their employees. The details are summarized in **Table 15**.

Wholesale Trade
Table 15 **Number of Companies**
With Training Needs and Training Places in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs		No. of Training Places
	Number	% of Total *	
1-4	-	-	-
5-9	-	-	-
10-19	1	0.33	8
20-49	23	7.49	648
50-99	17	5.54	1 160
100-299	13	4.23	539
300 and over	3	0.98	1 053
Total	57	18.57	3 408

* As percentage to the total number of companies with training needs

47. The total number of training places to be offered in the next 12 months would be 3 408. The top five types of training by job level are summarized in **Table 16**.

Wholesale Trade
Table 16 **Top Five Types of Training by Job Level**

Job Level	Rank	Types	No. of Places	% of Total **
Managerial	1	Supervisory Skills	112	3.29
	2	Customer Relationship	66	1.94
	3	Sale Techniques	61	1.79
	4	Business Development & Management	54	1.58
	5	Occupational Safety	52	1.53
Supervisory	1	Product Knowledge	289	8.48
	2	Sale Techniques	208	6.10
	3	Customer Relationship	206	6.04
	4	Occupational Safety	180	5.28
	5	e-commerce and Media Knowledge	112	3.29
Clerical / Operative Support	1	Occupational Safety	413	12.12
	2	e-commerce and Media Knowledge	318	9.33
	3	Sales Techniques	276	8.10
	4	Customer Relationship	266	7.81
	5	Product Knowledge	78	2.29

** As percentage to the total number of training places

Having Training Needs But Without Training Places in the Next 12 Months

48. Out of the 307 companies, 250 companies had indicated that they would have training needs *but without* training places in the next 12 months. The details are summarized in **Table 17**.

Wholesale Trade
Number of Company
Table 17 With Training Needs But Without Training Places
in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs But Without Training Places in the Next 12 Months	
	Number	% of Total *
1-4	3	0.98
5-9	68	22.15
10-19	154	50.16
20-49	21	6.84
50-99	1	0.33
100-299	2	0.65
300 and over	1	0.33
Total	250	81.43

* As percentage to the total number of companies with training needs

49. The reasons for having training needs but without training places in the next 12 months are summarized in **Table 18**.

Wholesale Trade
Reasons for Having Training Needs
Table 18 But Without Training Places in the Next 12 Months

Employment Size of Company	Reasons for Having Training Needs But Without Training Places *			
	Limited Resources	No Time	Prefer On-the-job Training	Others
1-4	3	-	2	-
5-9	68	-	68	-
10-19	72	-	154	-
20-49	21	7	7	-
50-99	1	-	1	-
100-299	2	8	10	-
300 and over	1	-	1	-
Total	168	15	243	-

* Respondents can select more than one reason.

Manpower Change by Job Level

Import/Export Trades

50. In October 2014, there were a total of 490 876 employees in the IE trades, representing an increase of 1 038 (+ 0.21%) over the 2012 Survey. An analysis of the manpower change by job level is given in **Table 19**.

Table 19 **IE Trades**
Manpower Change over the 2012 Survey

Job Level	October 2012	October 2014	Increase / Decrease	% [*] Change
Managerial	49 952	51 351	+ 1 399	+ 2.80
Supervisory	104 653	105 486	+ 833	+ 0.80
Clerical / Operative Support	205 451	206 034	+ 583	+ 0.28
Technical Manpower	360 056	362 871	+ 2 815	+ 0.78
Non-technical Manpower	129 782	128 005	- 1 777	- 1.37
Total Workforce	489 838	490 876	+ 1 038	+ 0.21^{**}

* As percentage of the number of employees at each job level

** As percentage of the total number of employees in the IE trades

Wholesale Trade

51. In October 2014, there were a total of 62 539 employees in the wholesale trade, representing a decrease of 833 (- 1.31%) over the 2012 Survey. An analysis of the manpower change by job level is given in **Table 20**.

Table 20 **Wholesale Trade**
Manpower Change over the 2012 Survey

Job Level	October 2012	October 2014	Increase / Decrease	% [*] Change
Managerial	3 162	3 307	+ 145	+ 4.59
Supervisory	10 814	10 692	- 122	- 1.13
Clerical / Operative Support	26 942	26 583	- 359	- 1.33
Total Technical Manpower	40 918	40 582	- 336	- 0.82
Non-technical Manpower	22 454	21 957	- 497	- 2.21
Total Workforce	63 372	62 539	- 833	- 1.31^{**}

* As percentage of the number of employees at each job level

** As percentage of the total number of employees in the wholesale trade

Wastage

52. Wastage rate refers to those leaving the Import/Export and Wholesale (IEW) trades because of change of jobs to non-IEW trades, emigration retirement, further studies and other causes. As revealed in the Survey, the total number of wastage for the IEW trades is 20 360 in which 17 676 was from the IE trades and 2 684 was from the wholesale trade. They are assumed to be fully replenished.

Additional Training Requirements

53. Based on the employers' forecast of manpower growth and the number of wastage, the additional training requirements of the IEW trades for 2015 is projected in the Table 21.

Table 21 **Import/Export and Wholesale Trades**
Additional Training Requirements for 2015

Job Level	No. of Employees (2014)	(A) Employers' Forecast of Manpower Growth (2015)	(B) Wastage Replacement		(A) + (B) Additional Training Requirements (2015)
			No.	(%)	
Import / Export Trades					
Managerial	51 351	-1	759	1.48	758
Supervisory	105 486	+134	2 803	2.66	2 937
Clerical / Operative Support	206 034	+91	14 114	6.85	14 205
Sub-Total	362 871	+224	17 676	4.87	17 900
Wholesale Trade					
Managerial	3 307	-1	34	1.03	33
Supervisory	10 692	-2	74	0.69	72
Clerical / Operative Support	26 583	-1	2 576	9.69	2 575
Sub-Total	40 582	-4	2 684	6.61	2 680
Total	403 453	+220	20 360	5.05	20 580

Manpower Projection from 2015 - 2019

Import/Export Trades

54. Besides employers' forecast, the Labour Market Analysis (LMA) Method can also be used to project the manpower of the IE trades for the years for 2015 - 2019. A detailed description of the LMA Method is given in Appendix 16 (Pages 194 – 195). The projected manpower requirements for 2015 - 2019 by using the LMA Method is shown in Table 22.

Table 22 **IE Trades**
Projected Manpower Requirements for 2015 - 2019
by Labour Market Analysis Method

Year	Total Manpower Demand	Projected by LMA	Employers' Forecast
2014	367 792	-	-
2015	-	368 717 (+ 0.25 % [*])	368 016 (+ 0.06% [*])
2016	-	370 277 (+ 0.42 % ^{**})	-
2017	-	371 475 (+ 0.32 % ^{**})	-
2018	-	372 510 (+ 0.28 % ^{**})	-
2019	-	373 391 (+ 0.24 % ^{**})	-

All figures include technical manpower only

* As percentage change vs total manpower demand in 2014

** As percentage change vs projected manpower in previous year

55. As indicated in the table above, the manpower requirements in 2015 projected by LMA Method and the employers was + 0.25% and + 0.06% respectively. Such deviation might be due to the fact that the survey was conducted in October 2014 while the LMA Method referred to the most updated economic indicators in 2014 for the IE trades manpower projection.

Wholesale Trade

56. Owing to fluctuations of historical data in the past years, no economic indicators can be identified to project the wholesale trade manpower requirements and thus LMA Method cannot be applied in the wholesale trade. Adaptive Filtering Method (AFM) is used to project the manpower requirements for the wholesale trade. The manpower projection by using AFM is presented in **Table 23**.

Table 23 **Wholesale Trade**
Projected Manpower Requirements for 2015 - 2019
by Adaptive Filtering Method

Year	Total Manpower Demand	Projected by AFM	Employers' Forecast
2014	41 956	-	-
2015	-	42 345 (+ 0.93% [*])	41 952 (- 0.01% [*])
2016	-	42 438 (+ 0.22% ^{**})	-
2017	-	42 509 (+ 0.17% ^{**})	-
2018	-	42 562 (+ 0.12% ^{**})	-
2019	-	42 603 (+ 0.10% ^{**})	-

All figures include technical manpower only

* As percentage change vs total manpower demand in 2014

** As percentage change vs projected manpower in previous year

SECTION I

INTRODUCTION

The Training Board

1.1 The Import/Export and Wholesale Trades Training Board (“the Training Board”) of the Vocational Training Council is appointed by the HKSAR Government to be responsible for, among other duties, assessing the manpower situation and training needs in the import/export and wholesale trades and recommending to the Vocational Training Council the development of training facilities to meet the demand for trained manpower. The terms of reference of the Training Board are given in the Appendix 1 (Page 117). The Memberships of the Training Board and the Working Party on the 2014 Manpower Survey of the Import/Export and Wholesale Trades are listed in the Appendix 2 and 3 respectively (Pages 119 and 121).

The Manpower Survey

1.2 In pursuance of its terms of reference, the Training Board conducted the 2014 Manpower Survey during the period from 15 October 2014 to 14 November 2014 to collect up-to-date manpower information on the principal jobs of the industry. The survey was carried out with the assistance of the Census and Statistics Department (C&SD). The data gathered was then processed by the C&SD and analyzed by the Training Board for reporting purpose. In the past, reports had been issued separately for the Import/Export (IE) and Wholesale trades. Since the 2006 Survey, these two reports have been merged into one to present the close relationship between the two trades.

1.3 The Training Board conducted the manpower survey with the following objectives:

- (i) to assess the manpower and training needs of principle jobs of the import/export and wholesale trades;
- (ii) to project the manpower growth of the import/export and wholesale trades;
- (iii) to recommend measures to meet the training needs and manpower demand of the import/export and wholesale profession.

In-Depth Interviews

1.4 For the sake of enhancing the survey analysis, some in-depth interviews had been conducted to collect views on the outlook of the economic and manpower perspective of the import/export and wholesale trades. The list of participants is given in Appendix 4 (Page 123).

Improvement Made on Survey Questionnaires

1.5 It was suggested that the contents of the survey questionnaires and relevant documents be improved on the following aspects:

- (a) To ask the future development of the company in the next 3 years;
(for IE trades only)
- (b) To add the Hong Kong Diploma of Secondary Education in the
“Preferred Level of Education”;
(for both IE and Wholesale trades)
- (c) To collect more information on training needs.
(for both IE and Wholesale trades)

Scope of the Survey

1.6 Using the stratified random sampling method, a sample of 671 IE companies and 329 wholesale companies in the specified frames was subsequently selected from the central register maintained by the C&SD.

1.7 The sampling frames of the IE and Wholesale trades in the Survey covered the following companies maintained under the Central Register of Establishment of the C&SD.

a. IE trades

those engaged in:

- the import of goods for wholesaling and/or export of goods (except mail-order houses and those companies engaged in sales of goods via Internet);
- or buying agents or commission agents arranging for import or export of goods.

b. Wholesale trade

those engaged in:

the resale (sale without transformation) of new and used goods to

- retailers;
- the industrial, commercial, institutional or professional users;
- other wholesalers.

or those acting as agents or brokers in buying merchandise for, or selling merchandise to, such persons or companies.

1.8 The Industry Codes of the IE and wholesale trades based on the Hong Kong Standard Industrial Classification (“HSIC”) (Version 2.0) covered in the Survey are:

<u>Industry Code under the HSIC</u>	<u>Descriptions</u>
451	A fee or contract basis; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; transport equipment; durable goods. (Export trade)
452	A fee or contract basis; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; transport equipment; durable goods. (Import trade)
460	Brokers and agents for wholesale; foodstuffs; raw materials and semi-manufactures; general commodities; alcoholic drinks and tobacco; fuel; clothing, footwear and allied products; consumer goods; machinery, equipment and parts; transport equipment; durable goods. (wholesale trade)

Procedures of the Survey

1.9 The fieldwork of the manpower survey commenced on 15 October 2014. One week before the survey, a copy of the printed questionnaire together with the explanatory notes given in Appendices 5 – 6 (Pages 125 – 173) was sent to each sampled company. The reference date of the manpower data was fixed on 15 October 2014. During the survey period, fieldwork officers of the C&SD visited each sampled company to collect the questionnaire and, where necessary, to assist the completion. Followed-up field work with non-respondents was completed in end February 2015 until more satisfactory response rates were achieved. Completed questionnaires were scrutinized and re-checked with respondents in case of doubts. The data collected was processed by the C&SD.

1.10 After the cut-off date, data obtained from the sampled companies were statistically grossed up by the C&SD to reflect a full picture of the IE and Wholesale trades personnel.

Analysis of the Responses

1.11 For IE trades, out of the 689 selected companies, 488 completed and responded fully to the questionnaires, 5 companies responded partially, and 27 companies declined to answer the questionnaires, and the effective response rate of the survey is 94.81%. For the rest of the companies were either non-contactable, were not engaged in specific trade or moved, ceased operation or closed down.

1.12 For Wholesale trade, out of the 332 selected companies, 229 completed and responded fully to the questionnaires, 1 company responded partially, and 4 companies declined to answer the questionnaires, and the effective response rate of the survey is 98.29%. For the rest of the companies were either non-contactable, were not engaged in specific trade or moved, ceased operation or closed down.

Presentation of Survey Findings

1.13 Survey findings for both IE and Wholesale trades are given in Section II, followed by recommendations in Sections III addressing the problem areas and opportunities identified.

1.14 Starting from the 2006 Survey, “Owner/Sole Proprietor/Working Partner” were included in the category of “Managerial Level” to avoid uncertainty in classification as their functions sometimes overlapped and distinction blurred; revising some job descriptions for clarity and ease of matching; re-grouping of the places in respect of the destinations of relocation; introducing new trade specific skills to cater for the change in manpower development in the trades.

SECTION II

SUMMARY OF SURVEY FINDINGS

Number of Companies

2.1 The Survey revealed that the number of **IE companies** was 100 001, increased 466 (or + 0.47%) when compared with figure in the 2012 survey (99 535). With regard to the **wholesale companies**, the number of companies was 13 216, decreased by 679, (or - 4.89%) when compared with figure in the 2012 survey (13 895).

Number of Employees

2.2 As revealed in the 2014 Survey, for **IE trades**, the technical manpower was 362 871 and the non-technical manpower was 128 005. For **Wholesale trade**, the technical manpower was 40 582 and non-technical manpower was 21 957. The employee distribution by job level for both trades are shown in **Table 1** and **Table 2** respectively.

Table 1 **IE Trades**
Distribution of Employees by Job Level
(As in October 2014)

Job Level	Distribution of Employees	
	No.	%
Managerial	51 351	10.46
Supervisory	105 486	21.49
Clerical / Operative Support	206 034	41.97
Sub-total of Technical Manpower	362 871	73.92
Non-technical Manpower	128 005	26.08
Total	490 876	100%

Table 2 **Wholesale Trade**
Distribution of Employees by Job Level
(As in October 2014)

Job Level	Distribution of Employees	
	No.	%
Managerial	3 307	5.29
Supervisory	10 692	17.10
Clerical / Operative Support	26 583	42.51
Sub-total of Technical Manpower	40 582	64.89
Non-technical Manpower	21 957	35.11
Total	62 539	100%

Comparison of Number of Employees between 2012 and 2014

2.3 For **IE trades**, the change in the number of employees by job level between 2012 and 2014 is summarized in **Table 3**.

IE Trades
Table 3 Comparison of the Number of Employees by Job Level
between 2012 and 2014

Job Level	October 2012	October 2014	Increase / Decrease	% Change
Managerial	49 952	51 351	+ 1 399	+ 2.80
Supervisory	104 653	105 486	+ 833	+ 0.80
Clerical / Operative Support	205 451	206 034	+ 583	+ 0.28
Technical Manpower	360 056	362 871	+ 2 815	+ 0.78
Non-technical Manpower	129 782	128 005	- 1 777	- 1.37
Total	489 838	490 876	+ 1 038	+ 0.21

2.4 According to the Table 3, the total number of 490 876 persons were employed in the IE trades in 2014 as compared to 489 838 in 2012, representing an increase of 1 038 (+ 0.21%).

2.5 For **Wholesale trade**, the changes in the number of employees by job level are summarized in **Table 4** between 2012 and 2014.

Wholesale Trade
Table 4 Comparison of the Number of Employees by Job Level
between 2012 and 2014

Job Level	October 2012	October 2014	Increase / Decrease	% Change
Managerial	3 162	3 307	+ 145	4.59
Supervisory	10 814	10 692	- 122	- 1.13
Clerical / Operative Support	26 942	26 583	- 359	- 1.33
Total Technical Manpower	40 918	40 582	- 336	- 0.82
Non-technical Manpower	22 454	21 957	- 497	- 2.21
Total	63 372	62 539	- 833	- 1.31

2.6 According to the Table 4, the total number of 62 539 persons were employed in 2014 as compared to 63 372 in October 2012, representing a decrease of 833 (- 1.31%).

Number of Existing Vacancies

2.7. For **IE trades**, at the time of Survey, the total number of vacancies was 4 921, representing 1.34% of the total manpower demand of 367 792. **Total manpower demand is defined as the existing manpower plus vacancies.** The comparison of the number of vacancies between 2012 and 2014 is shown in **Table 5**.

Table 5
IE Trades
Comparison of the Number of Vacancies between 2012 and 2014

Job Level	2012				2014			
	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**
Managerial	49 952	151 (2.88%)	50 103	0.30%	51 351	197 (4.00%)	51 548	0.38%
Supervisory	104 653	1 748 (33.32%)	106 401	1.64%	105 486	562 (11.42%)	106 048	0.53%
Clerical/ Operative Support	205 451	3 347 (63.8%)	208 798	1.60%	206 034	4 162 (84.58%)	210 196	1.98%
Total	360 056	5 246 (100%)*	365 302	1.44%	362 871	4 921 (100%)*	367 792	1.34%

* As percentage of the total number of vacancies

** As percentage of the total manpower demand at each job level

2.8 For Wholesale trade, at the time of the survey, the total number of vacancies was 1 374, representing 3.27% of the total manpower demand of 41 956. The comparison of the number of vacancies between 2012 and 2014 is shown in **Table 6**.

Table 6
Wholesale Trade
Comparison of the Number of Vacancies between 2012 and 2014

Job Level	2012				2014			
	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**	Number of Employees	Number of Vacancies	Total Manpower Demand	Percentage to Total Manpower Demand**
Managerial	3 162	- (-)	3 162	-	3 307	5 (0.36%)	3 312	0.15%
Supervisory	10 814	299 (25.95%)	11 113	2.69%	10 692	67 (4.88%)	10 759	0.62%
Clerical/ Operative Support	26 942	853 (74.05%)	27 795	3.07%	26 583	1 302 (94.76%)	27 885	4.67%
Total	40 918	1 152 (100%)*	42 070	2.74%	40 582	1 374 (100%)*	41 956	3.27%

* As percentage of the total number of vacancies

** As percentage of the total manpower demand at each job level

Employers' Forecast of Manpower Demand in October 2015

2.9 Employers' forecast of manpower demand for the principle jobs for both **IE and wholesale trades** in October 2015 by job level are shown in **Table 7** and **Table 8**.

Table 7 **IE Trades**
Employers' Forecast of Manpower Demand by Job Level
(in October 2015)

Job Level	(a)	(b)	(a) + (b)	Employers' Forecast of Manpower Demand in October 2015	Growth	
	No. of Employees in October 2014	No. of Vacancies in October 2014	Total Manpower Demand in October 2014		No.	%
Managerial	51 351	197	51 548	51 547	- 1	- 0.002
Supervisory	105 486	562	106 048	106 182	+ 134	+ 0.13
Clerical / Operative Support	206 034	4 162	210 196	210 287	+ 91	+ 0.04
Sub-Total	362 871	4 921	367 792	368 016	+ 224	+ 0.06

Table 8 **Wholesale Trade**
Employers' Forecast of Manpower Demand by Job Level
(in October 2015)

Job Level	(a)	(b)	(a) + (b)	Employers' Forecast of Manpower Demand in October 2015	Growth	
	No. of Employees in October 2014	No. of Vacancies in October 2014	Total Manpower Demand in October 2014		No.	%
Managerial	3 307	5	3 312	3 311	- 1	- 0.03
Supervisory	10 692	67	10 759	10 757	- 2	- 0.02
Clerical / Operative Support	26 583	1 302	27 885	27 884	- 1	- 0.004
Sub-Total	40 582	1 374	41 956	41 952	- 4	- 0.01

Internal Promotion in the Past 12 Months

2.10 For **IE trades**, the Survey revealed that 1 038 (or 0.29%) of the total number of employees had been promoted from within the trades. The comparison of the number of internal promotions from various job levels for the IE trades between 2012 and 2014 is shown in **Table 9**.

Table 9 **IE Trades**
Comparison of Number of Internal Promotion between 2012 and 2014

Job Level	2012			2014		
	No. of Employees in October 2012	No. of Internal Promotions	Percentage to Total No. of Employees (%)*	No. of Employees in October 2014	No. of Internal Promotions	Percentage to Total No. of Employees (%)*
From Supervisory Level to Managerial Level	49 952	738	1.48	51 351	574	1.12
From Clerical / Operative Support Level to Supervisory Level	104 653	1 185	0.13	105 486	411	0.39
From Others to Clerical / Operative Support Level	205 451	116	0.06	206 034	53	0.03
Total	360 056	2 039	0.57	362 871	1 038	0.29

* As percentage of the total number of employees at each job level

2.11 For **Wholesale trade**, the survey revealed that 73 (or 0.18%) of the total number of employees had been promoted from within the trade. The comparison of the number of internal promotions from various job levels for the wholesale trade between 2012 and 2014 is shown in **Table 10**.

Table 10 **Wholesale Trade**
Comparison of the Number of Internal Promotion between 2012 and 2014

Job Level	2012			2014		
	No. of Employees in October 2012	No. of Internal Promotions	Percentage to Total No. of Employees (%)*	No. of Employees in October 2014	No. of Internal Promotions	Percentage to Total No. of Employees (%)*
From Supervisory Level to Managerial Level	3 162	9	0.28	3 307	40	1.21
From Clerical / Operative Support Level to Supervisory Level	10 814	71	0.66	10 692	33	0.31
From Others to Clerical / Operative Support Level	26 942	34	0.13	26 583	0	0.00
Total	40 918	114	0.28	40 582	73	0.18

* As percentage of the total number of employees at each job level

Staff Turnover in the Past 12 Months

2.12 For **IE trades**, employers reported that 29 286 employees (or 7.96%) of the number of total manpower demand, had left in the past 12 months. A summary is given in **Table 11** and the percentage change of the staff turnover over the 2012 Survey is shown in **Table 12**.

IE Trades
Table 11 **Number of Employees Who Left in the Past 12 Months**
by Whereabouts by Job Level

Job Level	Employees' Whereabouts after Departure						Total
	Taking up IE trades related jobs	Taking up non-IE trades related jobs	Emigration, Retirement, Further Studies	Unknown	Others	Overall	(%)
Managerial	304	72	42	587	58	1 063	2.06*
Supervisory	1 076	130	14	2 652	7	3 879	3.66*
Clerical / Operative Support	10 230	1 217	73	12 819	5	24 344	11.58*
Total	11 610	1 419	129	16 058	70	29 286	7.96**

* As percentage of the total manpower demand at each job level

** As percentage of total manpower demand in IE trades

IE Trades
Table 12 **Comparison of the Staff Turnover between 2012 and 2014**

Job Level	October 2012 No. / (%)*	October 2014 No. / (%)*	% Change (%) **
Managerial	1 571 (3.14)	1 063 (2.06)	-32.34
Supervisory	4 772 (4.48)	3 879 (3.66)	-18.71
Clerical / Operative Support	13 201 (6.32)	24 344 (11.58)	84.41
Total	19 544 (5.35)	29 286 (7.96)	49.85

* As percentage of the total manpower demand at each job level

** As percentage change of the staff turnover over the 2012 survey

2.13 For **Wholesale trade**, employers reported that 3 879 employees (or 9.25%) of the number of the total manpower demand, had left in the past 12 months. A summary of the findings is given in **Table 13** and the percentage change of the staff turnover over the 2012 Survey is shown in **Table 14**.

Wholesale Trade
Table 13 **Number of Employees Who Left in the Past 12 Months**
by Whereabouts by Job Level

Job Level	Employees' Whereabouts after Departure						Total
	Taking up wholesale trade related jobs	Taking up non-wholesale trade related jobs	Emigration, Retirement, Further Studies	Unknown	Others	Overall	(%)*
Managerial	50	-	2	32	-	84	2.54*
Supervisory	84	-	-	74	-	158	1.47*
Clerical / Operative Support	1 061	153	378	2 045	-	3 637	13.04*
Total	1 195	153	380	2 151	-	3 879	9.25**

* As percentage of the total manpower demand at each job level

** As percentage of total manpower demand in the wholesale trade

Wholesale Trade
Table 14 **Comparison of the Staff Turnover between 2012 and 2014**

Job Level	October 2012 No. / (%)*	October 2014 No. / (%)*	% Change**
Managerial	52 (1.64)	84 (2.54)	61.54
Supervisory	158 (1.42)	158 (1.47)	-
Clerical / Operative Support	1 508 (5.43)	3 637 (13.04)	141.18
Total	1 718 (4.08)	3 879 (9.25)	125.79

* As percentage of the total manpower demand at each job level

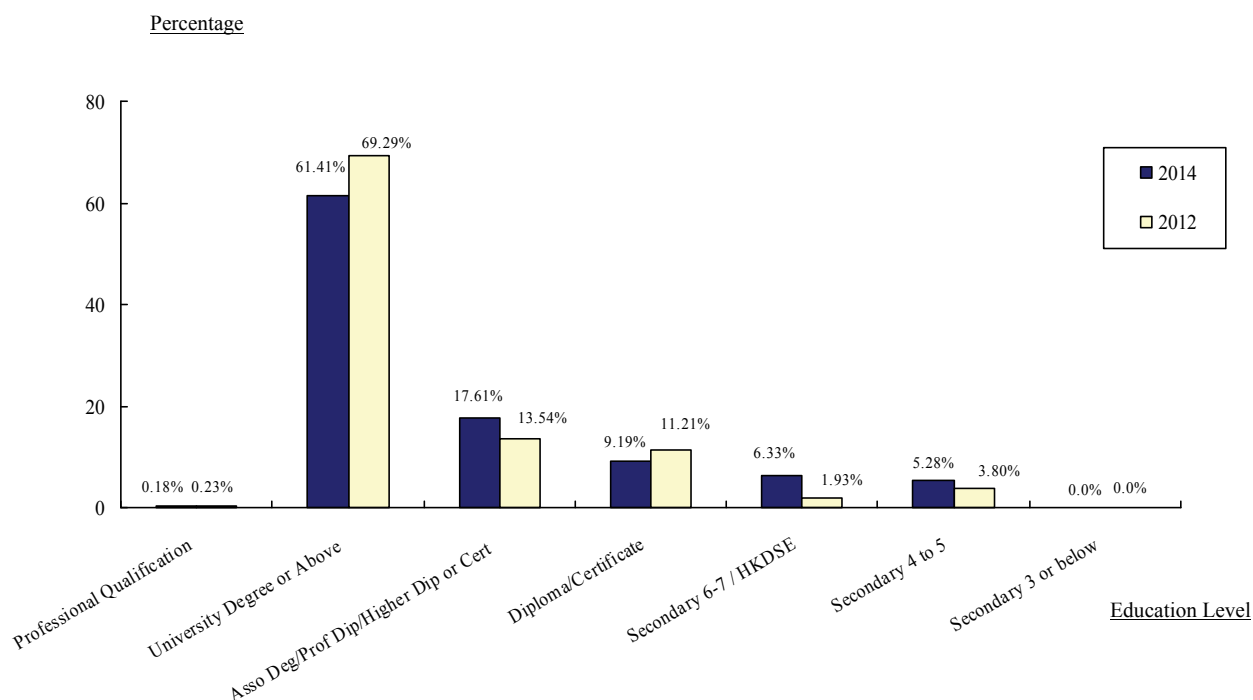
** As percentage change of the staff turnover over the 2012 survey

Preferred Level of Education

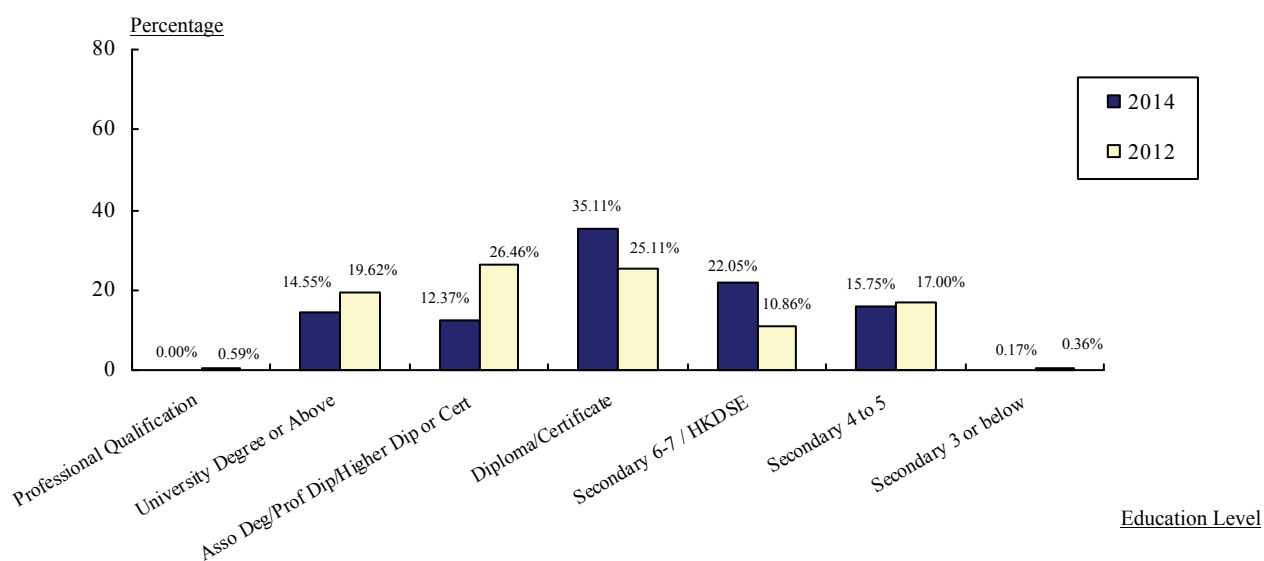
2.14 For **IE trades**, the distribution of the preferred level of education by employers in 2012 and 2014 is shown in **Figure 1** and the comparison of the three most preferred level of education by employers are shown in **Table 15**.

Figure 1 **IE Trades**
Preferred Level of Education by Job Level
(2012 vs 2014)

(a) Managerial Level



(b) Supervisory Level



(c) Clerical / Operative Support Level

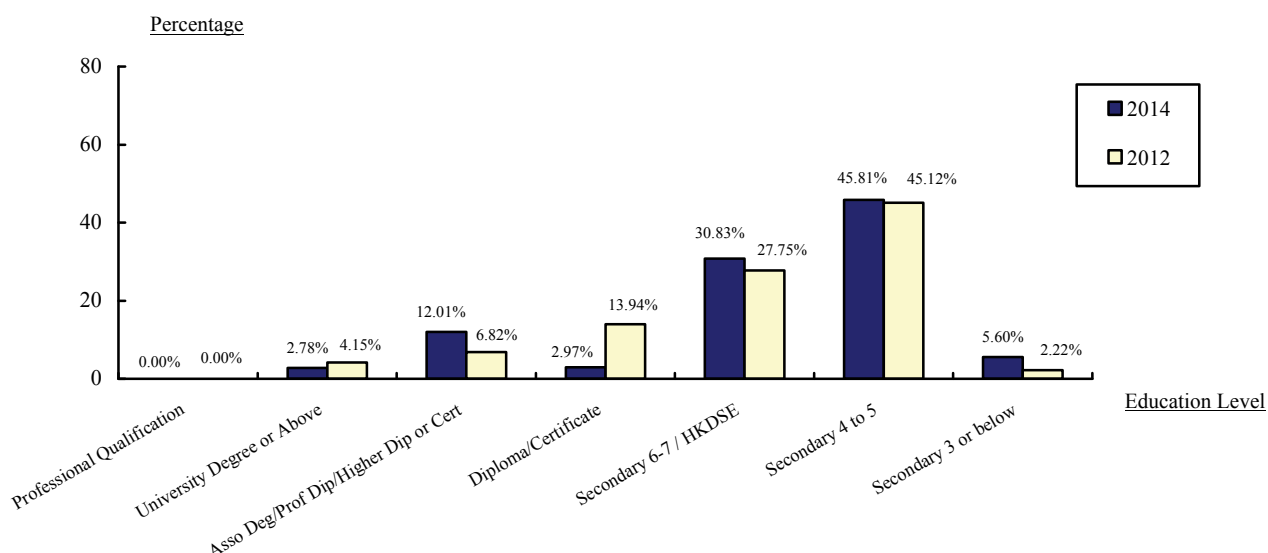


Table 15: **IE Trades**
Comparison of the Three Most Preferred Level of Education
between 2012 and 2014

Job Level	2012			2014		
	Three Most Preferred Level of Education (No. of responses)		% of Total*	Three Most Preferred Level of Education (No. of responses)		% of Total *
Managerial	1.	UD (33 586)	69.29%	1.	UD (30 949)	61.41%
	2.	AD / PD / HD / HC (6 562)	13.54%	2.	AD / PD / HD / HC (8 873)	17.61%
	3.	D / C (5 434)	11.21%	3.	D / C (4 631)	9.19%
Supervisory	1.	AD / PD / HD (26 993)	26.46%	1.	D / C (36 692)	35.11%
	2.	D / C (25 611)	25.11%	2.	S.6 - S.7 / HKDSE (23 044)	22.05%
	3.	UD (20 012)	19.62%	3.	S.4 – S.5 (16 455)	15.75%
Clerical / Operative Support	1.	S.4 - S.5 (91 018)	45.12%	1.	S.4 - S.5 (91 915)	45.81%
	2.	S.6 - S.7 / HKDSE (55 975)	27.75%	2.	S.6 - S.7 / HKDSE (61 859)	30.83%
	3.	D / C (28 120)	13.94%	3.	AD / PD / HD / HC (24 090)	12.01%

* As percentage of the number of IE employees at each job level

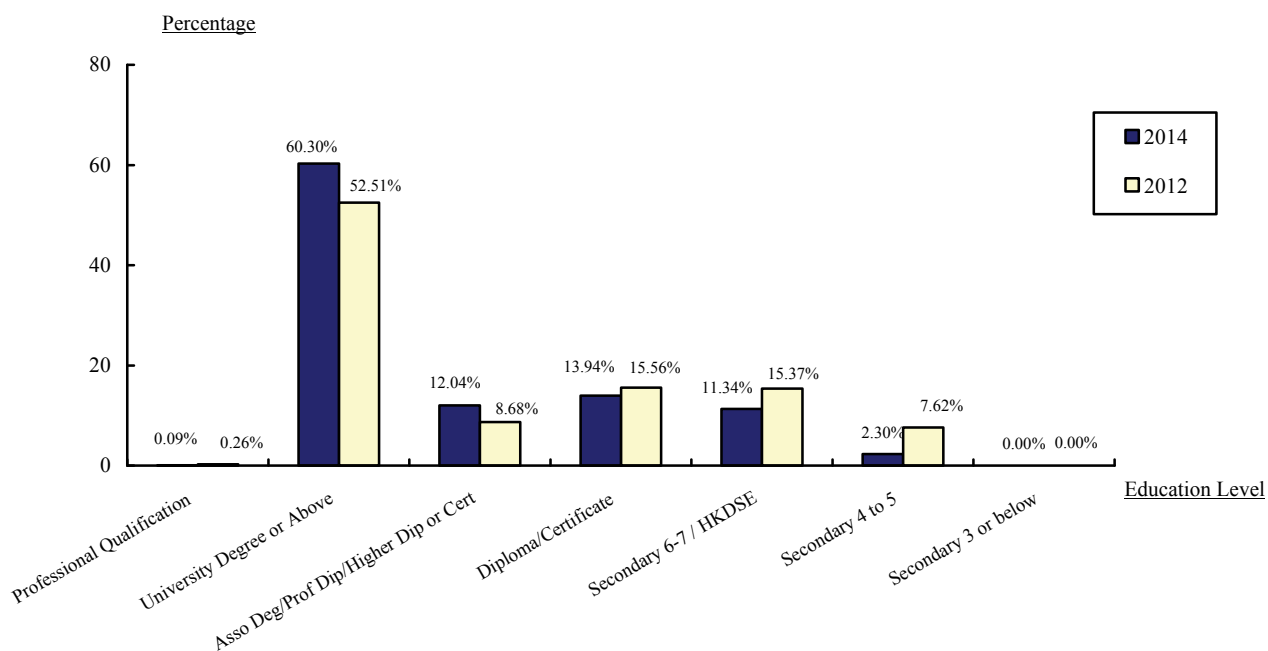
Abbreviations:

UD	University Degree	D	Diploma
AD	Associate Degree	C	Certificate
PD	Professional Diploma	S.6-S.7	Secondary 6 -7
HD	Higher Diploma	HKDSE	Hong Kong Diploma of Secondary Education
HC	Higher Certificate	S.4-S.5	Secondary 4 - 5
D	Diploma	S.3 or below	Secondary 3 or below

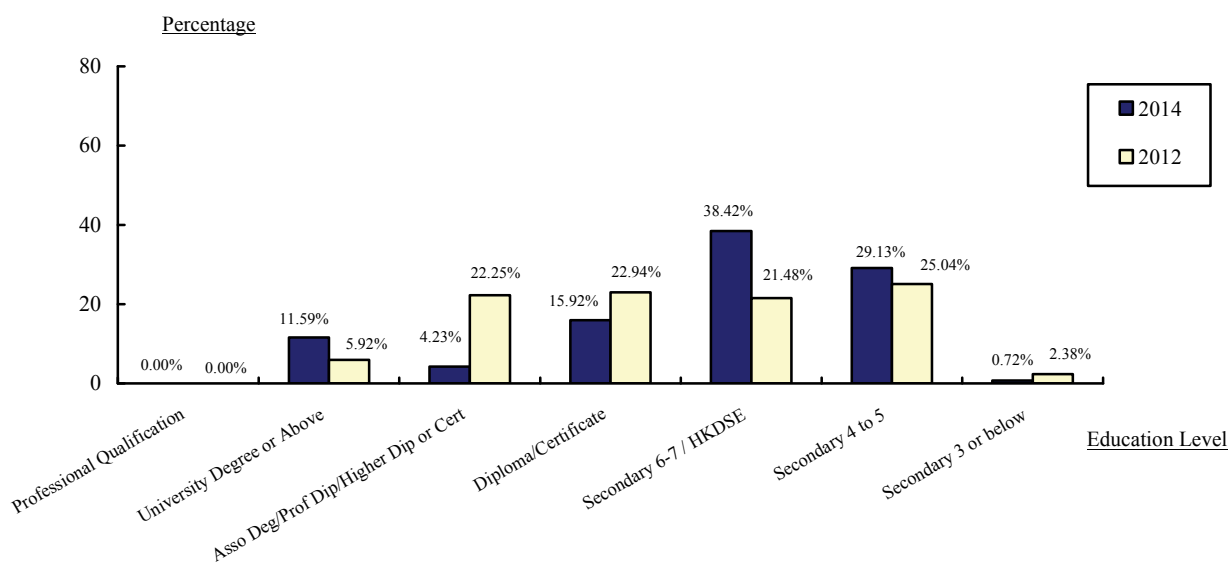
2.15 For **Wholesale trade**, the distribution of the preferred level of education by employers between 2012 and 2014 is shown in **Figure 2** and the three most preferred level of education by employers are shown in **Table 16**.

Figure 2 **Wholesale Trade**
Preferred Level of Education by Job Level
(2012 vs 2014)

(a) Managerial Level



(b) Supervisory Level



(c) Clerical / Operative Support Level

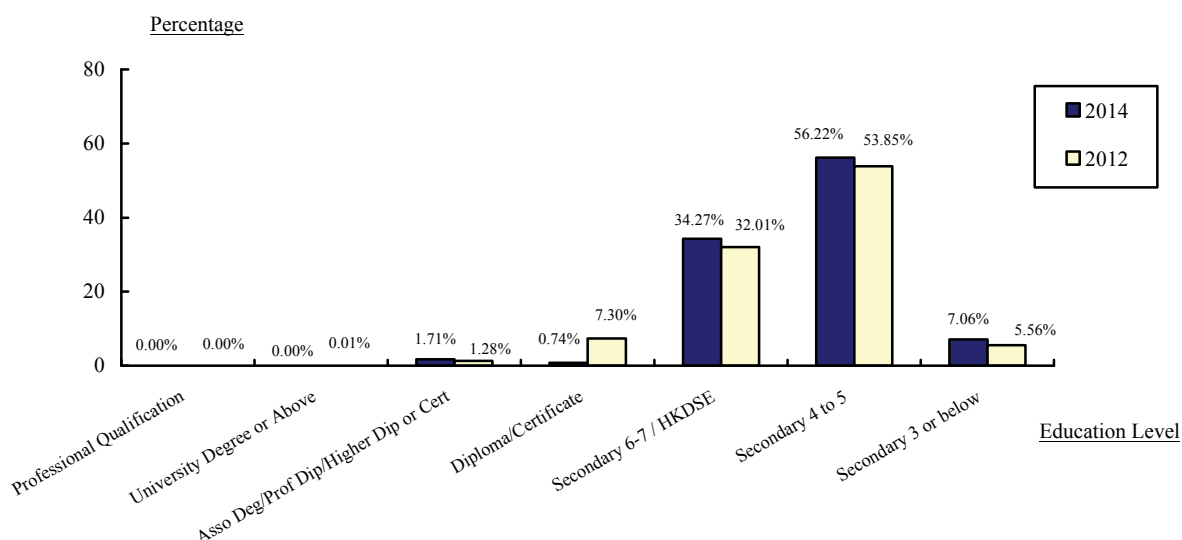


Table 16: Wholesale Trade
Comparison of the Three Most Preferred Level of Education between 2012 and 2014

Job Level	2012			2014		
	Three Most Preferred Level of Education (No. of responses)		% of Total*	Three Most Preferred Level of Education (No. of responses)		% of Total*
Managerial	1.	UD (1 633)	52.51%	1.	UD (1 994)	60.30%
	2.	D / C (484)	15.56%	2.	D / C (461)	13.94%
	3.	S.6 - S.7 / HKDSE (478)	15.37%	3.	AD / PD / HD / HC (398)	12.04%
Supervisory	1.	S.4 - S.5 (2 685)	25.04%	1.	S.6 - S.7 / HKDSE (4 024)	38.42%
	2.	D / C (2 460)	22.94%	2.	S.4 - S.5 (3 051)	29.13%
	3.	AD / PD / HD / HC (2 386)	22.25%	3.	D / C (1 668)	15.92%
Clerical/ Operative Support	1.	S.4 - S.5 (14 338)	53.85%	1.	S.4 - S.5 (14 945)	56.22%
	2.	S.6 - S.7 / HKDSE (8 522)	32.01%	2.	S.6 - S.7 / HKDSE (9 109)	34.27%
	3.	D / C (1 943)	7.30%	3.	S.3 or below (1 876)	7.06%

* As percentage of the number of wholesale employees at each job level

Abbreviations:

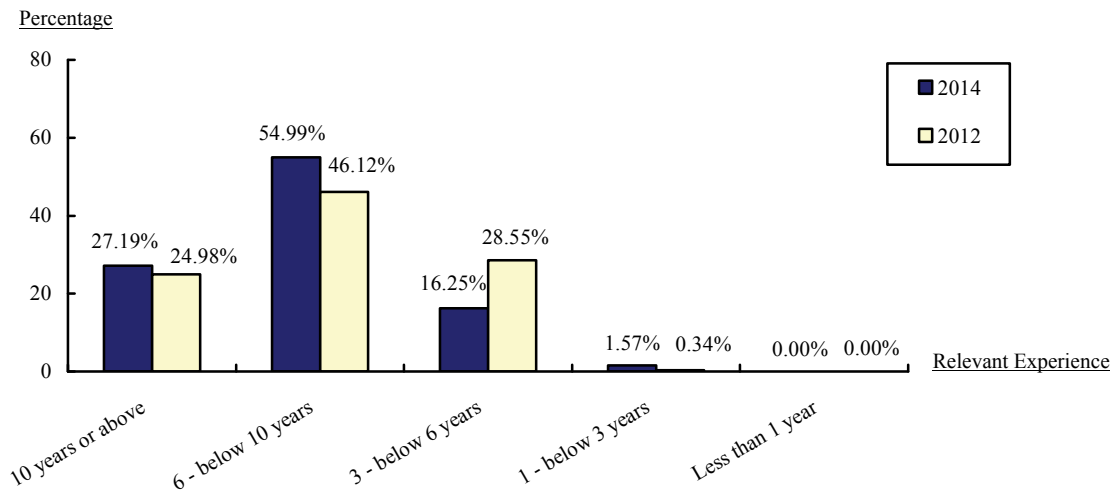
UD	University Degree	D	Diploma
AD	Associate Degree	C	Certificate
PD	Professional Diploma	S.6-S.7	Secondary 6 -7
HD	Higher Diploma	HKDSE	Hong Kong Diploma of Secondary Education
HC	Higher Certificate	S.4-S.5	Secondary 4 -5
D	Diploma	S.3 or below	Secondary 3 or below

Preferred Years of Relevant Experience

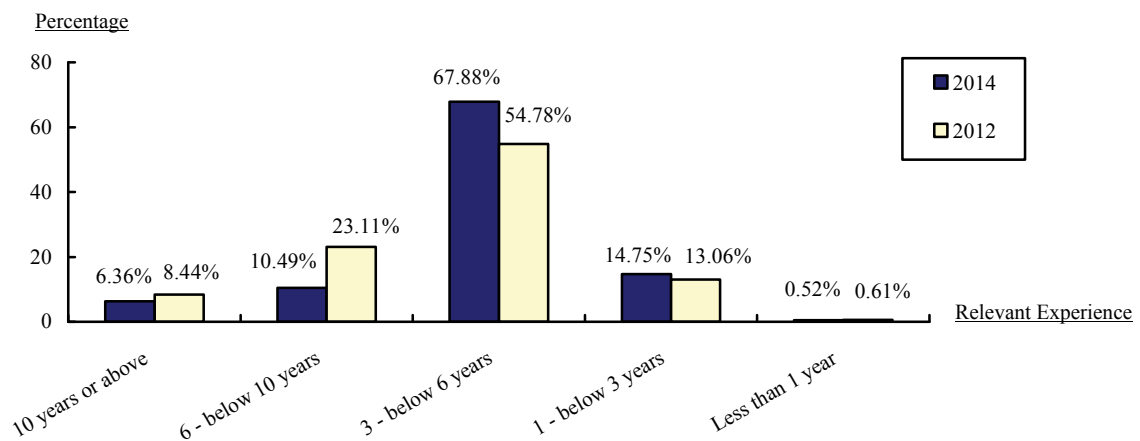
2.16 For **IE trades**, the distribution of the preferred years of relevant experience by employers in 2012 and 2014 is shown in **Figure 3** and the comparison of the three most preferred years of relevant experience by employers between 2012 and 2014 are shown in **Table 17**.

Figure 3 **IE Trades**
Preferred Years of Relevant Experience by Job Level
(2012 vs 2014)

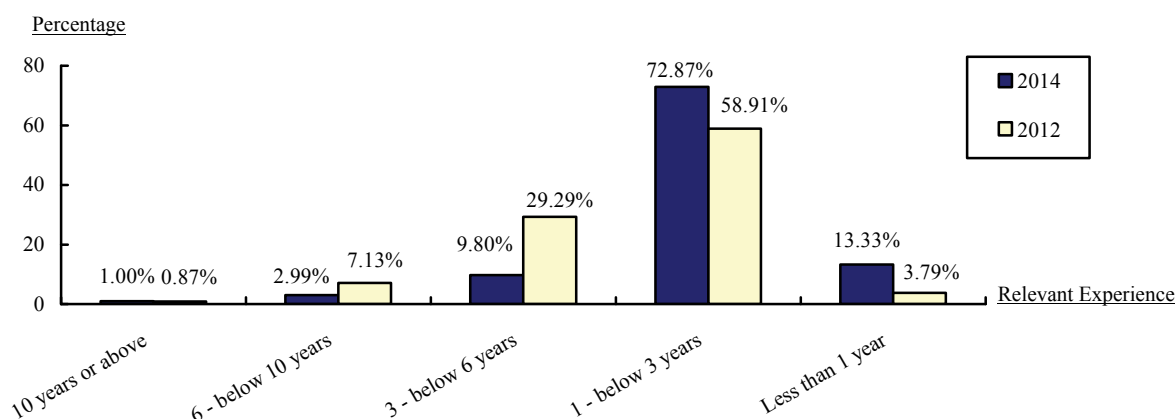
(a) Managerial Level



(b) Supervisory Level



c) Clerical / Operative Support Level



IE Trades

Table 17 Comparison of the Three Most Preferred Years of Relevant Experience by Job Level between 2012 and 2014

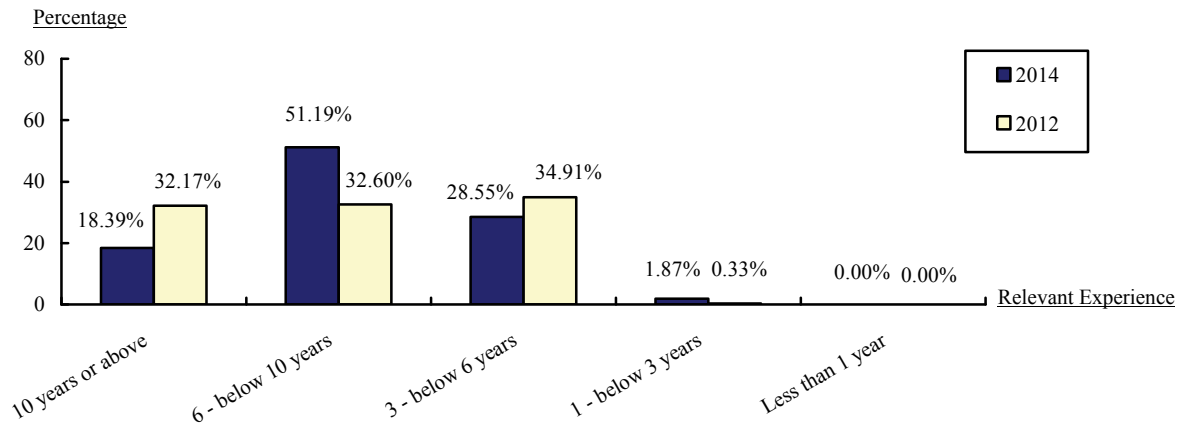
Job Level	2012			2014		
		Three Most Preferred Years of Relevant Experiences (No. of responses)	% of Total*		Three Most Preferred Years of Relevant Experience (No. of responses)	% of Total*
Managerial	1.	6 - 10 Years (22 351)	46.20	1.	6 - 10 Years (27 696)	54.99
	2.	3 - 6 years (13 836)	28.55	2.	10 years or more (13 694)	27.19
	3.	10 years or more (12 107)	24.98	3.	3 - 6 years (8 182)	16.25
Supervisory	1.	3 - 6 years (55 928)	54.78	1.	3 - 6 years (70 927)	67.88
	2.	6 - 10 Years (23 594)	23.11	2.	1 - 3 years (15 407)	14.75
	3.	1 - 3 years (13 328)	13.06	3.	6 - 10 years (10 959)	10.49
Clerical / Operative Support	1.	1 - 3 years (118 563)	58.91	1.	1 - 3 years (146 132)	72.87
	2.	3 - 6 years (58 950)	29.29	2.	< 1 year (26 740)	13.33
	3.	6 - 10 Years (14 356)	7.13	3.	3 - 6 years (19 660)	9.80

* As percentage of the number of IE employees at each job level

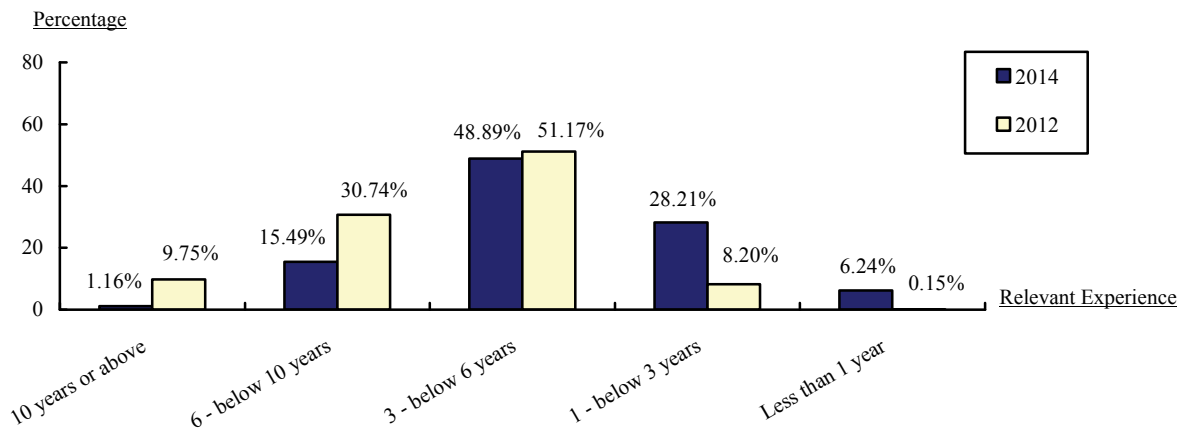
2.17 For **Wholesale trade**, the distribution of the preferred years of relevant experience by employers between 2012 and 2014 is shown in **Figure 4** and the comparison of the three most preferred years of relevant experience by employers between 2012 and 2014 are shown in **Table 18**.

Wholesale Trade
Figure 4 Preferred Relevant Years of Experience by Job Level
(2012 vs 2014)

(a) Managerial Level



(b) Supervisory Level



(c) Clerical / Operative Support Level

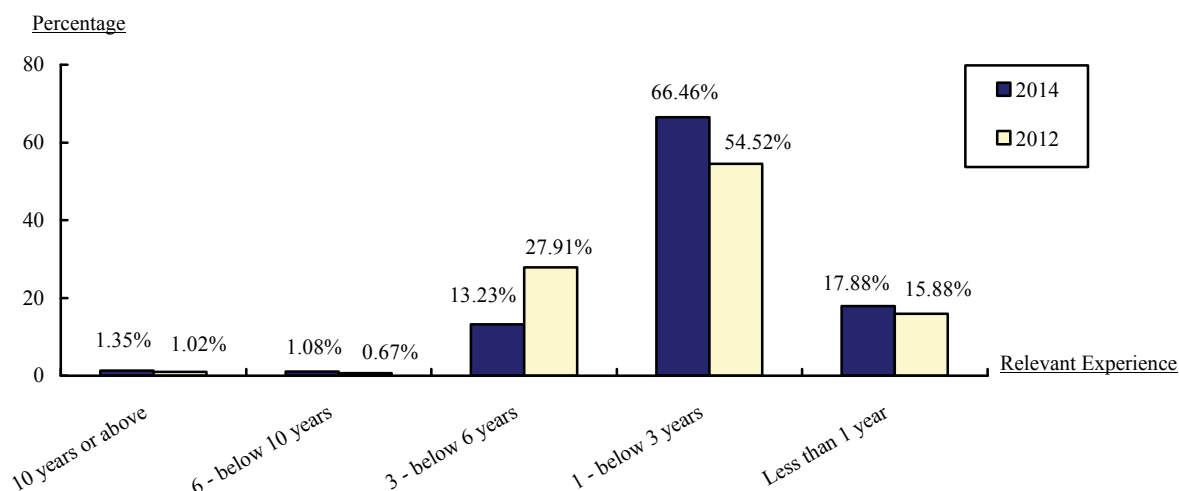


Table 18 Wholesale Trade
Comparison of the Three Most Preferred Years of Relevant Experience by Job Level between 2012 and 2014

Job Level	2012			2014		
		Three Most Preferred Years of Relevant Experiences (No. of responses)	% of Total*		Three Most Preferred Years of Relevant Experiences (No. of responses)	% of Total*
Managerial	1.	3 - 6 Years (1 072)	34.91	1.	6 - 10 years (1 693)	51.19
	2.	6 - 10 years (1 001)	32.60	2.	3 - 6 Years (944)	28.55
	3.	10 years or more (988)	32.17	3.	10 years or more (608)	18.39
Supervisory	1.	3 - 6 years (5 287)	51.17	1.	3 - 6 years (5 121)	48.89
	2.	6 - 10 Years (3 176)	30.74	2.	1 - 3 years (2 955)	28.21
	3.	10 years or more (1 007)	9.75	3.	6 - 10 years (1 623)	15.49
Clerical / Operative Support	1.	1 - 3 years (13 327)	54.52	1.	1 - 3 years (17 667)	66.46
	2.	3 - 6 years (6 823)	27.91	2.	< 1 year (4 753)	17.88
	3.	< 1 year (3 882)	15.88	3.	3 - 6 years (3 517)	13.23

* As percentage of the number of employees at each job level

Average Monthly Income Range

2.18 For **IE trades**, employers were asked to provide data on the average monthly income range of principle jobs. The distribution of average monthly income range by job level is given in **Table 19** and the comparison of three most average monthly income ranges between 2012 and 2014 are given in **Table 20**.

Table 19 **IE Trades**
Average Monthly Income Range by Job Level

Average Monthly Income Range	Number of Employees			
	Managerial (%) [*]	Supervisory (%) [*]	Clerical/Operative Support (%) [*]	Total (%) ^{**}
Under \$8,001	1 (0.002)	504 (0.48)	2 904 (1.41)	3 409 (0.94)
\$8,001 - \$10,000	- (-)	278 (0.26)	21 285 (10.33)	21 563 (5.94)
\$10,001 - \$20,000	1 270 (2.47)	35 993 (34.12)	125 799 (61.06)	163 062 (44.94)
\$20,001 - \$30,000	11 814 (23.01)	53 632 (50.84)	8 742 (4.24)	74 188 (20.44)
\$30,001 - \$50,000	26 125 (50.88)	2 207 (2.09)	3 509 (1.70)	31 841 (8.77)
\$50,001 - \$70,000	4 372 (8.51)	33 (0.03)	- (-)	4 405 (1.21)
Over \$70,000	1 353 (2.63)	- (-)	- (-)	1 353 (0.37)
Unspecified	6 416 (12.49)	12 839 (12.17)	43 795 (21.26)	63 050 (17.38)
Total	51 351 (100.00)	105 486 (100.00)	206 034 (100.00)	362 871 (100.00)

* As percentage of the number of IE employees at each job level

** As percentage of the total number of IE employees

IE Trades

**Table 20 Comparison of the Three Most Average Monthly Income Range by Job Level
between 2012 and 2014**

Job Level	2012			2014		
		The Three Most Average Monthly Income Range (No. of responses)	% of Total*		The Three Most Average Monthly Income Range (No. of responses)	% of Total*
Managerial	1.	\$30,001 - \$50,000 (19 357)	38.75	1.	\$30,001 - \$50,000 (26 125)	50.88
	2.	\$20,001 - \$30,000 (17 287)	34.61	2.	\$20,001 - \$30,000 (11 814)	23.01
	3.	\$50,001 - \$70,000 (3 460)	6.93	3.	\$50,001 - \$70,000 (4 372)	8.51
Supervisory	1.	\$10,001 - \$20,000 (43 782)	41.84	1.	\$20,001 - \$30,000 (53 632)	50.84
	2.	\$20,001 - \$30,000 (32 318)	30.88	2.	\$10,001 - \$20,000 (35 993)	34.12
	3.	\$30,001 - \$50,000 (4 213)	4.03	3.	\$30,001 - \$50,000 (2 207)	2.09
Clerical/ Operative Support	1.	\$10,001 - \$20,000 (110 698)	53.88	1.	\$10,001 - \$20,000 (125 799)	61.06
	2.	\$8,001 - \$10,000 (29 198)	14.21	2.	\$8,001 - \$10,000 (21 285)	10.33
	3.	\$20,001 - \$30,000 (28 885)	14.06	3.	\$20,001 - \$30,000 (8 742)	4.24

2.19 For **Wholesale trade**, employers were asked to provide data on the average monthly income range of principle jobs. The distribution of average monthly income range by job level is shown in **Table 21** and the comparison of the three most average monthly income ranges between 2012 and 2014 are presented in **Table 22**.

Table 21 Wholesale Trade
Average Monthly Income Range by Job Level

Average Monthly Income Range	Number of Employees			
	Managerial (%)*	Supervisory (%)*	Clerical/ Operative Support (%)*	Total (%)**
Under \$8,001	- (-)	218 (2.04)	985 (3.71)	1 203 (2.96)
\$8,001 - \$10,000	- (-)	4 (0.04)	4 857 (18.27)	4 861 (11.98)
\$10,001 - \$20,000	154 (4.66)	2 315 (21.65)	15 947 (59.99)	18 416 (45.38)
\$20,001 - \$30,000	1 450 (43.85)	6 201 (58.00)	2 446 (9.20)	10 097 (24.88)
\$30,001 - \$50,000	1 094 (33.08)	415 (3.88)	66 (0.25)	1 575 (3.88)
\$50,001 - \$70,000	220 (6.65)	- (-)	- (-)	220 (0.54)
Over \$70,000	53 (1.60)	- (-)	- (-)	53 (0.13)
Unspecified	336 (10.16)	1 539 (14.39)	2 282 (8.58)	4 157 (10.24)
Total	3 307 (100.00)	10 692 (100.00)	26 583 (100.00)	40 582 (100.00)

* As percentage of the number of wholesale employees at each job level

** As percentage of the total number of wholesale employees

Wholesale Trade

**Table 22 Comparison of the Three Most Average Monthly Income Range by Job Level
between 2012 and 2014**

Job Level	2012			2014		
		The Three Most Average Monthly Income Range (No. of responses)	% of Total*		The Three Most Average Monthly Income Range (No. of responses)	% of Total*
Managerial	1.	\$30,001 - \$50,000 (912)	28.84	1.	\$20,001 - \$30,000 (1 450)	43.85
	2.	\$20,001 - \$30,000 (755)	23.88	2.	\$30,001 - \$50,000 (1 094)	33.08
	3.	\$10,001 - \$20,000 (237)	7.50	3.	\$50,001 - \$70,000 (220)	6.65
Supervisory	1.	\$10,001 - \$20,000 (4 440)	41.06	1.	\$20,001 - \$30,000 (6 201)	58.00
	2.	\$20,001 - \$30,000 (3 745)	34.63	2.	\$10,001 - \$20,000 (2 315)	21.65
	3.	Under \$8,001 (501)	4.63	3.	\$30,001 - \$50,000 (415)	3.88
Clerical/ Operative Support	1.	\$10,001 - \$20,000 (13 238)	49.14	1.	\$10,001 - \$20,000 (15 947)	59.99
	2.	\$8,001 - \$10,000 (6 900)	25.61	2.	\$8,001 - \$10,000 (4 857)	18.27
	3.	Under \$8,001 (1 274)	4.73	3.	\$20,001 - \$30,000 (2 446)	9.20

Employees Having to Work in the Mainland

2.20 For **IE trades**, the Survey revealed that 94 912 employees had to work in the Mainland. Of the 94 912 employees, 6 927 (7.30%) were on a stationed basis and 87 985 (92.70%) were on a travelling basis. Details are shown in **Table 23** and the comparison in 2012 and 2014 is presented in **Table 24**.

Table 23 : IE Trades – Number of Employees Having to Work in the Mainland

Employment Size	Managerial	Supervisory	Clerical/ Operative Support	Total
Stationed Basis				
1 - 4	127	1 130	502	1 759
5 - 9	377	-	750	1 127
10 - 19	472	-	58	530
20 - 49	1 287	33	-	1320
50 - 99	1 097	553	113	1 763
100 - 299	225	110	77	412
300 & Over	8	6	2	16
Sub-Total	3 593	1 832	1 502	6 927
Travelling Basis				
1 - 4	1 929	24 148	22 915	48 992
5 - 9	3 756	6 384	6 065	16 205
10 - 19	2 892	2 411	1 536	6 839
20 - 49	1 939	4 359	3 212	9 510
50 - 99	1 257	2 034	523	3 814
100 - 299	804	855	434	2 093
300 & Over	166	345	21	532
Sub-Total	12 743	40 536	34 706	87 985
Total	16 336	42 368	36 208	94 912

Table 24 : IE Trades – Comparison between 2012 and 2014

Working Mode	2012	2014	% Change
Stationed Basis	17 698 (20.24%)	6 927 (7.30%)	-60.86
Travelling Basis	69 763 (79.76%)	87 985 (92.70%)	+26.12
Total	87 461 (100 %)	94 912 (100 %)	+8.52

2.21 For **wholesale trade**, the Survey revealed that 2 492 employees had to work in the Mainland. Of the 2 492 employees, 25 (1.00%) were on a stationed basis and 2 467 (99.00%) were on a travelling basis. Details are shown in **Table 25** and the comparison in 2012 and 2014 is shown in **Table 26**.

Table 25 Wholesale Trade - Number of Employees Having to Work in Mainland

Employment Size	Managerial	Supervisory	Clerical/ Operative Support	Total
Stationed Basis				
1 - 4	-	-	-	-
5 - 9	-	-	-	-
10 - 19	-	-	-	-
20 - 49	1	-	-	1
50 - 99	-	-	-	-
100 - 299	3	5	14	22
300 & Over	2	-	-	2
Sub-Total	6	5	14	25
Travelling Basis				
1 - 4	217	517	1 369	2 103
5 - 9	-	101	-	101
10 - 19	80	24	48	152
20 - 49	19	21	21	61
50 - 99	41	5	-	46
100 - 299	3	1	-	4
300 & Over	-	-	-	-
Sub-Total	360	669	1 438	2 467
Total	366	674	1 452	2 492

Table 26 Wholesale Trade - Comparison between 2012 and 2014

Working Mode	2012	2014	% Change
Stationed Basis	4 (0.20%)	25 (1.00%)	+525.00
Travelling Basis	1985 (99.80%)	2 467 (99.00%)	+24.28
Total	1 989 (100 %)	2 492 (100 %)	+25.29

Future Development of Companies in Next Three Years (For IE trades only)

2.22 The Survey revealed that only one company would transform or upgrade its business from “general trade” to “original brand manufacture” in the next three years.

2.23 A total of 16 companies had indicated that they would relocate their functions to Pearl River Delta, Mainland China and other regions of Mainland China in the next three years. No companies would relocate their functions back to Hong Kong in the next three years.

2.24 The most preferred functions to be moved in the next three years would be logistics (93.75%), product process management (43.75%), export and marketing (6.25%), accounting (6.25%), shipping (6.25%) and warehousing (6.25%).

Manpower Involvement in Various Functions (For Wholesale trade only)

2.25 The wholesale operations in Hong Kong need to integrate with other related functions in order to survive and to remain competitive.

2.26 The Survey revealed that the forecast growth in manpower involvement in next 12 months was noted in the functions of “Retail” (+ 12.79%), “Import/Export” (+ 8.67%), “Warehousing” (+ 4.65%), “Sales and Marketing” (+ 4.62%) and “Technical Support” (+ 0.20%). Other functions in “Distribution” (- 1.77%) and “Procurement” (- 0.01%) recorded a drop in growth.

Training Needs

2.27 For **IE trades**, as revealed in the Survey, 27 855 out of 100 001 (or 27.90%) companies would have training needs in the next 12 months.

Having Training Needs with Training Places in the Next 12 Months

2.28 Of the 27 855 companies, 3 346 would provide training places for their employees. The details are summarized in **Table 27**.

IE Trades
Table 27 **Number of Companies with**
Training Needs and Training Places in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs		No. of Training Places
	Number	% of Total *	
1-4	2 505	8.99	6 020
5-9	4	0.01	66
10-19	360	1.29	5 553
20-49	291	1.04	13 111
50-99	115	0.41	7 592
100-299	57	0.20	5 378
300 and over	14	0.05	4 014
Total	3 346	12.01	41 734

* As percentage to the total number of companies with training needs

2.29 The total number of training places to be offered in the next 12 months would be 41 734. The top five types of training by job level are summarized in **Table 28**:

IE Trades
Table 28 **Top Five Types of Training by Job Level**

Job Level	Rank	Types	No. of Places	% of Total **
Managerial	1	Product Knowledge	1 639	3.93
	2	Customer Relationship	1 226	2.94
	3	Marketing	1 128	2.70
	4	Sales Technique	1 115	2.67
	5	Supervisory Skills	1 110	2.66
Supervisory	1	Product Knowledge	2 491	5.97
	2	Putonghua	2 201	5.27
	3	Written English	1 524	3.65
	4	Sales Technique	1 474	3.53
	5	Interpersonal Communication	1 253	3.00
Clerical/ Operative Support	1	Product Knowledge	4 190	10.04
	2	Sales Techniques	3 438	8.24
	3	Marketing	1 279	3.07
	4	Occupational Safety	1 002	2.40
	5	Putonghua	576	1.38

** As percentage to the total number of training places to be offered in the next 12 months

Having Training Needs But Without Training Places in the Next 12 Months

2.30 Of the 27 855 companies, 24 509 would have training needs but without training places in the next 12 months. The details are summarized in **Table 29**.

IE Trades
Table 29 **Number of Company with**
Training Needs But Without Training Places
in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs But Without Training Places in the Next 12 Months	
	Number	% of Total *
1-4	21 315	76.52
5-9	2 247	8.07
10-19	527	1.89
20-49	283	1.02
50-99	78	0.28
100-299	50	0.18
300 and over	9	0.03
Total	24 509	87.99

* As percentage to the total number of companies with training needs

2.31 The reasons for having training needs but without training places in the next 12 months are summarized in **Table 30**.

IE Trades
Table 30 **Reasons for Having Training Needs**
But Without Training Places in the Next 12 Months

Employment Size of Company	Reasons for Having Training Needs But Without Training Places*			
	Limited Resources	No Time	Prefer On-the-job Training	Others
1-4	10 799	1 006	19 808	-
5-9	2 121	-	2 120	126
10-19	218	-	527	-
20-49	224	-	282	-
50-99	78	-	78	-
100-299	43	-	54	-
300 and over	8	-	8	1
Total	13 471	1 006	22 877	127

* Respondents can select more than one reason

Training Needs

2.32 For **Wholesale trade**, as revealed in the Survey, 307 out of 13 216 (or 2.32%) companies had indicated that they would have training needs in the next 12 months.

Having Training Needs with Training Places in the Next 12 Months

2.33 Of the 307 companies, 57 would provide training places for their employees. The details are summarized in **Table 31**.

Wholesale Trade
Table 31 Number of Companies with Training Needs and Training Places in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs		No. of Training Places
	Number	% of Total *	
1-4	-	-	-
5-9	-	-	-
10-19	1	0.33	8
20-49	23	7.49	648
50-99	17	5.54	1 160
100-299	13	4.23	539
300 and over	3	0.98	1 053
Total	57	18.57	3 408

* As percentage to the total number of companies with training needs

2.34 The total number of training places to be offered in the next 12 months would be 3 408. The top five types of training by job levels are summarized in **Table 32**:

Wholesale Trade
Table 32 Top Five Types of Training by Job Level

Job Level	Rank	Types	No. of Places	% of Total **
Managerial	1	Supervisory Skills	112	3.29
	2	Customer Relationship	66	1.94
	3	Sale Techniques	61	1.79
	4	Business Development & Management	54	1.58
	5	Occupational Safety	52	1.53
Supervisory	1	Product Knowledge	289	8.48
	2	Sale Techniques	208	6.10
	3	Customer Relationship	206	6.04
	4	Occupational Safety	180	5.28
	5	e-commerce and Media Knowledge	112	3.29
Clerical/ Operative Support	1	Occupational Safety	413	12.12
	2	e-commerce and Media Knowledge	318	9.33
	3	Sales Techniques	276	8.10
	4	Customer Relationship	266	7.81
	5	Product Knowledge	78	2.29

** As percentage to the total number of training places

Having Training Needs without Training Places in the Next 12 Months

2.35 For **Wholesale trade**, as revealed in the Survey, a total of 250 (or 81.43%) companies had indicated that they would have training needs *but without* training places in the next 12 months. The details are summarized in **Table 33**.

Wholesale Trade
Table 33 **Number of Company with Training Needs**
But Without Training Places in the Next 12 Months

Employment Size of Company	No. of Company Have Training Needs But Without Training Plans in the Next 12 Months	
	Number	% of Total *
1-4	3	0.98
5-9	68	22.15
10-19	154	50.16
20-49	21	6.84
50-99	1	0.33
100-299	2	0.65
300 and over	1	0.33
Total	250	81.43

* As percentage to the total number of companies with training needs

2.36 The reasons for having training needs but without training places in the next 12 months are summarized in **Table 34**.

Wholesale Trade
Table 34 **Reasons for Having Training Needs**
But Without Training Places in the Next 12 Months

Employment Size of Company	Reasons for Having Training Needs But Without Training Places*			
	Limited Resources	No Time	Prefer On-the-job Training	Others
1-4	3	-	2	-
5-9	68	-	68	-
10-19	72	-	154	-
20-49	21	7	7	-
50-99	1	-	1	-
100-299	2	8	10	-
300 and over	1	-	1	-
Total	168	15	243	-

* Respondents can select more than one reason

Wastage

2.37 Wastage rate refers to those leaving the Import/Export and Wholesale (IEW) trades because of change of jobs to non-IEW trades, emigration, retirement, further studies and other causes. As revealed in the Survey, the total number of wastage for the IEW trades is 20 360 in which 17 676 for the IE trades and 2 684 for the wholesale trade. They are assumed to be fully replenished.

Additional Training Requirements

2.38 Based on the employers' forecast of manpower growth and the number of wastage, the additional training requirements of the IEW trades for 2015 would be 20 580. Details are shown in **Table 35**.

Table 35 **Import/Export and Wholesale Trades**
Additional Training Requirements for 2015

Job Level	No. of Employees (2014)	(A) Employers' Forecast of Manpower Growth (2015)	(B) Wastage Replacement		(A) + (B) Additional Training Requirements (2015)
			No.	(%)	
Import / Export Trades					
Managerial	51 351	-1	759	1.48	758
Supervisory	105 486	+134	2 803	2.66	2 937
Clerical / Operative Support	206 034	+91	14 114	6.85	14 205
Sub-Total	362 871	+224	17 676	4.87	17 900
Wholesale Trade					
Managerial	3 307	-1	34	1.03	33
Supervisory	10 692	-2	74	0.69	72
Clerical / Operative Support	26 583	-1	2 576	9.69	2 575
Sub-Total	40 582	-4	2 684	6.61	2 680
Total	403 453	+220	20 360	5.05	20 580

SECTION III

RECOMMENDATIONS

Training Needs

3.1 The Training Board is of the view that the exiting in-service employees need a systematic and flexible development pathway for continuous upgrading and cross-functional training to cope with the forecasted increasing and evolving business demand. Hong Kong's population has been ageing as a result of low fertility rate and extended life expectancy in recent years. However, the challenges presented by an ageing population are not unique to Hong Kong. Faced with an ageing population and a shrinking labour force, the Training Board recommends that the HKSAR Government to join hands with the industry and training providers to tap the potential of the existing population including mature workers, promote work-life balance for female population, and help them to balance work and caring responsibilities. The training capacities and facilities of the industry course providers will need to be expanded and upgraded for furthering the manpower training, re-training and development purposes.

3.2 Apart from in-service training, pre-employment training including internship and placement opportunities could help to deliver the essential skills necessary to work in import/export and wholesale industry for those who have never before worked in the industry.

3.3 In a fast-changing market economy, utilizing relevant knowledge and applying skills timely create competitive advantage. To stay ahead in the industry, it is essential to acquire the best practices, latest methods and updated technologies through continuous training. The Training Board is of the view that staff training should not be viewed as a burden to the operations as more effective and efficient service delivery and production methods result in higher customer satisfaction as well as costs and time savings. Staff morale will be boosted as more effective and efficient work applications ease workload. Employees are recommended to attend in-house training activities or to leverage on the highly flexible training programmes with result-oriented curriculum which are readily available at reputable vocational education and training institutions.

3.4 Developing employees at all levels is essential to providing a consistent level of customer satisfaction over time. Top performers and potential employees should take part in advanced training that may be associated with career advancement. The offering of progressive employee advancement demonstrates confidence in staff and prepares the succession manpower pool. The Training Board believes that managerial and supervisory level staff should be provided the opportunities to receive enhancement training in various forms such as industry vocational upgrading programmes, skills and technical demonstrations, workshops and seminars provided by reputable local and overseas industry institutions.

3.5 The Training Board recommends that other than a competitive remuneration package, a positive, caring and friendly working environment are crucial for attracting staff to join the industry and for retaining them. Other than possessing professional knowledge and skills, an appropriate service attitude with the mind-set tuned to the requirements. Personal coaching, buddy system, positive reinforcement will enhance communication, trust and confidence between employers and employees.

3.6 With the advent in online technology, most export import companies are using the Internet to augment customer base, tap into new markets, research competitors, find new products and evaluate country opportunities. In addition, the changes in the purchasing behavior and consumption patterns by customers have been witnessed. Industry training providers should stay alert and respond fast in enhancing and updating their current programmes to meet the emerging market needs. The Training Board indicates that knowledge in the latest trends and developments of industry-specific technology should be given relevant importance in designing training programmes so as to meet internal and external expectations. As a result, the industry personnel will be developed to capture and apply updated technological know-how together with a continuous drive towards self-improvement.

3.7 The dependency on technology and perhaps internally focused habit may affect the interpersonal skills as required when dealing with people from different generations, backgrounds and cultures. The ability to work with industry associates and to handle customer relationships effectively are important in this “people industry” as face-to-face contact is still considered a major mode of interaction in the industry. As communications through technology is speedy and highly interactive, frequent users may gradually have lower attention span and become impatient when handling real-life people’s relationship. Other than technical knowledge and skills, soft skills mark a difference in the industry. The Training Board reminds the course providers to forge the basis of interpersonal and communications skills in the vocational training curriculum with real-life customer handling opportunities throughout the training.

3.8 Innovation creates social progress and improves the economic well-being of people. Today the Internet, over fixed and mobile networks, connects people from around the world, changing the way we communicate, work, learn, and innovate. Designed as an open and global platform, the Internet enables people to share thoughts and ideas, eliminating the boundaries of geography and providing the ability for people to engage in collaborative innovation. Experts in different locations and from diverse backgrounds can collaborate in real time. As a result, innovation cycles are shortened and the barriers to innovation are lowered, opening up opportunities for all. The Training Board believed that open innovation under the principle that companies offer their own innovation to third parties and use the innovation of others in their own products, creates win-win opportunities.

3.9 With the deepening of globalization and the sustained and rapid development of international trade, the need for international trade talents becomes larger and larger, and for innovative talent of international economics and trade becomes stronger and stronger. To keep pace with the development of society and cultivate innovative talents turns out to be an important agenda for the industry. In order to cultivate innovative talents, the Training Board believe that the industry have to keep nurturing a pool of creative human capital, facilitating start-ups and the development of creative establishments, generating demand for innovation and creativity and expanding local market size for creative industries, promoting creative industries on the Mainland and overseas to help exploring outside markets and fostering a creative atmosphere within the community.

3.10 The Training Board supports the Skills Upgrading Scheme Plus (SUS Plus) for the industry. Both employers and employees should make use of the Continuing Education Fund and various government-funded training programmes for further skills enhancement and lifelong development.

3.11 The qualifications framework for the import/export and wholesale industry provides a set of comprehensive and systematic benchmarks for the skills, knowledge and attributes required for properly performing the duties of various positions. The Training Board recommends that employers should encourage staff to pursue continuing education and training with reputable organizations which the institutions and their training programmes quality standard have been appropriately accredited. It could enhance the employees' vocational competencies and lifelong development which in turn will ensure a continuous supply of quality manpower for the import/export and wholesale industry and the society as a whole.

3.12 With the abundant choices of courses providers in the market, the Training Board advises that participants should exercise prudence when selecting course providers for ensuring quality training. The Training Board suggests that the Government, reputable training providers and the industry to join hands in providing informed choices of the industry supported vocational education and training institutions to potential course participants.

3.13 The Training Board will continue to support the experience-sharing seminars/workshops for the employees in the industry.

3.14 The Training Board will continue to conduct the manpower survey once every two years with a view to bringing stakeholders to a better understanding of the manpower situation in the import/export and wholesale trades and be proactive in taking appropriate actions in anticipation of forthcoming changes.

報告摘要

目的

1. 在政府統計處的協助下，出入口及批發業訓練委員會於 2014 年 10 月 15 日至 11 月 14 日進行兩年一度的人力調查，蒐集業內人力及訓練需求的資料。

調查範圍

2. 是次調查採用分層隨機抽樣法，從政府統計處的紀錄庫中，選出 671 間出入口業公司及 329 間批發業公司為調查樣本。所集得的資料經統計方法倍大，以反映業內整體人力情況。
3. 完整填覆和部分填覆資料的公司一併計算，整體有效回應率分別為 94.81%（出入口業）和 98.29%（批發業）。

局限因素

4. 本會根據 2014 年 10 月 15 日至 11 月 14 日期間的調查，以及其後至 2015 年 2 月底與受訪公司跟進調查，將所得資料編製本報告的統計數字。因搜集資料需時，而進行調查與出版報告之間亦相隔了一段時間，期間香港經濟情況也許有變，而出入口及批發業務亦有可能經歷周期性的變動；受此影響，調查結果與報告發布時的實際情況或會有差別。
5. 本調查採用科學抽樣方法，從業內公司抽取樣本蒐集數據；抽樣如出現誤差，統計數字的準確度亦可能受影響。

鳴謝

6. 是次調查得政府統計處提供協助，監督實地調查工作及處理資料，謹此致謝。

業務展望

7. 根據政府統計處資料，2014 年香港經濟只有 2.3% 的輕微增長，較 2013 年的 2.9% 為低；全球經濟復甦較慢，影響本地貨物出口，入境旅遊業務亦表現呆滯，是其中主要原因。預料 2015 年本港整體經濟會有 1 至 3% 的增長，惟遠低於過去 10 年 4.5% 的平均增長。
8. 2014 年，環球經濟增長緩慢，地區貿易往來相對疲弱，本港出入口業大體上表現相若，增長乏力。以價值計，2014 年的入口、港產品出口及轉口均只錄得輕微增幅，分別為 3.9%、1.7% 及 3.2%。2006 至 2014 年香港進出口表現見表 1。

表 1 香港對外商品貿易數字

年份	入口		港產品出口		轉口	
	港元 (以百萬計)	年度增減 百分率	港元 (以百萬計)	年度增減 百分率	港元 (以百萬計)	年度增減 百分率
2006	2 599 804	11.6	134 527	-1.1	2 326 500	10.0
2007	2 868 011	10.3	109 122	-18.9	2 578 392	10.8
2008	3 025 288	5.5	90 757	-16.8	2 733 394	6.0
2009	2 692 356	-11.0	15 574	-36.4	2 411 347	-11.8
2010	3 364 840	25.0	69 512	20.4	2 961 507	22.8
2011	3 764 596	11.9	65 662	-5.5	3 271 592	10.5
2012	3 912 163	3.9	58 830	-10.4	3 375 516	3.2
2013	4 060 717	3.8	54 364	-7.6	3 505 322	3.8
2014	4 219 046	3.9	58 830	1.7	3 617 468	3.2

資料來源： 政府統計處《香港對外商品貿易數字》

9. 迄今，香港是中國內地最重要的轉口港。根據特區政府的統計資料，2014年，60%的轉口貨品源自中國，54%的轉口貨品輸往內地。中國海關的統計資料亦顯示，繼美國之後，香港是內地的第二大貿易夥伴，佔國家 2014 年貿易總額的 8.7%。近年內地與香港的業務關係見表 2。

表 2 內地佔香港全球貿易的比率

年份	內地貨品進口		港產品出口內地		港產品經內地轉口	
	港元 (以百萬計)	年度增減 百分率	港元 (以百萬計)	年度增減 百分率	港元 (以百萬計)	年度增減 百分率
2002	717 074	5.1	41 374	-16.5	571 870	15.2
2003	785 625	9.6	36 757	-11.2	705 787	23.4
2004	918 275	16.9	37 898	3.1	850 645	20.5
2005	1 049 335	14.3	44 643	17.8	967 923	13.8
2006	1 192 952	13.7	40 268	-9.8	1 115 941	15.3
2007	1 329 652	11.5	40 610	0.8	1 267 722	13.6
2008	1 410 735	6.1	34 758	-16.8	1 335 687	6.0
2009	1 249 374	-11.4	26 672	-36.4	1 236 577	-11.8
2010	1 529 751	22.4	31 223	20.4	1 566 999	22.8
2011	1 696 807	10.9	30 699	-1.7	1 716 056	9.6
2012	1 840 862	8.5	26 026	-15.2	1 831 732	6.7
2013	1 942 131	5.5	24 784	-4.8	1 924 463	5.1
2014	1 986 964	2.3	23 195	-6.4	1 955 821	1.6

資料來源：政府統計處《服務業統計摘要》(2014 年版)

10. 至於 2015 年，預料本港的外部需求會受制於不穩的全球經濟環境以及表現呆滯的先進市場；然而，本港人力市場接近全民就業，內部需求仍會推動經濟穩定增長。預計本港商品出口在 2015 年會有輕微增長。

11. 2015 年 1 至 3 月，本港的商品出口按年增加 2.3%，2014 年的增幅為 3.2%。主要出口市場為中國內地、美國、歐盟、東盟及日本，分別佔本港總出口的 53%、9%、9%，8%及 4%。2015 年 1 至 3 月的貨物進口按年增加 1.4%，2014 年的增幅為 3.9%。

12. 2015 年發達經濟體中，預期美國將有更大的增長動力，表現會一枝獨秀，主要是得力於國內失業率下降、工資增長穩定、房地產市場改善、家庭財務狀況好轉與消費信心轉強；至於歐盟，則步入經濟復甦的第三年。

13. 至於中國內地，內部消費於 2015 年重回正軌，環球貿易表現預料會有好轉。之前陷入危機的全球兩大經濟勢力將於 2015 年持續復甦；美國聯儲局維持多年零利率政策後，2015 年不日內將會加息；歐盟亦開始採取量化寬鬆措施，主動刺激歐洲大陸的經濟。因此，全球經濟於 2015 年可能會增長 4% 以上。美國和歐盟經濟復蘇，中國將是主要的受惠者。此外，聯儲局一旦加息，美元便會再度處於強勢，屆時必然會有大量資金流入美國，令美元兌人民幣輕微升值。預期中國出口工業在 2015 年會因此繼續增長，增幅亦較 2013 及 2014 年為大。

14. 中國經濟與全球融合，不單在興旺的出口主導業務反映出來，亦見於國家的直接海外投資；這方面的投資在 2015 年亦會有顯著增加。然而，國家更重視推廣發展上海自由貿易區[自貿區]的經驗，並為吸引海外投資而進一步開放。在內地政府開放經濟的深化措施中，海外投資改革會繼續擔當重要角色。政府亦繼續嘗試推行利率及匯率市場化，加強海外企業的投資信心。這類改革不僅常見於沿海城市，亦會在內陸地區推行。內地主要的二線城市成都將設立一個名為「天府新區」的新行政區，採用類似上海浦東及自貿區更貼近市場經濟的規章制度。

15. 近年，中國的城市化步伐加快，被視作未來十年國家經濟增長的火車頭。一直以來受惠於全球經濟互聯互通的地區，更因為快速城市化而進一步發展為知識、製造及分銷的城市經濟集群，為香港提供新機遇。

16. 因應加快的城市化發展及新的基建投資，長江三角洲地區(指上海、江蘇省南部及浙江省東部與北部共 16 個城市，包括上海、南京、蘇州、無錫、常州、揚州、鎮江、南通、泰州、杭州、寧波、湖州、嘉興、紹興、舟山及台州)的運輸及物流網絡將發展得更為完善，有助推動蘇、浙兩地的網上購物消費，以及鼓勵當地小型商品製造商投身電子商貿行列。

17. 在跨境網上購物方面，香港是其中一個熱點。本港提供完善的電子商貿平台、可靠的網上保安、穩妥的個人資料保障，以及方便易用的跨境網上付款系統(包含國際付款工具與第三方付款平台)。此外，高效的國際物流網絡，以及提供運送、購物代理、國際中轉及清關等便捷的一條龍服務，令香港成為理想的網上購物平台，能吸引有意網購長三角及其他內地城市產品的海外消費者，又能吸引內地互聯網用戶搜購最新海外商品。隨着長三角的物流服務改進和電子商貿加快發展，本港物流及電子商貿供應商宜密切留意新興的商機，特別是環球電子商貿方面。

18. 「滬港通」於 2014 年 11 月推出，標誌着本港與內地股票市場建立互聯互通。這一發展為中國開放資本市場帶來明顯的突破，亦是人民幣國際化的里程碑，同時亦反映了香港在國家經濟及金融改革中所佔的策略地位。

19. 「法定最低工資」於 2011 年 5 月 1 日實施，而自 2015 年 5 月 1 日起，工資水平的時薪已由 30 元調升至 32.5 元。受惠於這個政策的僱員無疑工資收入增加，但它亦連帶收窄了不同行業及職位的工資差距，因此在偏緊的勞工市場下，僱主須提供更具有競爭力的薪酬，以挽留員工和吸引人才。由於上述的工資壓力，以及商業租金上升，本地商戶，特別是中小型企業，須承擔高昂的經營成本。

20. 2015 至 16 年度的政府財政預算案有多項一次過推行的措施，直接紓緩中小型企業短期現金流轉的問題；例如延長「中小企融資擔保計劃」的申請期、擴大「中小企業市場推廣基金」的資助範圍等，協助中小企開拓新業務。政府亦推出多項措施，

推廣香港成為創業的全球樞紐，包括設立科技企業投資基金，讓私人投資者為培育本地初創企業提供更大的財力支持。此外，亦探討本港如何發展為金融科技中心，有助扶持初創和現有企業。

21. 根據《2014 年全球創新指數》，顯示全球 143 個經濟體中，新加坡的整體創新表現已取代香港，位列亞洲之首。新加坡的排名由 2013 年的第 8 位攀升至 2014 年的第 7 位；反之，香港則由第 7 位跌至第 10 位。不過，本港的開放市場和良好法律環境仍是支持創新的重要元素。為進一步鞏固和提升本港的競爭力，政府建議向「創新及科技基金」額外注資 50 億元，並設立「企業支援計劃」，加強資助私營機構的研發項目。

22. 內地的「一帶一路」倡議，有潛力為本港物流業創造更多商機。中國已主動開展亞洲新絲綢之路計劃，以推動亞洲各國在經濟和工、商業合作，加強政府間聯繫。陸上的「一帶」旨在促進中國與歐亞大陸中部及西部的聯通，而海上的「一路」則尋求與南亞、東南亞以至非洲的經濟體建立更緊密的聯繫。「一帶一路」倡議覆蓋多個區域，幅員廣大，可為香港帶來更明確的發展機會。

23. 隨着 2015 年 3 月簽署協議，確定廣東與香港實現服務貿易自由化，《內地與香港關於建立更緊密經貿關係的安排》的發展取得突破。新協議下，粵港兩地實現了基本服務貿易自由化，開放措施涵蓋法律、會計、保險、銀行、電信、技術檢驗分析等領域，可為本港企業提供機會。除了加強兩地的經濟合作，這個協議亦開啟新機遇的大門，有助包括年輕人在內的香港人，到廣東發展事業。此外，協議促進內地與本港經濟的同時，還把合作提升至新的層次。

24. 東盟整體是香港第四大的出口市場及第二大貿易夥伴；其中越南自 2013 年起已超越新加坡，成為東盟成員國中本港最大的出口市場。為把握擴大雙邊貿易的機會，本港與東盟於 2014 年 7 月開始為締結《香港－東盟自由貿易協定》正式磋商。除了減少及／或撤銷關稅，自貿協定涉及的主要範疇有產地來源規則、開放服務貿易、促進和保障投資，以及知識產權合作，預計將於 2016 年商定；屆時，可促進香港與東盟之間的經濟聯繫，亦加強本港擔當區內貿易樞紐的角色。

25. 展望未來，外圍環境仍相當不穩；值得慶幸的是，美國經濟前景轉好，亞洲經濟基調大致較理想，可望帶來一定緩衝作用，抵禦其他地區經濟的衝擊。在強韌的人力市場環境及收入增加之下，私人消費開支會保持平穩，並於 2015 年進一步增長。不過，以大型企業為受訪對象的最新《業務展望按季統計調查》發表報告，連同另一項中小型企業的意見調查，均指出機構雖然招聘人手的意欲高漲，但短期的業務展望仍相當審慎。公共建造工程有望擴增，相信可更穩定推動 2015 年的整體投資增長。

資料來源：

1. 香港政府統計處
2. 香港貿易發展局
3. 香港特區政府經濟分析部
4. 《中國日報》
5. 《更緊密經貿關係的安排》
6. 《東盟自由貿易協定》
7. 《2015 至 16 年度政府財政預算案》

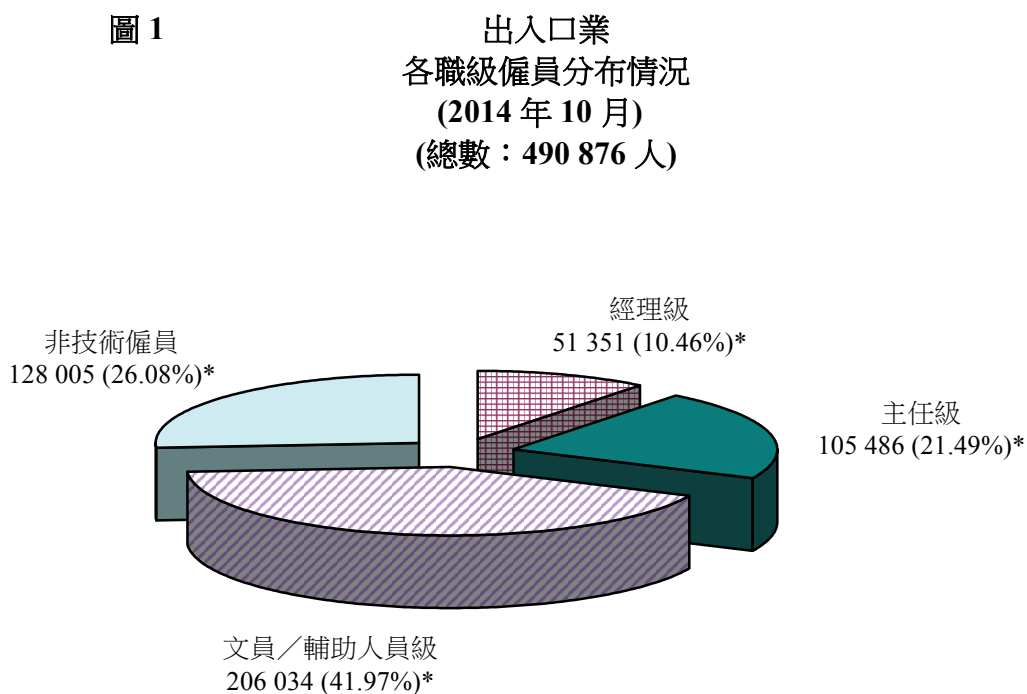
2014 年僱員人數

出入口業

26. 調查顯示，2014 年 10 月 15 日有 490 876 人受僱於出入口業，當中 362 871 人(73.92%)屬技術僱員，128 005 人(26.08%)屬非技術僱員。

27. 技術僱員指受僱擔任出入口業主要職務的員工，見附錄 5 (141 – 149 頁)；而非技術僱員則指受僱擔任一般性質職務的員工，如負責財務／會計、人力資源、資訊科技、行政及其他支援工作。

28. 技術僱員按職級劃分，51 351 人(10.46%)屬經理級，105 486 人(21.49 %)屬主任級，206 034 人(41.97%)屬文員／輔助人員級。此外，128 005 人(26.08%)屬非技術僱員。出入口業各職級僱員的分布情況見圖 1。



*括號內為僱員百份比

2014 年僱員人數

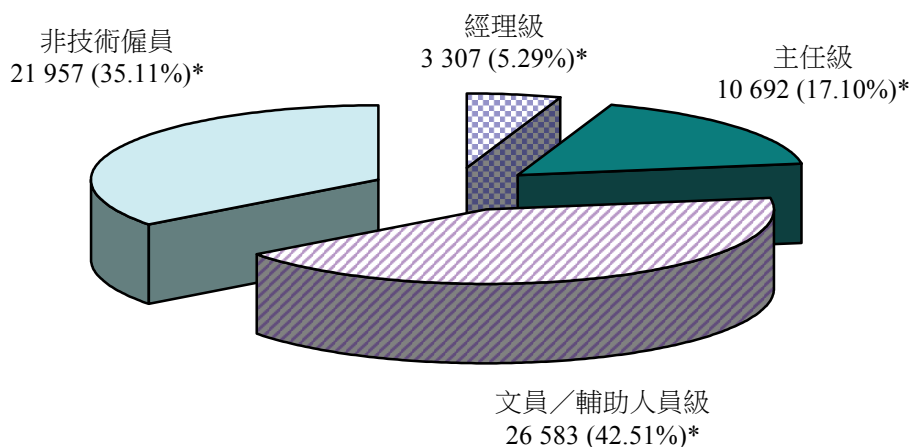
批發業

29. 調查顯示，2014 年 10 月 15 日有 62 539 人受僱於批發業，當中 40 582 人(64.89%)屬技術僱員，21 957 人(35.11%)屬非技術僱員。

30. 技術僱員指受僱擔任批發業主要職務的員工，見附錄 6 (165 – 173 頁)；而非技術僱員則指受僱擔任一般性質職務的員工，如負責財務／會計、人力資源、資訊科技、行政及其他支援工作的人士。

31. 技術僱員按職級劃分，3 307 人(5.29%)屬經理級，10 692 人(17.10%)屬主任級，26 583 人(42.51%)屬文員／輔助人員級。此外，21 957 人(35.11%)屬非技術僱員。批發業各職級僱員的分布情況見圖 2。

圖 2
批發業
各職級僱員分布情況
(2014 年 10 月)
(總數：62 539 人)



*括號內為僱員百份比

2012 年與 2014 年人力比較

出入口業

32. 調查期間，出入口業共僱有 490 876 人，較 2012 年的 489 838 人增加 1 038 人(+ 0.21%)。各職級僱員人數及分布情況見表 3。

表 3
出入口業
2012 年與 2014 年各職級僱員人數比較

職級	2012		2014	
經理級	49 952	10.20%	51 351	10.46%
主任級	104 653	21.37%	105 486	21.49%
文員／輔助人員級	205 451	41.94%	206 034	41.97%
技術僱員小計	360 056	73.51%	362 871	73.92%
非技術僱員	129 782	26.49%	128 005	26.08%
總數	489 838	100%	490 876	100%

批發業

33. 調查期間，批發業共僱有 62 539 人，較 2012 年的 63 372 人減少 833 人(-1.31%)。各職級僱員人數及分布情況見表 4。

表 4
批發業
2012 年與 2014 年各職級僱員人數比較

職級	2012		2014	
經理級	3162	5.00%	3 307	5.29%
主任級	10 814	17.06%	10 692	17.10%
文員／輔助人員級	26 942	42.51%	26 583	42.51%
技術僱員小計	40 918	64.57%	40 582	64.89%
非技術僱員	22 454	35.43%	21 957	35.11%
總數	63 372	100%	62 539	100%

2014 年空缺數目

出入口業

34. 調查顯示，技術僱員職位空缺總共有 4 921 個，佔業內總人力需求(367 792 人) 的 1.34%。總人力需求，是指現職僱員人數加上空缺數目。2014 年 10 月時的空缺分布情況見圖 3，2012 年與 2014 年空缺數目的比較則載於表 5。

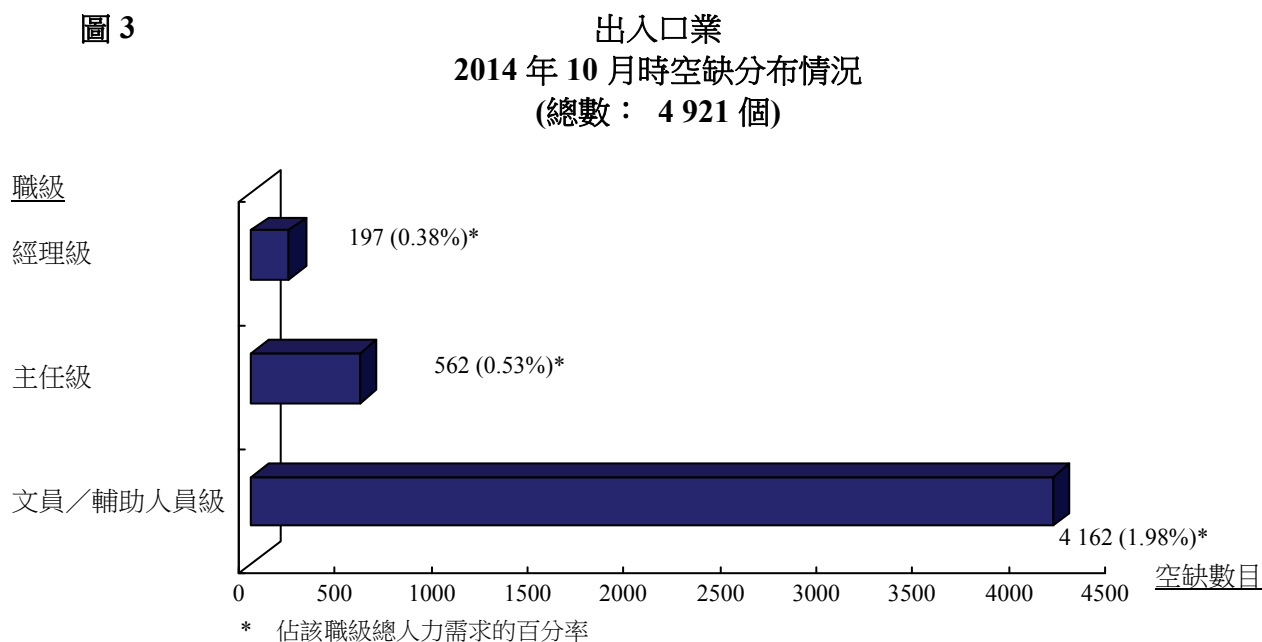


表 5 **出入口業**
2012 年與 2014 年空缺數目比較

職級	2012				2014			
	僱員人數	空缺數目	總人力需求	佔總人力需求百分率**	僱員人數	空缺數目	總人力需求	佔總人力需求百分率**
經理級	49 952	151 (2.88%)	50 103	0.30%	51 351	197 (4.00%)	51 548	0.38%
主任級	104 653	1 748 (33.32%)	106 401	1.64%	105 486	562 (11.42%)	106 048	0.53%
文員／ 輔助人員級	205 451	3 347 (63.80%)	208 798	1.60%	206 034	4 162 (84.58%)	210 196	1.98%
總數	360 056	5 246 (100%)*	365 302	1.44%	362 871	4 921 (100%)*	367 792	1.34%

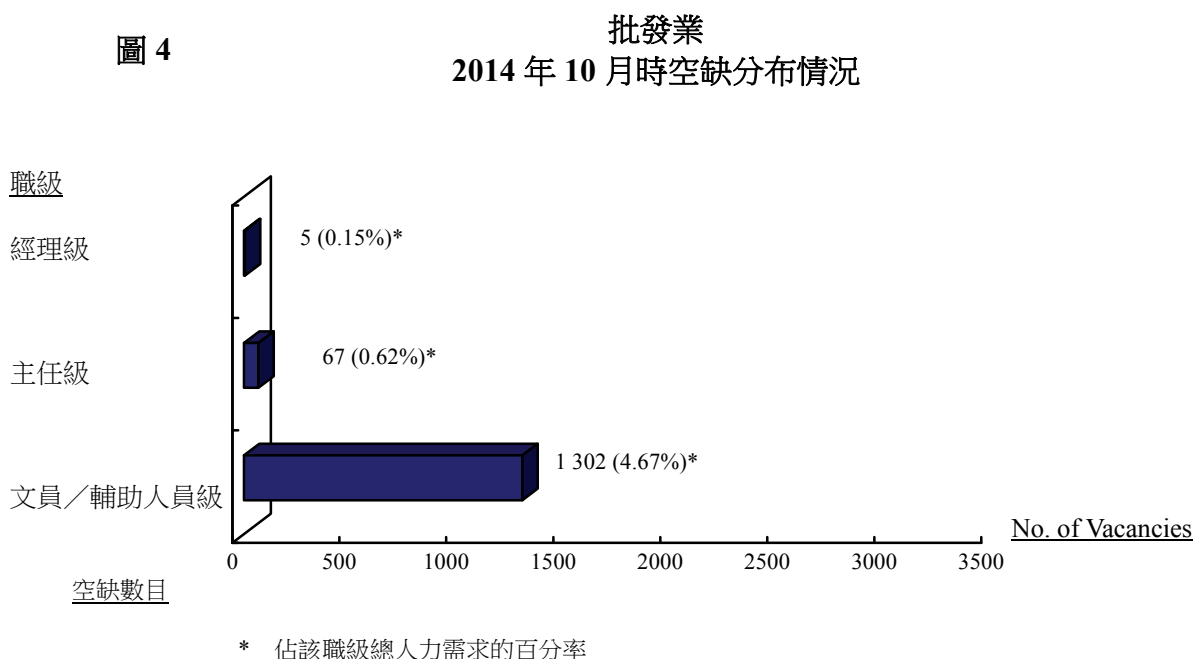
* 佔空缺總數的百分率

** 佔該職級總人力需求的百分率

2014 年空缺數目

批發業

35. 調查顯示，技術僱員職位空缺總數為 1 374 個，佔業內總人力需求（41 956 人）的 3.27%。總人力需求，是指現職僱員人數加上空缺數目。2014 年 10 月時的空缺分布情況見圖 4，2012 年與 2014 年空缺數目的比較則載於表 6。



批發業
表 6 2012 年與 2014 年空缺數目比較

職級	2012				2014			
	僱員人數	空缺數目	總人力需求	佔總人力需求百分率**	僱員人數	空缺數目	總人力需求	佔總人力需求百分率**
經理級	3 162	- (-)	3 162	-	3 307	5 (0.36%)	3 312	0.15%
主任級	10 814	299 (25.96%)	11 113	2.69%	10 692	67 (4.88%)	10 759	0.62%
文員／ 輔助人員級	26 942	853 (74.05 %)	27 795	3.07%	26 583	1 302 (94.76%)	27 885	4.67%
總數	40 918	1 152 (100%)*	42 070	2.74%	40 582	1 374 (100%)*	41 956	3.27%

* 佔空缺總數的百分率

** 佔該職級總人力需求的百分率

僱主預測 2015 年 10 月人力需求

出入口業

36. 僱主預測，2015 年 10 月時出入口業總共將有 368 016 名僱員，較 2014 年 10 月增加 224 名(+ 0.06%)。2015 年 10 月各職級的人力需求預測見表 7 及圖 5。

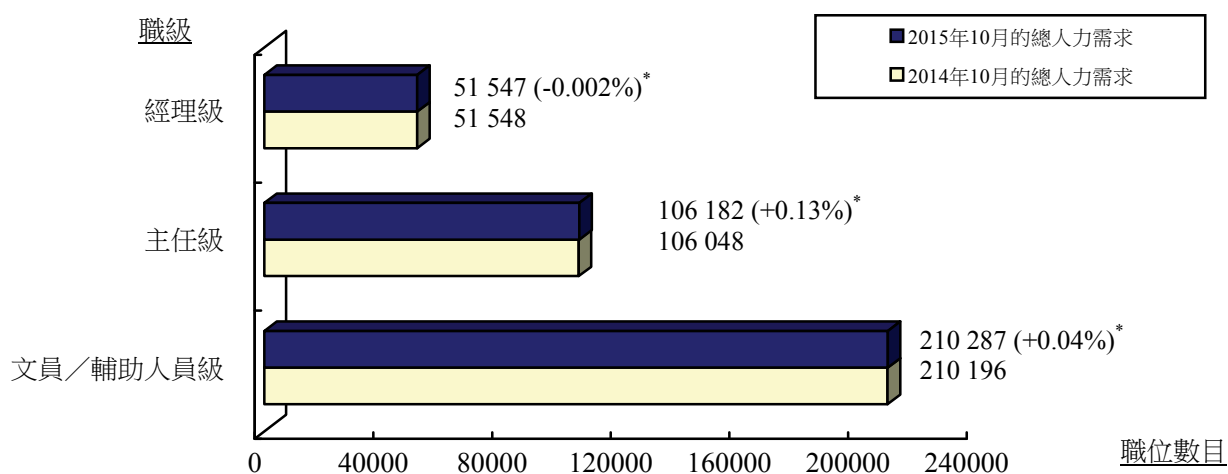
表 7
出入口業
僱主預測各職級人力需求
(2015 年 10 月)

職級	(a) 2014 年 10 月 僱員人數	(b) 2014 年 10 月 空缺數目	(a) + (b) 2014 年 10 月 總人力需求	僱主預測 2015 年 10 月 人力需求	增長	(%)*
經理級	51 351	197	51 548	51 547	- 1	- 0.002
主任級	105 486	562	106 048	106 182	+ 134	+ 0.13
文員／ 輔助人員級	206 034	4162	210 196	210 287	+ 91	+ 0.04
總數	362 871	4 921	367 792	368 016	+ 224	+ 0.06 %**

* 佔該職級總人力需求的百分率

** 佔出入口業總人力需求的百分率

圖 5
出入口業
僱主預測各職級人力需求
(2015 年 10 月)



* 與 2014 年 10 月該職級總人力需求比較的百分率變動

僱主預測 2015 年 10 月人力需求

批發業

37. 僱主預測，2015 年 10 月時批發業總共將有 41 952 名僱員，較 2014 年 10 月減少 4 名(- 0.01%)。2015 年 10 月各職級的人力需求預測見表 8 及圖 6。

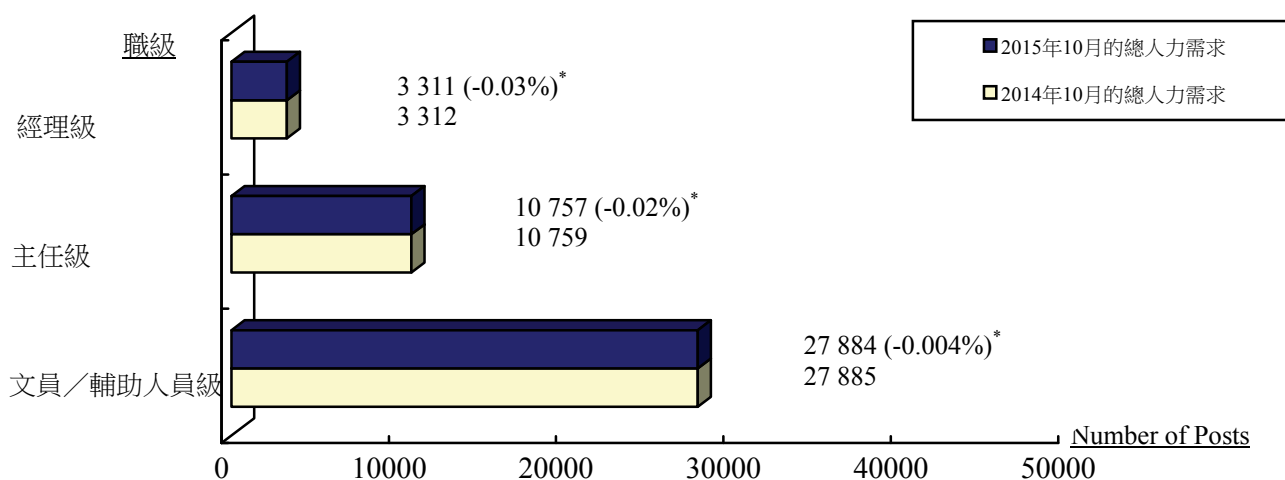
表 8
批發業
僱主預測各職級人力需求
(2015 年 10 月)

職級	(a)	(b)	(a) + (b)	僱主預測 2015 年 10 月 人力需求	增長	(%) [*]
	2014 年 10 月 僱員人數	2014 年 10 月 空缺數目	2014 年 10 月 總人力需求			
經理級	3 307	5	3 312	3 311	- 1	- 0.03
主任級	10 692	67	10 759	10 757	- 2	- 0.02
文員／ 輔助人員級	26 583	1 302	27 885	27 884	- 1	- 0.004
總數	40 582	1 374	41 956	41 952	- 4	- 0.01(%) ^{**}

* 佔該職級總人力需求的百分率

** 佔批發業總人力需求的百分率

圖 6
批發業
僱主預測各職級人力需求
(2015 年 10 月)



職位數目

* 與 2014 年 10 月該職級總人力需求比較的百分率變動

過去 12 個月僱員流動情況

出入口業

38. 僱主報稱，出入口業過去 12 個月共有 29 286 名僱員離職，佔業內僱員總數的 7.96%。過去 12 個月離職僱員的去向載於表 9，而各職級僱員流動率與總人力需求(現職僱員人數+空缺數目)之比較情況見圖 7。

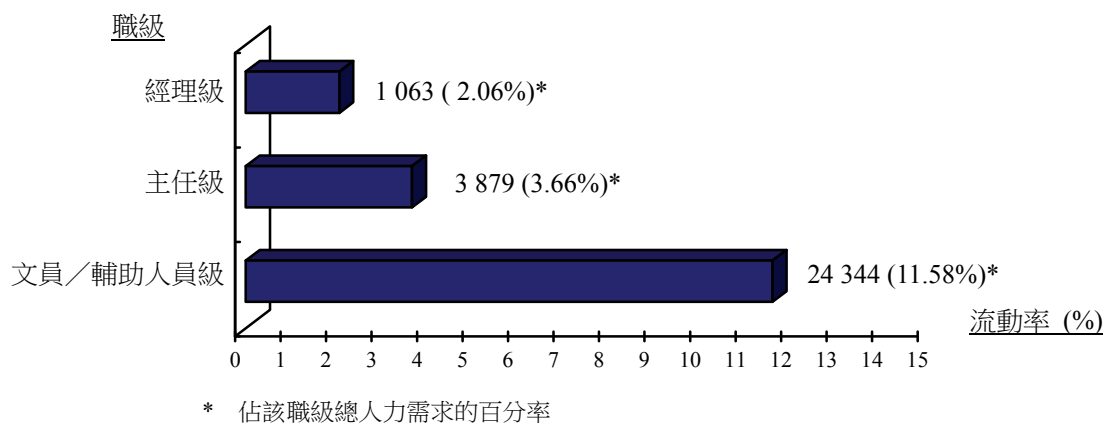
表 9
出入口業
過去 12 個月離職僱員去向

職級	僱員離職後去向						總計
	從事與 出入口業 有關 的工作	從事與 出入口業 無關的工作	移民、退休、 進修	去向不詳	其他	整體	(%)
經理級	304	72	42	587	58	1 063	2.06*
主任級	1 076	130	14	2 652	7	3 879	3.66*
文員／ 輔助人員級	10 230	1 217	73	12 819	5	24 344	11.58*
總數	11 610	1 419	129	16 058	70	29 286	7.96**

* 佔該職級總人力需求的百分率

** 佔出入口業總人力需求的百分率

圖 7
出入口業
過去 12 個月僱員流動情況



過去 12 個月僱員流動率

批發業

39. 僱主報稱，批發業過去 12 個月共有 3 879 名僱員離職，佔業內僱員總數的 9.25%。離職僱員的去向載於表 10，各職級僱員流動率與總人力需求(現職僱員人數 + 空缺數目)之比較情況見圖 8。

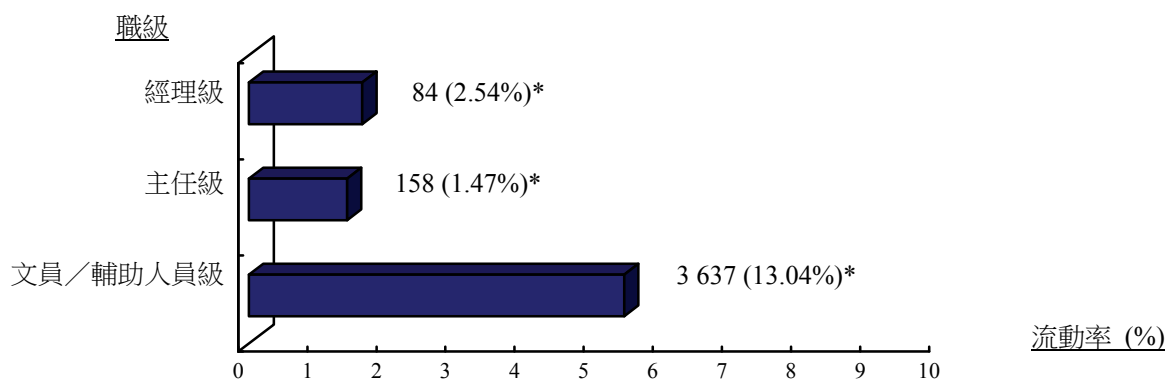
表 10 批發業
過去 12 個月離職僱員去向

職級	僱員離職後去向						總計
	從事與批發業有關的工作	從事與批發業無關的工作	移民、退休、進修	去向不詳	其他	整體	(%)*
經理級	50	-	2	32	-	84	2.54
主任級	84	-	-	74	-	158	1.47
文員／ 輔助人員級	1 061	153	378	2 045	-	3 637	13.04
總數	1 195	153	380	2 151	-	3 879	9.25**

* 佔該職級總人力需求的百分率

** 佔批發業總人力需求的百分率

圖 8 批發業
過去 12 個月僱員流動情況



* 佔該職級總人力需求的百分率

培訓需要

出入口業

40. 2014 年調查顯示，100 001 間公司中，27 855 間 (27.90%) 在未來 12 個月有需要為員工提供培訓。

未來 12 個月有培訓需要 並提供培訓名額

41. 在這 27 855 間公司中，3 346 間表示會為屬下員工提供培訓名額。摘要見表 11。

表 11
出入口業公司
未來 12 個月有培訓需要
並提供培訓名額情況

公司規模(人)	有培訓需要		培訓名額
	公司數目	佔總數百分率 *	
1-4	2 505	8.99	6 020
5-9	4	0.01	66
10-19	360	1.29	5 553
20-49	291	1.04	13 111
50-99	115	0.41	7 592
100-299	57	0.20	5 378
300 或以上	14	0.05	4 014
總數	3 346	12.01	41 734

* 佔「有培訓需要」公司總數的百分率

42. 未來 12 個月提供的培訓總額為 41 734 個。按職級劃分，首選的 5 類訓練列載於表 12。

表 12 出入口業
首選 5 類訓練(按職級劃分)

職級	排名	類別	培訓名額	佔總數百分率**
經理級	1	產品知識	1 639	3.93
	2	客戶關係	1 226	2.94
	3	市場學	1 128	2.70
	4	銷售技術	1 115	2.67
	5	督導技巧	1 110	2.66
主任級	1	產品知識	2 491	5.97
	2	普通話	2 201	5.27
	3	英語書寫能力	1 524	3.65
	4	銷售技術	1 474	3.53
	5	人際溝通	1 253	3.00
文員／ 輔助人員級	1	產品知識	4 190	10.04
	2	銷售技術	3 438	8.24
	3	市場學	1 279	3.07
	4	職業安全	1 002	2.40
	5	普通話	576	1.38

** 佔培訓總額的百分率

未來 12 個月有培訓需要
但無提供培訓名額

43. 27 855 間公司中，24 509 間表示未來 12 個月有培訓需要但無提供培訓名額。摘要見表 13。

表 13
出入口業公司
未來 12 個月有培訓需要
但無提供培訓名額情況

公司規模(人)	有培訓需要 但無提供培訓名額	
	公司數目	佔總數百分率*
1-4	21 315	76.52
5-9	2 247	8.07
10-19	527	1.89
20-49	283	1.02
50-99	78	0.28
100-299	50	0.18
300 或以上	9	0.03
總數	24 509	87.99

* 佔「有培訓需要」公司總數的百分率

44. 未來 12 個月有培訓需要但無提供培訓名額的原因摘錄於表 14。

表 14
出入口業公司
未來 12 個月有培訓需要
但無提供培訓名額
原因

公司規模(人)	有培訓需要但無提供培訓名額原因 *			
	資源有限	沒有時間	選擇職內培訓	其他
1-4	10 779	1 006	19 808	-
5-9	2 121	-	2 120	126
10-19	218	-	527	-
20-49	224	-	282	-
50-99	78	-	78	-
100-299	43	-	54	-
300 或以上	8	-	8	1
總數	13 471	1 006	22 877	127

* 機構可填選多於 1 項

培訓需要

批發業

45. 2014 年調查顯示，13 216 間批發業公司中，307 間 (2.32%) 在未來 12 個月有培訓需要。

未來 12 個月有培訓需要 並提供培訓名額

46. 在這 307 間公司中，57 間會為屬下員工提供培訓名額。摘要見表 15。

表 15
批發業公司
未來 12 個月有培訓需要
並提供培訓名額情況

公司規模(人)	有培訓需要		培訓名額
	公司數目	佔總數百分率*	
1-4	-	-	-
5-9	-	-	-
10-19	1	0.33	8
20-49	23	7.49	648
50-99	17	5.54	1 160
100-299	13	4.23	539
300 或以上	3	0.98	1 053
總數	57	18.57	3 408

* 佔「有培訓需要」公司總數的百分率

47. 未來 12 個月提供的培訓總額為 3 408 個。按職級劃分，首選的 5 類訓練列載於表 16。

表 16
批發業
首選 5 類訓練(按職級劃分)

職級	排名	類別	培訓名額	佔總數的百分率**
經理級	1	督導技巧	112	3.29
	2	客戶關係	66	1.94
	3	銷售技術	61	1.79
	4	商務發展及管理	54	1.58
	5	職業安全	52	1.53
主任級	1	產品知識	289	8.48
	2	銷售技術	208	6.10
	3	客戶關係	206	6.04
	4	職業安全	180	5.28
	5	電子商貿及媒體知識	112	3.29
文員／ 輔助人員級	1	職業安全	413	12.12
	2	電子商貿及媒體知識	318	9.33
	3	銷售技術	276	8.10
	4	客戶關係	266	7.81
	5	產品知識	78	2.29

** 佔培訓總額的百分率

未來 12 個月有培訓需要
但無提供培訓名額

48. 307 間公司中，250 間表示未來 12 個月有培訓需要但無提供培訓名額。摘要見表 17。

表 17
批發業公司
未來 12 個月有培訓需要
但無提供培訓名額情況

公司規模(人)	有培訓需要 但無提供培訓名額	
	公司數目	佔總數百分率 *
1-4	3	0.98
5-9	68	22.15
10-19	154	50.16
20-49	21	6.84
50-99	1	0.33
100-299	2	0.65
300 或以上	1	0.33
總數	250	81.43

* 佔「有培訓需要」公司總數的百分率

49. 未來 12 個月有培訓需要但無提供培訓名額的原因摘錄於表 18。

批發業公司
未來 12 個月有培訓需要
但無提供培訓名額
原因

表 18

公司規模(人)	有培訓需要但無提供培訓名額原因 *			
	資源有限	沒有時間	選擇職內培訓	其他
1-4	3	-	2	-
5-9	68	-	68	-
10-19	72	-	154	-
20-49	21	7	7	-
50-99	1	-	1	-
100-299	2	8	10	-
300 或以上	1	-	1	-
總數	168	15	243	-

* 機構可填選多於 1 項

各職級人力變動

出入口業

50. 2014 年 10 月，出入口業共有 490 876 名僱員，較 2012 年調查時增加 1 038 名(+ 0.21%)。各職級人力變動的分析見表 19。

表 19 出入口業人力變動
(與 2012 年調查比較)

職級	2012 年 10 月	2014 年 10 月	增／減	百分率 變動*
經理級	49 952	51 351	+ 1 399	+ 2.80
主任級	104 653	105 486	+ 833	+ 0.80
文員／輔助人員級	205 451	206 034	+ 583	+ 0.28
技術僱員	360 056	362 871	+ 2 815	+ 0.78
非技術僱員	129 782	128 005	- 1 777	- 1.37
總人力	489 838	490 876	+ 1 038	+ 0.21**

* 佔該職級僱員人數的百分率

** 佔出入口業僱員總數的百分率

批發業

51. 2014 年 10 月，批發業共有 62 539 名僱員，較 2012 年調查時減少 833 名(-1.31%)。各職級人力變動的分析見表 20。

表 20 批發業人力變動
(與 2012 年調查比較)

職級	2012 年 10 月	2014 年 10 月	增／減	百分率 變動*
經理級	3 162	3 307	+ 145	+ 4.59
主任級	10 814	10 692	- 122	- 1.13
文員／輔助人員級	26 942	26 583	- 359	- 1.33
技術僱員	40 918	40 582	- 336	- 0.82
非技術僱員	22 454	21 957	- 497	- 2.21
總人力	63 372	62 539	- 833	- 1.31**

* 佔該職級僱員人數的百分率

** 佔批發業僱員總數的百分率

流失人手

52. 「流失率」指因轉行、移民、退休、進修或其他原因離開出入口或批發業的員工比率。調查顯示，出入口及批發業流失的僱員合共 20 360 名，其中，出入口業佔 17 676 名，批發業佔 2 684 名。是次調查假設業內會全數補充這些流失人手。

額外訓練需求

53. 本會根據僱主預測的人力增長及現有流失率，推算出 2015 年出入口業及批發業的額外訓練需求，見表 21。

表 21

出入口業及批發業
2015 年額外訓練需求

職級	僱員人數 (2014 年)	(A) 僱主預測 人力增長 (2015 年)	(B) 須填補 流失人手		(A) + (B) 額外訓練需求 (2015 年)
			人數	(%)	
出入口業					
經理級	51 351	-1	759	1.48	758
主任級	105 486	+134	2 803	2.66	2 937
文員／輔助人員級	206 034	+91	14 114	6.85	14 205
小計	362 871	+224	17 676	4.87	17 900
批發業					
經理級	3 307	-1	34	1.03	33
主任級	10 692	-2	74	0.69	72
文員／輔助人員級	26 583	-1	2 576	9.69	2 575
小計	40 582	-4	2 684	6.61	2 680
總數	403 453	+220	20 360	5.05	20 580

2015 年至 2019 年人力推算

出入口業

54. 除了根據僱主的預測，本會亦採用了人力市場分析法 (LMA) 推算出入口業 2015 年至 2019 年的人力需求。附錄 16 (196 – 197 頁) 詳細介紹 LMA。利用 LMA 推算所得的 2015 年至 2019 年人力需求數字見表 22。

表 22
出入口業
2015 至 2019 年人力需求推算
(採用人力市場分析法)

年份	總人力需求	LMA 推算數字	僱主預測
2014	367 792	-	-
2015	-	368 717 (+ 0.25 % [*])	368 016 (+ 0.06% [*])
2016	-	370 277 (+ 0.42 % ^{**})	-
2017	-	371 475 (+ 0.32 % ^{**})	-
2018	-	372 510 (+ 0.28 % ^{**})	-
2019	-	373 391 (+ 0.24 % ^{**})	-

所有數字只包括技術僱員

* 與 2014 年總人力需求比較的百分率變動

** 與上一年推算人力比較的百分率變動

55. 上表顯示，LMA 與僱主預測均推算 2015 年的出入口業人力需求將會增加，增幅分別為 0.25% 及 0.06%。可能因僱主調查於 2014 年 10 月進行，而 LMA 則採用 2014 年最新的經濟指標推算，故推算增幅出現差異。

批發業

56. 批發業方面，由於過去幾年歷史數據波動，因此並無經濟指標可供推算業內的人力需求，未能採用 LMA。本會改用調節過濾法 (AFM) 推算批發業的人力需求。採用 AFM 推算所得的人力需求數字見表 23。

表 23

批發業
2015 年至 2019 年人力需求推算
(採用調節過濾法)

年份	總人力需求	AFM 推算數字	僱主預測
2014	41 956	-	-
2015	-	42 345 (+ 0.93% [*])	41 952 (- 0.01% [*])
2016	-	42 438 (+ 0.22% ^{**})	-
2017	-	42 509 (+ 0.17% ^{**})	-
2018	-	42 562 (+ 0.12% ^{**})	-
2019	-	42 603 (+ 0.10% ^{**})	-

所有數字只包括技術僱員

* 與 2014 年總人力需求比較的百分率變動

** 與上一年推算人力比較的百分率變動

第一章

緒論

出入口及批發業訓練委員會

1.1 出入口及批發業訓練委員會（下稱「本會」）隸屬職業訓練局，成員由香港特區政府委任，職責包括評估出入口業及批發業的人力情況和培訓需求，並因應培訓設施的發展向職業訓練局建議措施，配合業界對幹練人才的需求。本會的職權範圍載於附錄 1（第 118 頁）。本會及 2014 年人力調查工作小組的委員名單分別載於附錄 2 及附錄 3（第 120 及 122 頁）。

人力調查

1.2 2014 年 10 月 15 日至 11 月 14 日，本會在政府統計處協助下，根據職權範圍進行 2014 年出入口及批發業的人力調查，以蒐集業內各主要職務的最新人力資料。所得的數據及後交由統計處人員整理，再經本會分析及匯報。以往，調查結果分別編印為出入口業及批發業兩份報告；鑑於兩個行業密切相關，本會自 2006 年起將兩份報告合併。

1.3 本會進行人力調查的目的如下：

- (i) 評估出入口業及批發業主要職務的人力及訓練需求；
- (ii) 推算出入口業及批發業的人力增長；
- (iii) 建議措施，以配合業界的訓練及人力需求。

深入訪談

1.4 為了更準確分析調查數據，本會亦進行了深入訪談，以蒐集兩大行業受訪機構對業務前景及人力發展的意見。受訪名單載於附錄 4（第 124 頁）。

改進調查表內容

1.5 是次調查表及相關文件的內容有以下改進：

- (a) 詢問受訪機構未來三年的發展計劃（出入口業）；
- (b) 在「宜有的教育程度」一欄增加「香港中學文憑」選項（出入口業及批發業）；
- (c) 蒐集更多培訓需求資料（出入口業及批發業）。

調查範圍

1.6 本會採用分層隨機抽樣方法，從政府統計處機構單位記錄庫內，抽選出 671 間出入口公司和 329 間批發公司為調查對象。

1.7 是次抽樣調查的對象，涵蓋下列政府統計處機構單位記錄庫內所載的出入口及批發公司。

a. 出入口業

包括貨物進口作批發及／或貨物出口的公司（郵購商行及經互聯網出售貨物的公司除外）；以及

安排貨物進出口的貨物購買代理人或代辦商。

b. 批發業

包括向下列人士／公司轉賣（不經改造過程的銷售）新的和使用過的貨物的公司：

- 零售商；
- 工商業機構或專業使用者；
- 其他批發商；以及

在商品買賣過程中充當代理或經紀的公司。

1.8 是次調查根據《香港標準行業分類（HSIC）2.0 版》，涵蓋出入口及批發行業機構，行業編碼如下：

HSIC 行業編碼

詳細說明

451	按收費或以合約形式；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；運輸設備；耐用品。 （出口業）
452	按收費或以合約形式；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；運輸設備；耐用品。 （入口業）
460	批發經紀及代理；食品；原材料及半製成品；一般貨品；酒類飲品及煙草；燃料；衣服、鞋類及有關製品；消費品；機械、設備及零件；運輸設備；耐用品。 （批發業）

調查過程

1.9 實地調查工作於 2014 年 10 月 15 日展開。調查前一星期，本會將調查表連同附註（見附錄 5 至 6，第 125 至 173 頁）寄給各選定公司；人力調查數據以 2014 年 10 月 15 日作參考日。調查期間，政府統計處職員前往各選定公司收回調查表，並於有需要時協助填報資料；並與未回覆的機構聯絡，跟進調查，以期獲得更佳的回應率，2015 年 2 月底完成此項工作。所有收回的調查表均經過複核，並與填覆公司核實疑點，集得數據交政府統計處處理。

1.10 調查截止日後，政府統計處將調查蒐集所得的資料以統計方法倍大，從而反映出入口業及批發業的整體人力情況。

回應分析

1.11 在 689 間選定的出入口公司中，488 間填覆調查表並回答所有問題，5 間回應了部分問題，27 間拒絕回應，整體有效回應率為 94.81%；其餘則或未能聯絡、不再從事事出入口業、已搬遷、暫停營業或結業。

1.12 在 332 間選定的批發公司中，229 間填覆調查表並回答所有問題，1 間回應了部分問題，4 間拒絕回應，整體有效回應率為 98.29%；其餘則或未能聯絡、不再從事批發業、已搬遷、暫停營業或結業。

調查結果匯報方式

1.13 本報告第二章列載出入口及批發業的人力調查結果；第三章則分析調查結果，因應當前問題及機遇提出建議。

1.14 「東主／獨資經營者／執行合夥董事」的職責時有重疊，界限並不分明，為避免分類上的模糊，本會自 2006 年的調查開始，將之歸類為「經理級」；另外，為求清晰及方便配對，本會亦修訂了部分職務說明；並將工種調遷的目的地重新劃分；以及加入新的專業技能，配合業內人力發展的轉變。

第二章

調查結果概要

業內公司數目

2.1 調查顯示，2014 年出入口業公司有 100 001 間，2012 年為 99 535 間，增加了 466 間 (+ 0.47%)；2014 年批發業公司有 13 216 間，2012 年為 13 895 間，減少了 679 間 (- 4.89%)。

業內僱員數目

2.2 2014 年出入口業的技術僱員有 362 871 人，非技術僱員有 128 005 人；批發業的技術僱員有 40 582 人，非技術僱員有 21 957 人。按職級分布的兩行業僱員人數見表 1 及表 2。

表 1
出入口業
各職級僱員分布情況
(2014 年 10 月時)

職級	僱員分布	
	人數	%
經理級	51 351	10.46
主任級	105 486	21.49
文員／輔助人員級	206 034	41.97
技術僱員小計	362 871	73.92
非技術僱員	128 005	26.08
總計	490 876	100%

表 2
批發業
各職級僱員分布情況
(2014 年 10 月時)

職級	僱員分布	
	人數	%
經理級	3 307	5.29
主任級	10 692	17.10
文員／輔助人員級	26 583	42.51
技術僱員小計	40 582	64.89
非技術僱員	21 957	35.11
總計	62 539	100%

2012 年與 2014 年僱員數目比較

2.3 2012 年與 2014 年出入口業各職級僱員數目轉變簡要見表 3。

表 3
出入口業
2012 年及 2014 年
各職級僱員數目比較

職級	2012 年 10 月	2014 年 10 月	增／減	% 變幅
經理級	49 952	51 351	+ 1 399	+ 2.80
主任級	104 653	105 486	+ 833	+ 0.80
文員／輔助人員級	205 451	206 034	+ 583	+ 0.28
技術僱員小計	360 056	362 871	+ 2 815	+ 0.78
非技術僱員	129 782	128 005	- 1 777	- 1.37
總計	489 838	490 876	+ 1 038	+ 0.21

2.4 表 3 顯示，2014 年時出入口業共僱用 490 876 人，2012 年則僱用 489 838 人，增加了 1 038 人(+ 0.21%)。

2.5 2012 年與 2014 年批發業各職級僱員數目轉變簡要見表 4。

表 4
批發業
2012 年及 2014 年
各職級僱員數目比較

職級	2012 年 10 月	2014 年 10 月	增／減	% 變幅
經理級	3 162	3 307	+ 145	4.59
主任級	10 814	10 692	- 122	- 1.13
文員／輔助人員級	26 942	26 583	- 359	- 1.33
技術僱員小計	40 918	40 582	- 336	- 0.82
非技術僱員	22 454	21 957	- 497	- 2.21
總計	63 372	62 539	- 833	- 1.31

2.6 表 4 顯示，2014 年批發業共僱用 62 539 人，2012 年 10 月時則僱用 63 372 人，減少了 833 人 (- 1.31%)。

現有空缺額

2.7. 調查期間，出入口業總共有 4 921 個職位空缺，佔人力需求總數 367 792 的 1.34% ，人力需求總數即現有人力加空缺額。2012 年與 2014 年空缺數目的比較見表 5。

出入口業
表 5
2012 年及 2014 年
職位空缺數目比較

職級	2012				2014			
	僱員人數	空缺數目	人力需求總數	佔人力需求總數百分率**	僱員人數	空缺數目	人力需求總數	佔人力需求總數百分率**
經理級	49 952	151 (2.88%)	50 103	0.30%	51 351	197 (4.00%)	51 548	0.38%
主任級	104 653	1 748 (33.32%)	106 401	1.64%	105 486	562 (11.42%)	106 048	0.53%
文員／ 輔助人員 級	205 451	3 347 (63.8%)	208 798	1.60%	206 034	4 162 (84.58%)	210 196	1.98%
總計	360 056	5 246 (100%)*	365 302	1.44%	362 871	4 921 (100%)*	367 792	1.34%

* 佔空缺總數百分率

** 佔每職級人力需求總數百分率

2.8 調查期間，批發業總共有 1 374 個職位空缺，佔人力需求總數 41 956 的 3.27% ，2012 年與 2014 年空缺數目的比較見表 6。

批發業
表 6
2012 年及 2014 年
職位空缺數目比較

職級	2012				2014			
	僱員人數	空缺數目	人力需求總數	佔人力需求總數百分率**	僱員人數	空缺數目	人力需求總數	佔人力需求總數百分率**
經理級	3 162	- (-)	3 162	-	3 307	5 (0.36%)	3 312	0.15%
主任級	10 814	299 (25.95%)	11 113	2.69%	10 692	67 (4.88%)	10 759	0.62%
文員／ 輔助人員 級	26 942	853 (74.05%)	27 795	3.07%	26 583	1 302 (94.76%)	27 885	4.67%
總計	40 918	1 152 (100%)*	42 070	2.74%	40 582	1 374 (100%)*	41 956	3.27%

* 佔空缺總數百分率

** 佔每職級人力需求總數百分率

僱主預測 2015 年 10 月人力需求

2.9 僱主預測出入口業及批發業 2015 年 10 月時各主要職務的人力需求各按職級列於表 7 和表 8。

表 7

出入口業
僱主預測各職級人力需求
(2015 年 10 月時)

職級	(a)	(b)	(a) + (b)	預測 2015 年 10 月所需人力	增長	
	2014 年 10 月 僱員人數	2014 年 10 月 空缺數目	2014 年 10 月 需求人力總數		數目	%
經理級	51 351	197	51 548	51 547	- 1	- 0.002
主任級	105 486	562	106 048	106 182	+ 134	+ 0.13
文員／輔助人員級	206 034	4 162	210 196	210 287	+ 91	+ 0.04
小計	362 871	4 921	367 792	368 016	+ 224	+ 0.06

表 8

批發業
僱主預測各職級人力需求
(2015 年 10 月時)

職級	(a)	(b)	(a) + (b)	預測 2015 年 10 月所需人力	增長	
	2014 年 10 月 僱員人數	2014 年 10 月 空缺數目	2014 年 10 月 需求人力總數		數目	%
經理級	3 307	5	3 312	3 311	- 1	- 0.03
主任級	10 692	67	10 759	10 757	- 2	- 0.02
文員／輔助人員級	26 583	1 302	27 885	27 884	- 1	- 0.004
小計	40 582	1 374	41 956	41 952	- 4	- 0.01

過往 12 個月內部晉升情況

2.10 調查顯示出入口業有 1 038 名僱員是由業內晉升（佔僱員總數 0.29%）。2012 年與 2014 年出入口業各職級的內部晉升情況比較見表 9。

表 9

出入口業 2012 年及 2014 年 內部晉升情況比較

職級	2012			2014		
	2012 年 10 月僱員人數	內部晉升數目	佔僱員總數百分率 (%) [*]	2014 年 10 月僱員人數	內部晉升數目	佔僱員總數百分率 (%) [*]
由主任晉升經理	49 952	738	1.48	51 351	574	1.12
由文員／ 輔助人員晉升 主任	104 653	1 185	0.13	105 486	411	0.39
由其他職級 晉升文員／ 輔助人員	205 451	116	0.06	206 034	53	0.03
總計	360 056	2 039	0.57	362 871	1 038	0.29

* 佔每一職級僱員總數百分率

2.11 調查顯示批發業有 73 名僱員是由業內晉升（佔僱員總數 0.18%）。2012 年與 2014 年出入口業各職級的內部晉升情況比較見表 10。

表 10

批發業
2012 年及 2014 年
內部晉升情況比較

職級	2012			2014		
	2012 年 10 月 僱員人數	內部晉升 數目	佔僱員總數百 分率 (%)*	2014 年 10 月僱員人數	內部晉升 數目	佔僱員總數 百分率 (%)*
由主任晉升 經理	3 162	9	0.28	3 307	40	1.21
由文員／ 輔助人員晉升 主任	10 814	71	0.66	10 692	33	0.31
由其他職級 晉升文員／ 輔助人員	26 942	34	0.13	26 583	0	0.00
總計	40 918	114	0.28	40 582	73	0.18

* 佔每一職級僱員總數百分率

過往 12 個月人手流動情況

2.12 僱主報稱出入口業過往 12 個月有 29 286 名僱員離職，佔所需求人力總數的 7.96%。摘要見表 11，與 2012 年調查時人手流動情況的百分率比較見表 12。

表 11 出入口業
過往 12 個月離職僱員人數
（按職級及去向劃分）

職級	離職僱員去向						百分率
	從事與 出入口業 有關工作	從事與 出入口業 無關工作	移民、退休、 進修	未知情況	其他	整體	(%)
經理級	304	72	42	587	58	1 063	2.06*
主任級	1 076	130	14	2 652	7	3 879	3.66*
文員／ 輔助人員級	10 230	1 217	73	12 819	5	24 344	11.58*
總計	11 610	1 419	129	16 058	70	29 286	7.96**

* 佔每職級人力需求總數百分率

** 佔出入口業人力需求總數百分率

表 12 出入口業
2012 年與 2014 年人手流動情況比較

職級	2012 年 10 月 人數 / (%)*	2014 年 10 月 人數 / (%)*	變幅 (%) **
經理級	1 571 (3.14)	1 063 (2.06)	-32.34
主任級	4 772 (4.48)	3 879 (3.66)	-18.71
文員／輔助人員級	13 201 (6.32)	24 344 (11.58)	84.41
總計	19 544 (5.35)	29 286 (7.96)	49.85

* 佔每職級人力需求總數百分率

** 相對於 2012 年調查人手流動情況的百分率變幅

2.13 至於**批發業**，僱主報稱過往 12 個月有 3 879 名僱員離職，佔所需求人力總數的 9.25%。摘要見表 13，與 2012 年調查時人手流動情況的百分率比較見表 14。

批發業
表 13 過往 12 個月離職僱員人數
(按職級及去向劃分)

職級	離職僱員去向						百分率
	從事與批發業有關工作	從事與批發業無關工作	移民、退休、進修	未知情況	其他	整體	(%)*
經理級	50	-	2	32	-	84	2.54*
主任級	84	-	-	74	-	158	1.47*
文員／ 輔助人員級	1 061	153	378	2 045	-	3 637	13.04*
總計	1 195	153	380	2 151	-	3 879	9.25**

* 佔每職級人力需求總數百分率

** 佔批發業人力需求總數百分率

批發業
表 14 2012 年與 2014 年人手流動情況比較

職級	2012 年 10 月 No. / (%)*	2014 年 10 月 No. / (%)*	變幅 (%) **
經理級	52 (1.64)	84 (2.54)	61.54
主任級	158 (1.42)	158 (1.47)	-
文員／輔助人員級	1 508 (5.43)	3 637 (13.04)	141.18
總計	1 718 (4.08)	3 879 (9.25)	125.79

* 佔每職級人力需求總數百分率

** 相對於 2012 年調查人手流動情況的百分率變幅

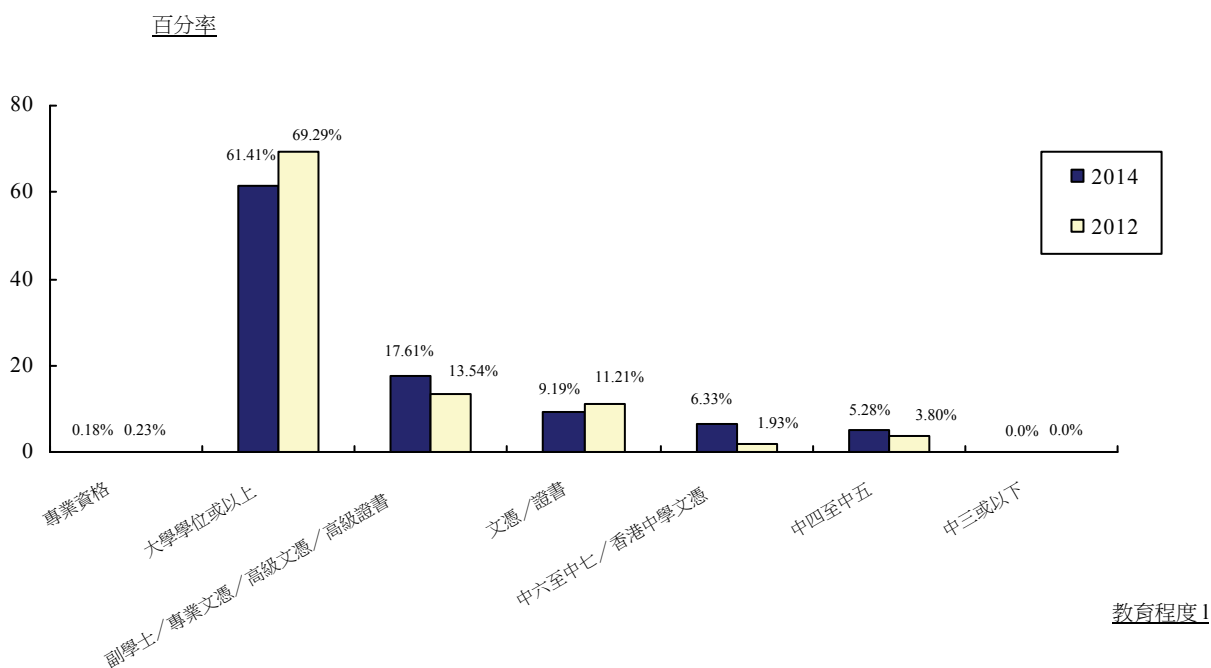
僱員宜有教育程度

2.14 圖 1 列出僱主對出入口業僱員宜有教育程度的意見，僱主所最屬意的三種學歷見表 15，可比較 2012 年與 2014 年數字。

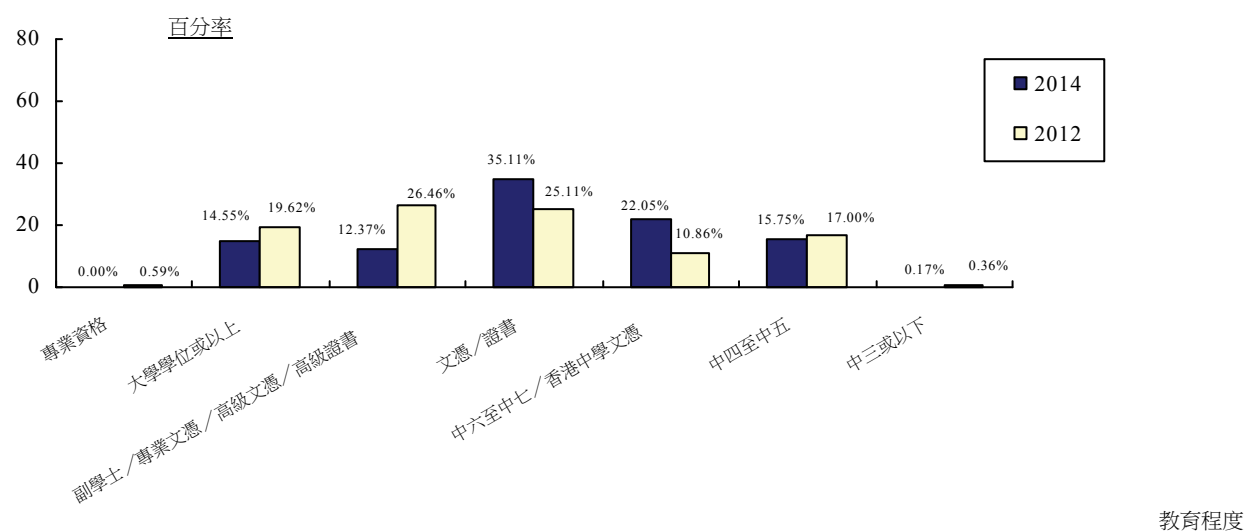
圖 1

出入口業 各職級僱員宜有教育程度 (2012 年與 2014 年比較)

(a) 經理級



(b) 主任級



(c) 文員／輔助人員級

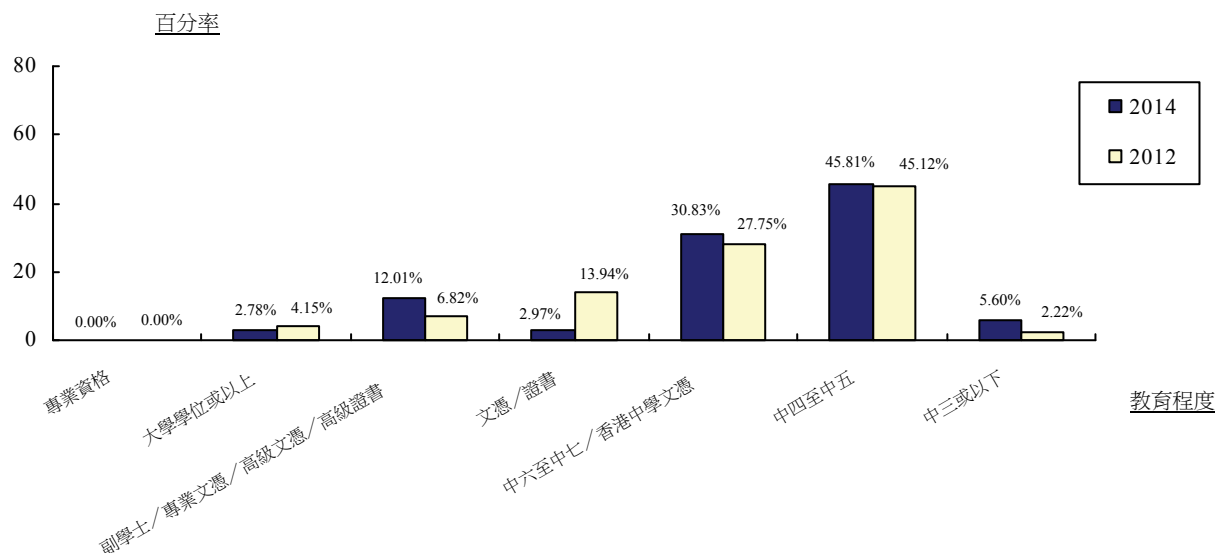


表 15: 出入口業
僱員宜有教育程度－首選三項學歷
2012 年與 2014 年比較

職級	2012			2014		
	首選三項學歷 (填選數目)		所佔 百分率*	首選三項學歷 (填選數目)		所佔 百分率*
經理級	1.	UD (33 586)	69.29%	1.	UD (30 949)	61.41%
	2.	AD / PD / HD / HC (6 562)	13.54%	2.	AD / PD / HD / HC (8 873)	17.61%
	3.	D / C (5 434)	11.21%	3.	D / C (4 631)	9.19%
主任級	1.	AD / PD / HD (26 993)	26.46%	1.	D / C (36 692)	35.11%
	2.	D / C (25 611)	25.11%	2.	S.6 - S.7 / HKDSE (23 044)	22.05%
	3.	UD (20 012)	19.62%	3.	S.4 - S.5 (16 455)	15.75%
文員／ 輔助人員級	1.	S.4 - S.5 (91 018)	45.12%	1.	S.4 - S.5 (91 915)	45.81%
	2.	S.6 - S.7 / HKDSE (55 975)	27.75%	2.	S.6 - S.7 / HKDSE (61 859)	30.83%
	3.	D / C (28 120)	13.94%	3.	AD / PD / HD / HC (24 090)	12.01%

* 佔每職級出入口業僱員人數百分率

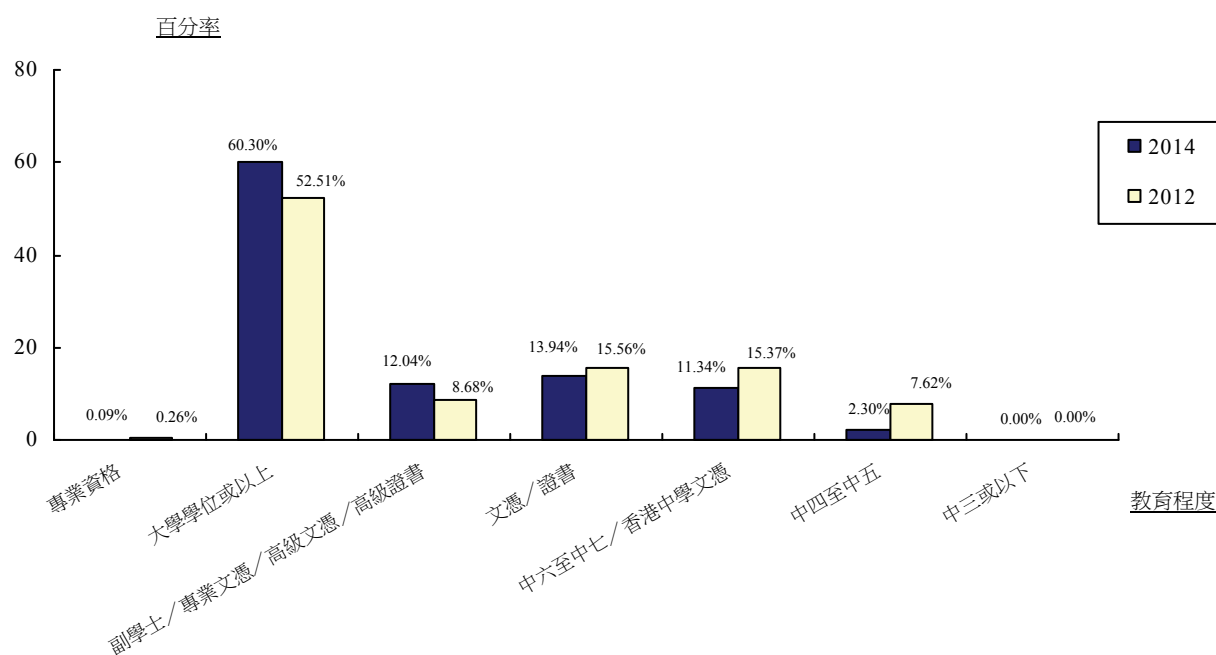
學歷簡稱：

UD	大學學位	D	文憑
AD	副學士	C	證書
PD	專業文憑	S.6-S.7	中六至中七
HD	高級文憑	HKDSE	香港中學文憑
HC	高級證書	S.4-S.5	中四至中五
D	文憑	S.3 or below	中三或以下

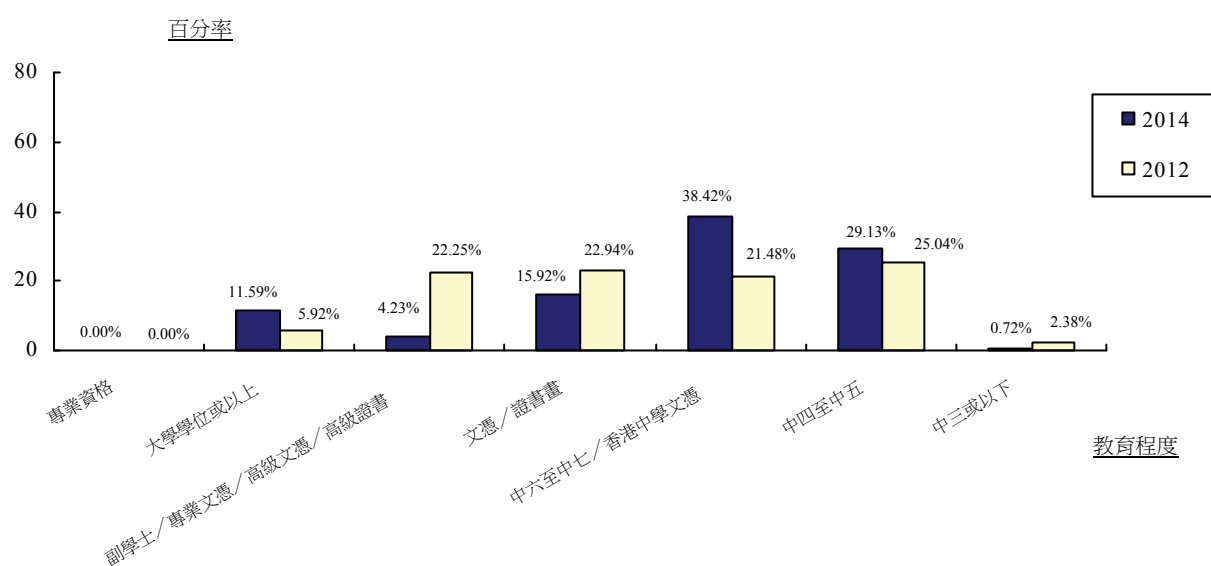
2.15 圖 2 列出僱主對批發業僱員宜有教育程度的意見，僱主所最屬意的三種學歷見表 16，可比較 2012 年與 2014 年數字。

圖 2
批發業
各職級僱員宜有教育程度
(2012 年與 2014 年比較)

(a) 經理級



(b) 主任級



(c) 文員／輔助人員級

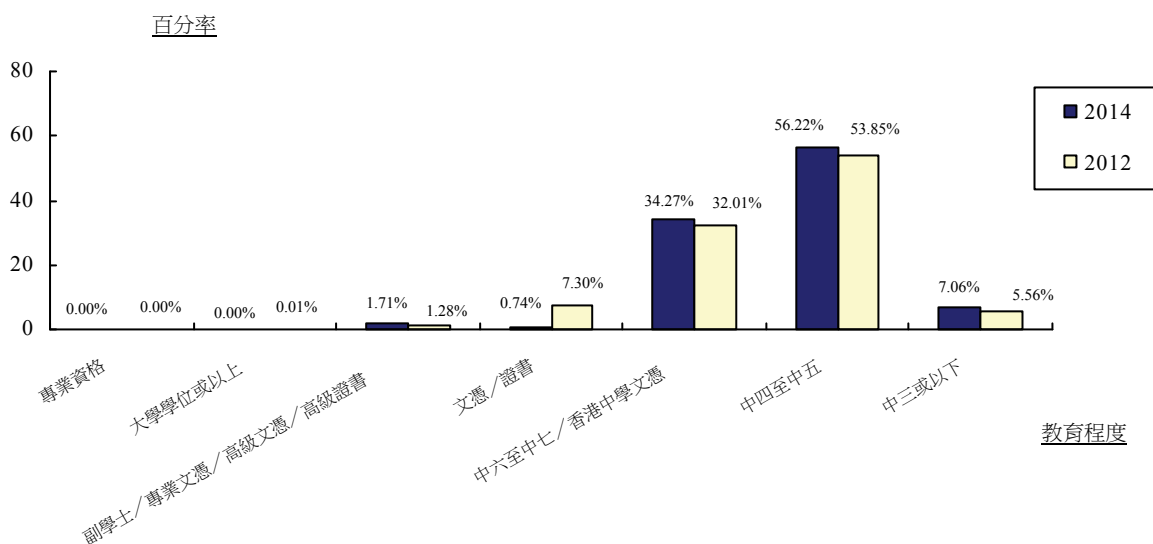


表 16: 批發業
僱員宜有教育程度－首選三項學歷
2012 年與 2014 年比較

職級	2012			2014		
	首選三項學歷 (填選數目)		所佔 百分率 *	首選三項學歷 (填選數目)		所佔 百分率 *
經理級	1.	UD (1 633)	52.51%	1.	UD (1 994)	60.30%
	2.	D / C (484)	15.56%	2.	D / C (461)	13.94%
	3.	S.6 - S.7 / HKDSE (478)	15.37%	3.	AD / PD / HD / HC (398)	12.04%
主任級	1.	S.4 - S.5 (2 685)	25.04%	1.	S.6 - S.7 / HKDSE (4 024)	38.42%
	2.	D / C (2 460)	22.94%	2.	S.4 - S.5 (3 051)	29.13%
	3.	AD / PD / HD / HC (2 386)	22.25%	3.	D / C (1 668)	15.92%
文員／ 輔助人員級	1.	S.4 - S.5 (14 338)	53.85%	1.	S.4 - S.5 (14 945)	56.22%
	2.	S.6 - S.7 / HKDSE (8 522)	32.01%	2.	S.6 - S.7 / HKDSE (9 109)	34.27%
	3.	D / C (1 943)	7.30%	3.	S.3 or below (1 876)	7.06%

* 佔每職級批發業僱員人數百分率

學歷簡稱：

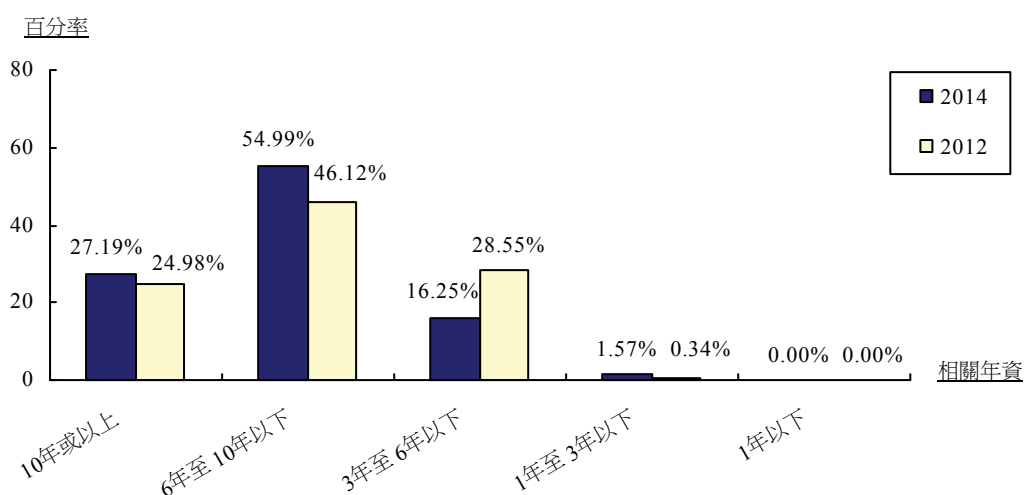
UD	大學學位	D	文憑
AD	副學士	C	證書
PD	專業文憑	S.6-S.7	中六至中七
HD	高級文憑	HKDSE	香港中學文憑
HC	高級證書	S.4-S.5	中四至中五
D	文憑	S.3 or below	中三或以下

僱員宜有相關年資

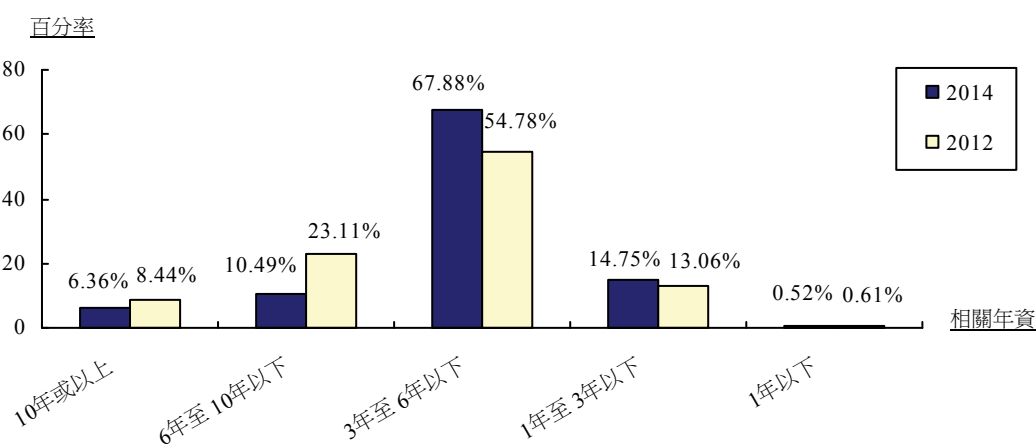
2.16 圖 3 列出僱主對出入口業僱員宜有相關年資的意見，僱主最屬意的三類年資見表 17，可比較 2012 年與 2014 年的數字。

圖 3
出入口業
各職級僱員宜有相關年資
(2012 年與 2014 年比較)

(a) 經理級



(b) 主任級



c) 文員／輔助人員級

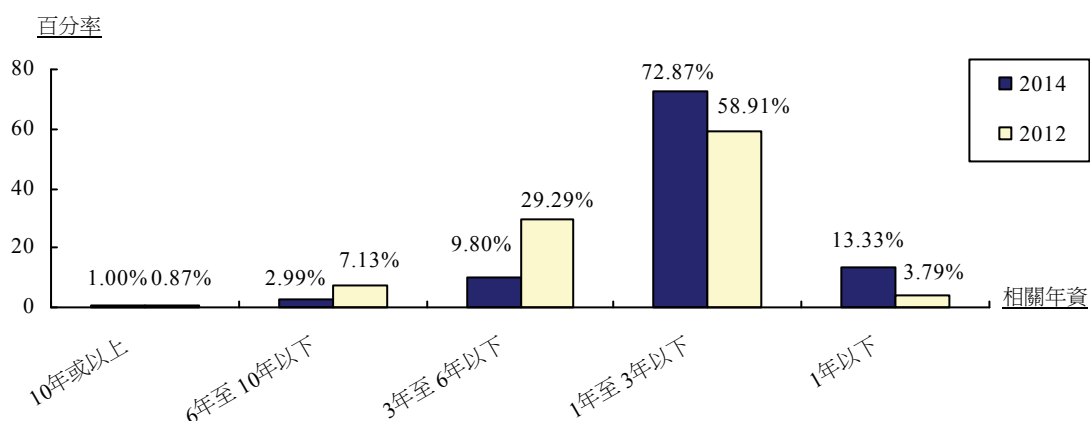


表 17

出入口業
各職級僱員宜有相關年資－首選三項
2012 年與 2014 年比較

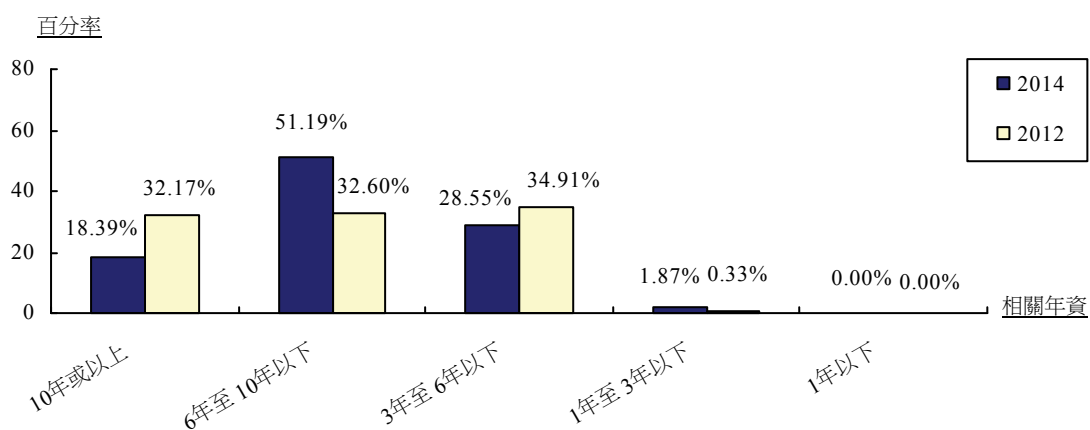
職級	2012			2014		
		首選三項年資 (填選數目)	所佔 百分率 *		首選三項年資 (填選數目)	所佔 百分率 *
經理級	1.	6 年至 10 年 (22 351)	46.20	1.	6 年至 10 年 (27 696)	54.99
	2.	3 年至 6 年 (13 836)	28.55	2.	10 年或以上 (13 694)	27.19
	3.	10 年或以上 (12 107)	24.98	3.	3 年至 6 年 (8 182)	16.25
主任級	1.	3 年至 6 年 (55 928)	54.78	1.	3 年至 6 年 (70 927)	67.88
	2.	6 年至 10 年 (23 594)	23.11	2.	1 年至 3 年 (15 407)	14.75
	3.	1 年至 3 年 (13 328)	13.06	3.	6 年至 10 年 (10 959)	10.49
文員／ 輔助人員級	1.	1 年至 3 年 (118 563)	58.91	1.	1 年至 3 年 (146 132)	72.87
	2.	3 年至 6 年 (58 950)	29.29	2.	1 年以下 (26 740)	13.33
	3.	6 年至 10 年 (14 356)	7.13	3.	3 年至 6 年 (19 660)	9.80

* 佔每職級出入口業僱員人數百分率

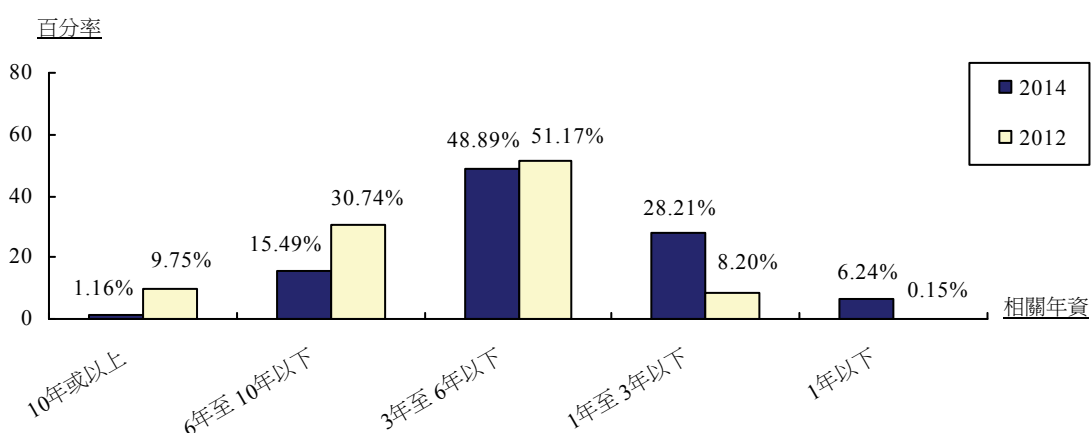
2.17 圖 4 列出僱主對批發業僱員宜有相關年資的意見，僱主最屬意的三類年資見表 18，可比較 2012 年與 2014 年的數字。

圖 4
批發業
各職級僱員宜有相關年資
(2012 年與 2014 年比較)

(a) 經理級



(b) 主任級



(c) 文員／輔助人員級

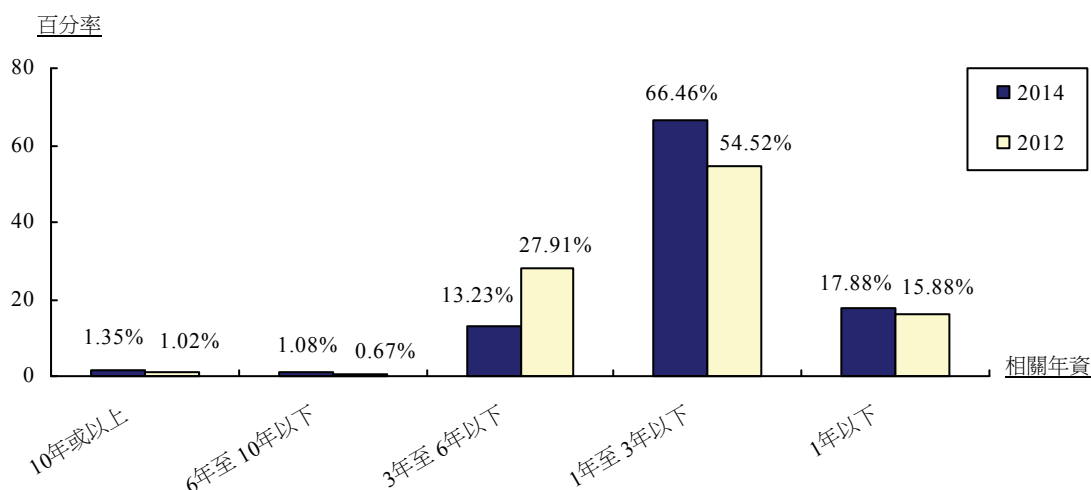


表 18

批發業
各職級僱員宜有相關年資－首選三項
2012 年與 2014 年比較

職級	2012			2014		
	首選三項年資 (填選數目)		所佔 百分率 *	首選三項年資 (填選數目)		所佔 百分率 *
經理級	1.	3 年至 6 年 (1 072)	34.91	1.	6 年至 10 年 (1 693)	51.19
	2.	6 年至 10 年 (1 001)	32.60	2.	3 年至 6 年 (944)	28.55
	3.	10 年或以上 (988)	32.17	3.	10 年或以上 (608)	18.39
主任級	1.	3 年至 6 年 (5 287)	51.17	1.	3 年至 6 年 (5 121)	48.89
	2.	6 年至 10 年 (3 176)	30.74	2.	1 年至 3 年 (2 955)	28.21
	3.	10 年或以上 (1 007)	9.75	3.	6 年至 10 年 (1 623)	15.49
文員／ 輔助人員級	1.	1 年至 3 年 (13 327)	54.52	1.	1 年至 3 年 (17 667)	66.46
	2.	3 年至 6 年 (6 823)	27.91	2.	1 年以下 (4 753)	17.88
	3.	1 年以下 (3 882)	15.88	3.	3 年至 6 年 (3 517)	13.23

* 佔每職級批發業僱員人數百分率

每月平均收入幅度

2.18 調查要求僱主填報業內主要職務的平均月入幅度。出入口業各職級僱員的平均月入幅度見表 19，2012 年與 2014 年最普遍的三類月入幅度見表 20。

表 19 出入口業
各職級僱員平均月入幅度

平均月入幅度	僱員人數			
	經理級 (%)*	主任級 (%)*	文員／ 輔助人員級 (%)*	總計 (%)**
\$8,001 以下	1 (0.002)	504 (0.48)	2 904 (1.41)	3 409 (0.94)
\$8,001 - \$10,000	- (-)	278 (0.26)	21 285 (10.33)	21 563 (5.94)
\$10,001 - \$20,000	1 270 (2.47)	35 993 (34.12)	125 799 (61.06)	163 062 (44.94)
\$20,001 - \$30,000	11 814 (23.01)	53 632 (50.84)	8 742 (4.24)	74 188 (20.44)
\$30,001 - \$50,000	26 125 (50.88)	2 207 (2.09)	3 509 (1.70)	31 841 (8.77)
\$50,001 - \$70,000	4 372 (8.51)	33 (0.03)	- (-)	4 405 (1.21)
\$70,000 以上	1 353 (2.63)	- (-)	- (-)	1 353 (0.37)
未有填報	6 416 (12.49)	12 839 (12.17)	43 795 (21.26)	63 050 (17.38)
總計	51 351 (100.00)	105 486 (100.00)	206 034 (100.00)	362 871 (100.00)

* 佔每職級出入口業僱員人數百分率

** 佔出入口業僱員總數百分率

表 20

出入口業
各職級僱員平均月入幅度
2012 年與 2014 年比較

職級	2012			2014		
		首選三項 平均月入幅度 (填選數目)	所佔 百分率*		首選三項 平均月入幅度 (填選數目)	所佔 百分率*
經理級	1.	\$30,001 - \$50,000 (19 357)	38.75	1.	\$30,001 - \$50,000 (26 125)	50.88
	2.	\$20,001 - \$30,000 (17 287)	34.61	2.	\$20,001 - \$30,000 (11 814)	23.01
	3.	\$50,001 - \$70,000 (3 460)	6.93	3.	\$50,001 - \$70,000 (4 372)	8.51
主任級	1.	\$10,001 - \$20,000 (43 782)	41.84	1.	\$20,001 - \$30,000 (53 632)	50.84
	2.	\$20,001 - \$30,000 (32 318)	30.88	2.	\$10,001 - \$20,000 (35 993)	34.12
	3.	\$30,001 - \$50,000 (4 213)	4.03	3.	\$30,001 - \$50,000 (2 207)	2.09
文員／ 輔助人員級	1.	\$10,001 - \$20,000 (110 698)	53.88	1.	\$10,001 - \$20,000 (125 799)	61.06
	2.	\$8,001 - \$10,000 (29 198)	14.21	2.	\$8,001 - \$10,000 (21 285)	10.33
	3.	\$20,001 - \$30,000 (28 885)	14.06	3.	\$20,001 - \$30,000 (8 742)	4.24

2.19 至於批發業的主要職務，僱主所填報各職級僱員的平均月入幅度見表 21，2012 年與 2014 年最普遍的三類月入幅度見表 22。

批發業
表 21 各職級僱員平均月入幅度

平均月入幅度	僱員人數			
	經理級 (%)*	主任級 (%)*	文員／ 輔助人員級 (%)*	總計 (%)**
\$8,001 以下	- (-)	218 (2.04)	985 (3.71)	1 203 (2.96)
\$8,001 - \$10,000	- (-)	4 (0.04)	4 857 (18.27)	4 861 (11.98)
\$10,001 - \$20,000	154 (4.66)	2 315 (21.65)	15 947 (59.99)	18 416 (45.38)
\$20,001 - \$30,000	1 450 (43.85)	6 201 (58.00)	2 446 (9.20)	10 097 (24.88)
\$30,001 - \$50,000	1 094 (33.08)	415 (3.88)	66 (0.25)	1 575 (3.88)
\$50,001 - \$70,000	220 (6.65)	- (-)	- (-)	220 (0.54)
\$70,000 以上	53 (1.60)	- (-)	- (-)	53 (0.13)
未有填報	336 (10.16)	1 539 (14.39)	2 282 (8.58)	4 157 (10.24)
總計	3 307 (100.00)	10 692 (100.00)	26 583 (100.00)	40 582 (100.00)

* 佔每職級批發業僱員人數百分率

** 佔批發業僱員總數百分率

表 22

批發業
各職級僱員平均月入幅度
2012 年與 2014 年比較

職級	2012			2014		
		首選三項 平均月入幅度 (填選數目)	所佔 百分率 *		首選三項 平均月入幅度 (填選數目)	所佔 百分率 *
經理級	1.	\$30,001 - \$50,000 (912)	28.84	1.	\$20,001 - \$30,000 (1 450)	43.85
	2.	\$20,001 - \$30,000 (755)	23.88	2.	\$30,001 - \$50,000 (1 094)	33.08
	3.	\$10,001 - \$20,000 (237)	7.50	3.	\$50,001 - \$70,000 (220)	6.65
主任級	1.	\$10,001 - \$20,000 (4 440)	41.06	1.	\$20,001 - \$30,000 (6 201)	58.00
	2.	\$20,001 - \$30,000 (3 745)	34.63	2.	\$10,001 - \$20,000 (2 315)	21.65
	3.	\$8,001 以下 (501)	4.63	3.	\$30,001 - \$50,000 (415)	3.88
文員／輔助人員級	1.	\$10,001 - \$20,000 (13 238)	49.14	1.	\$10,001 - \$20,000 (15 947)	59.99
	2.	\$8,001 - \$10,000 (6 900)	25.61	2.	\$8,001 - \$10,000 (4 857)	18.27
	3.	\$8,001 以下 (1 274)	4.73	3.	\$20,001 - \$30,000 (2 446)	9.20

往中國內地工作僱員

2.20 調查顯示出入口業有 94 912 名僱員獲派往中國內地工作；其中 6 927 人 (7.30%)長駐內地，87 985 人 (92.70%) 並非長駐但要返內地公幹。詳情見表 23，2012 年與 2014 年的比較見表 24。

表 23： 出入口業 – 往中國內地工作僱員人數

公司規模	經理級	主管級	文員／ 輔助人員級	總計
長駐內地				
1 – 4 人	127	1 130	502	1 759
5 – 9 人	377	-	750	1 127
10 – 19 人	472	-	58	530
20 – 49 人	1 287	33	-	1320
50 – 99 人	1 097	553	113	1 763
100 – 299 人	225	110	77	412
300 人或以上	8	6	2	16
小計	3 593	1 832	1 502	6 927
往返內地				
1 – 4 人	1 929	24 148	22 915	48 992
5 – 9 人	3 756	6 384	6 065	16 205
10 – 19 人	2 892	2 411	1 536	6 839
20 – 49 人	1 939	4 359	3 212	9 510
50 – 99 人	1 257	2 034	523	3 814
100 – 299 人	804	855	434	2 093
300 人或以上	166	345	21	532
小計	12 743	40 536	34 706	87 985
總計	16 336	42 368	36 208	94 912

表 24： 出入口業 – 往中國內地工作僱員情況
(2012 年與 2014 年比較)

工作模式	2012	2014	變幅 %
長駐內地	17 698 (20.24%)	6 927 (7.30%)	-60.86
往返內地	69 763 (79.76%)	87 985 (92.70%)	+26.12
總計	87 461 (100 %)	94 912 (100 %)	+8.52

2.21 至於批發業，調查顯示 2 492 名僱員須往中國內地工作；其中 25 人 (1.00%) 長駐內地，2 467 人 (99.00%)並非長駐但要返內地公幹。詳見表 25，2012 年與 2014 年的比較見表 26。

表 25 批發業 – 往中國內地工作僱員人數

公司規模	經理級	主任級	文員／ 輔助人員級	總計
長駐內地				
1 – 4 人	-	-	-	-
5 – 9 人	-	-	-	-
10 – 19 人	-	-	-	-
20 – 49 人	1	-	-	1
50 – 99 人	-	-	-	-
100 – 299 人	3	5	14	22
300 人或以上	2	-	-	2
小計	6	5	14	25
往返內地				
1 – 4 人	217	517	1 369	2 103
5 – 9 人	-	101	-	101
10 – 19 人	80	24	48	152
20 – 49 人	19	21	21	61
50 – 99 人	41	5	-	46
100 – 299 人	3	1	-	4
300 人或以上	-	-	-	-
小計	360	669	1 438	2 467
總計	366	674	1 452	2 492

表 26 批發業 – 往中國內地工作僱員情況
(2012 年與 2014 年比較)

工作模式	2012	2014	% 變幅
長駐內地	4 (0.20%)	25 (1.00%)	+525.00
往返內地	1985 (99.80%)	2 467 (99.00%)	+24.28
總計	1 989 (100 %)	2 492 (100 %)	+25.29

未來三年公司業務發展 (只適用於出入口業)

2.22 調查顯示，只有一間公司會將業務轉型或提升，由「一般貿易」轉為「原品牌製造(OBM)」。

2.23 共有 16 間公司表示會將工種搬遷往中國內地，可能會遷至珠三角或其他地域。並無公司會把工種遷回香港。

2.24 打算遷移的工種為：物流 (93.75%)、產品流程管理 (43.75%)、出口及市場推廣 (6.25%)、會計 (6.25%)、船務 (6.25%) 及倉務 (6.25%)。

擔任其他業務工種情況 (只適用於批發業)

2.25 香港的批發業須結合其他相關的工種，方可維持業務發展，保持競爭力。

2.26 調查顯示未來 12 個月兼任以下工種的人力有所增長：零售 (+ 12.79%)、出入口 (+ 8.67%)、倉務 (+ 4.65%)、銷售及市場推廣 (+ 4.62%) 及技術支援 (+ 0.20%)。兼任其他工種如分銷 (- 1.77%) 採購 (- 0.01%) 的情況則有下降。

培訓需求

2.27 調查顯示出入口業 100 001 間公司中，27 855 間 (27.90%) 在未來 12 個月有培訓需求。

公司有培訓需求，提供培訓名額

2.28 27 855 間公司中，3 346 間會向僱員提供培訓名額。摘要見表 27。

表 27 出入口業公司
有培訓需求並提供培訓名額情況

公司規模	有培訓需求		培訓名額
	公司數目	所佔比率 % *	
1-4 人	2 505	8.99	6 020
5-9 人	4	0.01	66
10-19 人	360	1.29	5 553
20-49 人	291	1.04	13 111
50-99 人	115	0.41	7 592
100-299 人	57	0.20	5 378
300 人及以上	14	0.05	4 014
總計	3 346	12.01	41 734

* 在有培訓需求公司總數中所佔百分率

2.29 未來 12 個月所提供的培訓名額將有 41 734 個。各職級僱員需接受的首五項技能培訓摘要見表 28：

表 28 出入口業
各職級僱員所需技能培訓 – 首五項

職級	排序	技能類別	培訓名額	所佔比率%**
經理級	1	產品知識	1 639	3.93
	2	客戶關係	1 226	2.94
	3	市場學	1 128	2.70
	4	銷售技術	1 115	2.67
	5	督導技巧	1 110	2.66
主任級	1	產品知識	2 491	5.97
	2	普通話	2 201	5.27
	3	英語書寫能力	1 524	3.65
	4	銷售技術	1 474	3.53
	5	人際溝通	1 253	3.00
文員／ 輔助人員級	1	產品知識	4 190	10.04
	2	銷售技術	3 438	8.24
	3	市場學	1 279	3.07
	4	職業安全	1 002	2.40
	5	普通話	576	1.38

** 佔培訓名額總數之百分率

公司有培訓需求，未能提供培訓名額

2.30 27 855 間未來 12 個月有培訓需求的公司中， 24 509 間未能提供培訓名額，摘要見表 29。

表 29 出入口業公司
有培訓需求但未能提供培訓名額情況

公司規模	有培訓需求，未能提供培訓名額	
	公司數目	所佔比率%**
1-4 人	21 315	76.52
5-9 人	2 247	8.07
10-19 人	527	1.89
20-49 人	283	1.02
50-99 人	78	0.28
100-299 人	50	0.18
300 人及以上	9	0.03
總計	24 509	87.99

* 在有培訓需求公司總數中所佔百分率

2.31 以上公司未來 12 個月雖有培訓需求，但未能提供培訓名額。原因摘要見表 30。

表 30 出入口業公司
有培訓需求但未能提供培訓名額 -- 原因

公司規模	有培訓需求但無培訓名額 – 原因*			
	資源有限	沒有時間	寧選擇 在職培訓	其他
1-4 人	10 799	1 006	19 808	-
5-9 人	2 121	-	2 120	126
10-19 人	218	-	527	-
20-49 人	224	-	282	-
50-99 人	78	-	78	-
100-299 人	43	-	54	-
300 人及以上	8	-	8	1
總計	13 471	1 006	22 877	127

* 可填選多於一項

培訓需求

2.32 調查顯示，批發業 13 216 間公司中， 307 間 (2.32%) 表示未來 12 個月有培訓需求。

公司有培訓需求，提供培訓名額

2.33 307 間有培訓需求的公司中， 57 間會向僱員提供培訓名額。摘要見表 31。

表 31 批發業公司
有培訓需求並提供培訓名額情況

公司規模	有培訓需求		有培訓需求
	公司數目	所佔比率 % *	
1-4 人	-	-	-
5-9 人	-	-	-
10-19 人	1	0.33	8
20-49 人	23	7.49	648
50-99 人	17	5.54	1 160
100-299 人	13	4.23	539
300 人及以上	3	0.98	1 053
總計	57	18.57	3 408

*在有培訓需求公司總數中所佔百分率

2.34 未來 12 個月將會提供 3 408 個培訓名額。各職級僱員需接受的首五項技能培訓摘要見表 32：

表 32 批發業
各職級僱員所需技能培訓 – 首五項

職級	排序	技能類別	培訓名額	所佔比率%**
經理級	1	督導技巧	112	3.29
	2	客戶關係	66	1.94
	3	銷售技術	61	1.79
	4	商務發展及管理	54	1.58
	5	職業安全	52	1.53
主任級	1	產品知識	289	8.48
	2	銷售技術	208	6.10
	3	客戶關係	206	6.04
	4	職業安全	180	5.28
	5	電子商貿及媒體知識	112	3.29
文員／ 輔助人員級	1	職業安全	413	12.12
	2	電子商貿及媒體知識	318	9.33
	3	銷售技術	276	8.10
	4	客戶關係	266	7.81
	5	產品知識	78	2.29

**佔培訓名額總數之百分率

公司有培訓需求，未能提供培訓名額

2.35 2014 年調查顯示，未來 12 個月有培訓需求的批發業公司中，共有 250 間 (81.43%) 未能提供培訓名額，摘要見表 33。

表 33 批發業公司
有培訓需求但未能提供培訓名額情況

公司規模	有培訓需求，未能提供培訓名額	
	公司數目	所佔比率%**
1-4 人	3	0.98
5-9 人	68	22.15
10-19 人	154	50.16
20-49 人	21	6.84
50-99 人	1	0.33
100-299 人	2	0.65
300 人及以上	1	0.33
總計	250	81.43

*在有培訓需求公司總數中所佔百分率

2.36 以上公司未來 12 個月雖有培訓需求，但未能提供培訓名額。原因摘要見表 34。

表 34 批發業公司
有培訓需求但未能提供培訓名額 -- 原因

公司規模	有培訓需求但無培訓名額 - 原因*			
	資源有限	沒有時間	寧選擇在職培訓	其他
1-4 人	3	-	2	-
5-9 人	68	-	68	-
10-19 人	72	-	154	-
20-49 人	21	7	7	-
50-99 人	1	-	1	-
100-299 人	2	8	10	-
300 人及以上	1	-	1	-
總計	168	15	243	-

* 可填選多於一項

人力流失

2.37 「人力流失率」是指因為轉職其他行業、移民、退休、進修或其他原因而離開出入口業及批發業的員工比率。調查顯示兩行業共流失 20 360 人，出入口業佔 17 676 人，批發業佔 2 684 人，估計會全數填補人手。

額外培訓需求

2.38 按照僱主所預測的人力增長和流失人手，預期 2015 年出入口業及批發業需增加培訓 20 580 人，詳見表 35。

表 35

出入口業及批發業
2015 年額外培訓需求

職級	僱員人數 (2014)	(A) 僱主預測 增長人數 (2015)	(B) 填補流失人手		(A) + (B) 需額外培訓人數 (2015)
			人數	(%)	
出入口業					
經理級	51 351	-1	759	1.48	758
主任級	105 486	+134	2 803	2.66	2 937
文員／輔助人員級	206 034	+91	14 114	6.85	14 205
小計	362 871	+224	17 676	4.87	17 900
批發業					
經理級	3 307	-1	34	1.03	33
主任級	10 692	-2	74	0.69	72
文員／輔助人員級	26 583	-1	2 576	9.69	2 575
小計	40 582	-4	2 684	6.61	2 680
總計	403 453	+220	20 360	5.05	20 580

第三章

建議

訓練需求

3.1 本會認為，業界需要靈活而有系統的僱員發展安排，僱員即使離職，亦能繼續接受技能提升和跨職能的訓練，配合業務需求的轉變。本港生育率低，加上人口壽命延長，近年人口一直老化；但這方面的挑戰並非香港獨有。面對人口老化和勞動力收縮，本會建議特區政府與業界和訓練機構攜手合作，設法釋放現有人口的潛在勞動力，例如鼓勵年長人士就業、幫助在職婦女在工作與生活之間取得平衡，協助她們平衡工作與照顧家庭責任。業內訓練機構則須擴展培訓名額，提升培訓設施，以加強人力訓練、再培訓與發展服務。

3.2 對於新入行的人士，除了在職培訓，實習性質及輔助就業的職前培訓亦會有助他們掌握出入口及批發行業所需的基本技能。

3.3 在瞬息萬變的市場經濟中，適時運用業務相關的知識技能，可創造競爭優勢。企業如要保持領先地位，必須持續提供培訓機會，讓員工學習良好的作業方案，掌握最新方法和先進技術。本會認為，僱主不應視員工培訓為營運負擔，反而須明白這能提升服務質素和生產效率，使顧客稱心滿意，節省營運成本與時間。善用方法提升營運成效和效率，可減輕工作量，亦能提高士氣。僱員方面，應參加公司的內部培訓活動；有信譽的專業教育培訓機構所辦的課程，進修具彈性而又着重成效，亦可善用。

3.4 企業必須注重各個職級的員工發展，才能持續為顧客提供優質服務。更應讓優秀及具潛質的僱員參加進階訓練，推動事業發展；這方面的培訓，一方面顯示機構對員工有信心，另一方面亦為培養接班人作好準備。本會認為宜向經理級和主任級僱員提供不同形式的精進訓練，如專業提升課程、技巧與技術示範，以及由本地及海外有信譽的業界機構所舉辦的工作坊和研討會。

3.5 為吸引和挽留人才，業界機構除了提供良好的薪酬條件，正面、關顧及友善的工作環境亦十分重要。從業員除了具備專業知識和技巧，亦要有合適的服務態度，調節心態配合工作所需。個人指導、工作同伴計劃及正面鼓勵等，都有助僱主與員工之間建立溝通和互信，加強工作信心。

3.6 網絡科技的發展一日千里，大部分出入口公司都使用互聯網擴大客戶基礎、開拓新市場，研究競爭對手，尋找新商品和評估外地商機。此外，現時的購買行為及消費模式均有所轉變。培訓機構應密切注視這些發展趨勢，迅速回應，加強和更新現有課程，以應付市場轉變的需求；應針對最新趨勢與行業專門技術而設計課程，滿足業界和外間人士的期望。這類課程可助從業員學習並應用技術新知，亦能推動他們持續自我改進。

3.7 現代人依賴科技以及專注自我感受，這種生活習慣多少會影響人際技巧。但面向跨世代、背景及文化的人士時，正正需要人際技巧。出入口及批發業是「以人為本的行業」，面對面接觸始終是業內主要使用的互動模式，能成功與同業合作和處理客

戶關係，尤為重要。透過科技溝通雖然既快捷又互動，但慣常使用會令人的專注力降低，處理真實人際關係時可能欠缺耐性。培訓機構設計職業訓練課程時，除了注重行業知識和技術，亦須加上待人處事技巧，安排實況的顧客服務訓練，讓學員掌握基本的人際和溝通技巧，因這往往是令業務與別不同的因素。

3.8 業務創新既令社會進步，亦能改善經濟生活。今天的互聯網，不論是透過固定或流動網絡，能將世界各地聯繫起來，改變人與人之間的溝通、工作、學習和創新模式。互聯網是開放的全球平台，消除了地域界限，各地不同背景的專家可一起實時協作，分享思想和意念。正因為互聯網的普及，能提供更多集體創新的機會，創新的周期縮短了，創新的障礙減少了。本會相信，企業提供本身的創新產品予第三方的同時，亦使用外間的創新發明，這種開放的創新業務模式可締造雙贏局面。

3.9 面對全球化加上國際貿易的迅速發展，業界殷切需求精通國際經貿及業務創新的人才。為緊貼社會發展步伐，培育創新人才已成為業內要務。本會認為，要培育創新人才，業界須維持一個孕育創意的人力資本庫，促進初創企業與創新業務發展，製造需求；更要擴大本地創意行業的市場規模，向內地和海外推廣創意行業以開拓市場；同時，社會上亦要營造創意氛圍。

3.10 本會支持為業內推行的「新技能提升計劃」(SUS Plus)。亦鼓勵僱主及僱員善用「持續進修基金」(CEF)及政府資助的其他培訓計劃，進一步提升技能，終身發展。

3.11 政府已為出入口及批發業制訂資歷架構，提供一套詳盡而有系統的基準，訂定不同職務所需的技能、知識和經驗。此外，本會建議僱主鼓勵員工選擇信譽良好的課程機構接受持續教育和培訓；由於這些機構及課程質素已獲認可，此舉對提升僱員的職業技能和終身事業發展會有幫助，更能為業界以至整個社會持續供應優秀人才。

3.12 市場上的課程機構眾多，有意進修人士應審慎選擇，以確保培訓質素。本會亦建議政府、有信譽的培訓機構和業界合作，向進修人士提供充足的課程資訊，讓他們了解業界所認同的培訓機構而作明智選擇。

3.13 本會繼續支持為業內僱員舉辦從業經驗交流研討會／工作坊。

3.14 本會將繼續每兩年一次進行人力調查，讓持份各方更了解出入口業及批發業的人力情況，並積極配合未來轉變。

Appendices

附 錄

Import/Export and Wholesale Trades 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 organize seminars/conferences/symposia on vocational education and training for the industry.
12. To advise on the publicity relating to the activities of the Training Board and relevant vocational education and training programmes of 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.

出入口及批發業訓練委員會

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。

IMPORT/EXPORT and WHOLESALE TRADES TRAINING BOARD

MEMBERSHIP LIST

Chairman

Mr PAU Kit-kwan, Benson (nominated by the Hong Kong General Chamber of Commerce)

Vice-Chairman

Dr LAU Kin-wah, Kevin, JP* (nominated by the Chinese Manufacturers' Association of Hong Kong)

Members

Mr CHAU Kwok-ming, Joe (nominated by a small and medium business association)

Mr CHOY Wai-shek, Raymond, MH JP* (nominated by the Chinese General Chamber of Commerce)

Dr Dominic CHU (ad personam)

Ms FUNG Ka-pik, Florence (nominated by a large import/export firm)

Ms Carrie LAU* (The Chartered Institute of Procurement and Supply (HK Branch))

Mr Wilson LEE (nominated by the Hong Kong Exporters' Association)

Mr Stephen LIANG[#] (nominated by the Hong Kong Trade Development Council)

Mr LO Kai-sing (nominated by the Employers' Federation of Hong Kong)

Mr Vincent MA (ad personam)

Professor NGAI Wai-ting (nominated by a tertiary institution)

Mr PAK Kwok-ming (nominated by a trade union)

Mr WONG Tsz-wan, Byron (nominated by the Hong Kong Chinese Importers' & Exporters' Association)

Mr Desmond YAU (nominated by the Federation of Hong Kong Industries)

Mr NG Ka-lok, Eric (representing the Director-General of Trade and Industry)

Mr YU Kwok-chu, Edmond (representing the Executive Director of the Vocational Training Council)

In Attendance

Mr CHOI Man-wai, Joseph (Hong Kong Institute of Vocational Education)

Mr WONG Tat-lam, William (Business Services Centre)

Secretary

Ms WONG Sze-ving, Venus (Vocational Training Council)

* Appointment term expired on 31st March 2015

[#] Appointment term ended on 25 August 2014

出入口及批發業訓練委員會

委員名單

主席

鮑潔鈞先生 (香港總商會提名)

副主席

劉健華博士, JP* (香港中華廠商聯合會提名)

委員

巢國明先生	(中小型企業商會提名)
蔡偉石先生, MH JP*	(香港中華總商會提名)
朱俊豪博士	(獨立人士)
馮家碧女士	(某大型出入口公司提名)
劉家慧女士*	(英國特許採購及供應學會(香港分會)提名)
李光正先生	(香港出口商會提名)
梁國浩先生#	(香港貿易發展局提名)
羅啟勝先生	(香港僱主聯合會提名)
馬偉雄先生	(獨立人士)
倪偉定教授	(本地某大學提名)
白國明先生	(某工會組織提名)
王紫雲先生	(香港中華出入口商會提名)
丘文興先生	(香港工業總會提名)
吳家樂先生	(工業貿易署署長代表)
余國柱先生	(職業訓練局執行幹事代表)

列席者

蔡文偉先生	(香港專業教育學院)
黃達霖先生	(企業人才培訓中心)

秘書

黃思穎女士 (職業訓練局)

* 任期於 2015 年 3 月 31 日屆滿

任期於 2014 年 8 月 25 日完結

**WORKING PARTY ON THE
2014 IMPORT/EXPORT AND WHOLESALERS TRADE MANPOWER SURVEY
MEMBERSHIP LIST**

Convener

Dr LAU Kin-wah, Kevin, JP (Chinese Manufacturers' Association of Hong Kong)

Members

Mr CHAU Kwok-ming, Joe (Hong Kong General Chamber of Small and Medium Business)

Dr Dominic CHU (ad personam)

Ms FUNG Ka-pik, Florence (Li & Fung (Trading) Limited)

Mr Vincent MA (ad personam)

Professor NGAI Wai-ting (Hong Kong Polytechnic University)

Mr WONG Tsz-wan, Byron (Hong Kong Chinese Importers' & Exporters' Association)

Mr YU Kwok-chu, Edmond (Vocational Training Council)

Mr CHOI Man-wai, Joseph (Hong Kong Institute of Vocational Education)

Mr WONG Tat-lam, William (Business Services Centre)

In Attendance

Mr CHAN Chi-hung, Dickson (Census and Statistics Department)

Mr CHAN Ka-ho, David (Census and Statistics Department)

Mr FUNG Yan-kin, Kenneth (Census and Statistics Department)

Secretary

Ms WONG Szee-ving, Venus (Vocational Training Council)

2014 年出入口及批發業人力調查工作小組

委員名單

召集人

劉健華博士, JP

(香港中華廠商聯合會)

委員

巢國明先生

(香港中小型企業總商會)

朱俊豪博士

(獨立人士)

馮家碧女士

(利豐(貿易)有限公司)

馬偉雄先生

(獨立人士)

倪偉定教授

(香港理工大學)

王紫雲先生

(香港中華出入口商會)

余國柱先生

(職業訓練局)

蔡文偉先生

(香港專業教育學院)

黃達霖先生

(企業人才培訓中心)

列席者

陳志雄先生

(政府統計處)

陳家豪先生

(政府統計處)

馮恩健先生

(政府統計處)

秘書

黃思穎女士

(職業訓練局)

**IN-DEPTH INTERVIEWS ON THE
2014 IMPORT/EXPORT AND WHOLESALE TRADES MANPOWER SURVEY**

List of Participants

Mr Ron CHAN	(Hong Kong Shippers' Council)
Mr CHAU Kwok-ming, Joe	(Hong Kong General Chamber of Small and Medium Business)
Mr CHOY Wai-shek, Raymond, MH JP	(Chinese General Chamber of Commerce)
Mr Michael HUI, MH JP	(Hong Kong Chinese Importers' and Exporters' Association)
Mr Joe LAM	(Federation of Hong Kong Industries)
Mr LEUNG Siu-yin, Jackson	(Chinese Manufacturers' Association of Hong Kong)

Secretary

Ms WONG Sze-ving, Venus	(Vocational Training Council)
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2014 年出入口及批發業人力調查深入訪談人士名單

陳永亮先生	(香港付貨人委員會)
巢國明先生	(香港中小型企業總商會)
蔡偉石先生, MH JP	(香港中華總商會)
許華傑先生, MH JP	(香港中華出入口商會)
林新鴻先生	(香港工業總會)
梁兆賢先生	(香港中華廠商聯合會)

秘書

黃思穎女士	(職業訓練局)
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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

(852) 2574 3759

Our Reference 本局檔號 IEW/4/2 (2014)

Your Reference 來函檔號



3 October 2014

Dear Sir/Madam,

2014 Manpower Survey of the Import/Export Trades

I am writing to solicit your cooperation in the 2014 Manpower Survey conducted by the Import/Export and Wholesale Trades Training Board of the Vocational Training Council (VTC).

The Import/Export and Wholesale Trades Training Board is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to advise on the matters pertaining to manpower training of the import/export and wholesale trades. In order to collect information on the latest manpower situation and formulate meaningful recommendations on manpower training for the Import/Export Trade, the Training Board will conduct the Import/Export Trades Survey from **15 October 2014 to 14 November 2014**.

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

I enclose one copy of the Survey Questionnaire (**Appendix A**), the Explanatory Notes (**Appendix B**) and the Descriptions of Principal Jobs (**Appendix C**) for your reference and completion. During the survey period, an officer from the Census and Statistics Department (C&SD) will contact you and your authorized representative to answer any questions, assist in the completion of the questionnaire and collect the completed questionnaire for data processing. I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organizations.

You are welcome to download the previous Manpower Survey Reports of the Import/Export and Wholesale Trades from the VTC website at <http://iewtb.vtc.edu.hk>. Upon completion of the 2014 Manpower Survey, the Manpower Survey Report will be uploaded onto the VTC website.

Thank you for your kind participation and contribution to the sector. Should you have any questions in connection with the Survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8324.

Yours faithfully,

A handwritten signature in dark ink that reads 'Benson Pau' in a cursive, flowing style.

(Benson PAU)
Chairman

Import/Export and Wholesale Trades Training Board

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

(852) 2574 3759

Our Reference 本局檔號 IEW/4/2 (2014)

Your Reference 來函檔號



執事先生／女士：

2014 年出入口業人力調查

本人謹代表職業訓練局屬下出入口及批發業訓練委員會致函，懇請 貴機構提供協助，以便本會進行 2014 年人力調查。

出入口及批發業訓練委員是由香港特別行政區政府行政長官委任，負責就業內的人力訓練事宜提供意見。本會將於2014年10月15日至2014年11月14日期間進行2014年出入口業人力調查，蒐集業內最新的人力情況及訓練需要，就人力訓練制定適當的建議。

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、商業及培訓計劃上，而 貴機構的參與實在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(附錄 A)、調查表附註(附錄 B)及主要職務工作說明(附錄 C)，以供參閱。在調查期間，政府統計處職員將聯絡 貴機構負責人或其授權代表，解答有關問題及協助填寫調查表，同時收回填妥的調查表，作資料處理。調查所得資料絕對保密，只以摘要形式發表統計數字，並不會提及個別機構。

歷屆出入口及批發業人力調查報告書已上載於本局網頁，網址為<http://iewtb.vtc.edu.hk>，歡迎下載。是次人力調查工作完成後之相關報告書，日後亦會上載上述網址。

如對是次調查有任何查詢，請致電 2116 8324 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

出入口及批發業訓練委員會主席
鮑潔鈞

2014 年 10 月 3 日

VOCATIONAL TRAINING COUNCIL
職業訓練局

THE 2014 MANPOWER SURVEY OF THE IMPORT/EXPORT TRADES

二零一四年出入口業人力調查

QUESTIONNAIRE
調查表

PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE
填表前，請參閱附註

For Official Use Only 此欄毋須填寫	Rec. Type 1 1	Survey Code 29 23	Industry Code 456789 456789	Establishment No. 101112131415 101112131415	Enumerator's No. 1617 1617	Editor's No. 1819 1819	Check Digit 202122 202122	No. of Employees Covered by the Questionnaire 2324252627 2324252627
---------------------------------	-----------------------------	---------------------------------	---	---	--	--------------------------------------	---	---

NAME OF COMPANY:
公司名稱

ADDRESS:
地址

TYPE OF PRODUCTS/SERVICES:
產品／服務種類

TOTAL NUMBER OF PERSONS ENGAGED:
僱員總人數

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

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Please tick the appropriate box if your company wants a complimentary copy of the 2014 Manpower Survey Report of the Import/Export Trades.
如貴公司欲收到二零一四年出入口業人力調查報告贈閱版，請於適當的方格內加上✓號。

CD-ROM
光碟

Booklet
小冊子

Email
電郵

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100

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PART I 第一部份

(A) Job 職務 (See Appendix C) (參閱附錄C)				(B) Average Monthly Income 每月平均 收入	(C) Number of Employees as at 15.10.2014 在2014年 10月15日的 僱員人數	(D) No. of Vacancies as at 15.10.2014 在2014年 10月15日的 空缺額	(E) Forecast No. of Employees as at October 2015 預計 在2015年10月的 的僱員人數	(F) Preferred Level of Education 僱員宜有的 教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的 相關年資
Title 職稱	Rec. Type	Job Code 職務編號 8-10	Code ⁽ⁱ⁾ 編號 ⁽ⁱ⁾ 11				Code ⁽ⁱⁱ⁾ 編號 ⁽ⁱⁱ⁾ 23	Code ⁽ⁱⁱⁱ⁾ 編號 ⁽ⁱⁱⁱ⁾ 24	
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
7.	2								
8.	2								
9.	2								
10.	2								
11.	2								
12.	2								
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26.	2								
27.	2								
28.	2								
29.	2								
30.	2								
31.	2								
32.	2								
33.	2								
34.	2								
35.	2								

Coding Descriptions for Part I
第一部份編號說明

(i) Enter in Column (B) the employee's average monthly income range according to the following codes:
請將僱員的每月平均收入幅度，按下列編號填入 (B)欄內：

Code 編號	Average Monthly Income Range 每月平均收入幅度
1	Over \$70,000 以上
2	\$50,001 - \$70,000
3	\$30,001 - \$50,000
4	\$20,001 - \$30,000
5	\$10,001 - \$20,000
6	\$8,001 - \$10,000
7	Under \$8,001 以下

(ii) Enter in Column (F) the preferred level of education which an employee should have according to the following codes:
請將僱員宜有的教育程度，按下列編號填入(F)欄內：

Code 編號	Preferred Level of Education 宜有的教育程度
1	Professional Qualification 專業資格
2	University Degree or above 大學學位或以上
3	Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位／專業文憑／高級文憑／ 高級證書或同等學歷
4	Diploma/Certificate or equivalent 文憑／證書或同等學歷
5	Secondary 6 to Secondary 7/Hong Kong Diploma of Secondary Education 中六至中七／香港中學文憑
6	Secondary 4 to Secondary 5 中四至中五
7	Secondary 3 or below 中三或以下

(iii) Enter in Column (G) the preferred relevant years of experience which an employee should have according to the following codes:
請將僱員宜有的相關年資，按下列編號填入(G)欄內：

Code 編號	Preferred Relevant Years of Experience 宜有的相關年資
1	10 years or more 十年或以上
2	6 years to less than 10 years 六年至十年以下
3	3 years to less than 6 years 三年至六年以下
4	1 year to less than 3 years 一年至三年以下
5	Less than 1 year 一年以下

Note : If additional lines are necessary, please tick here ☐ and enter on supplementary sheet(s).
附註： 如此頁填滿，請先將 (✓) 號填入此 ☐ 內，然後在附頁繼續填寫。

PART II
第二部份

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Est. No. _____

ER No. _____

Internal Promotion

內部晉升

Q.1 Number of import/export trades employees internally promoted during the past 12 months:

過去十二個月內內部晉升的出入口業僱員人數：

- (a) From Supervisory Level to Managerial Level
由主任級晉升為經理級

8

- (b) From Clerical / Operative Support Level to Supervisory Level
由文員／輔助人員級晉升為主任級

11

- (c) From Others to Clerical / Operative Support Level
由其他職位晉升為文員／輔助人員級

14

Employees' Whereabouts After Leaving the Company

離職僱員去向

Q.2 Number of import/export trades employees leaving your company during the past 12 months by whereabouts:

過去十二個月內離職的出入口業僱員人數（按去向分類）：

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
(a) Taking up import/export trades related jobs (Including starting own business in related trades) 從事與出入口業有關的工作（包括創業）	_____ 17	_____ 20	_____ 23
(b) Taking up non-import/export trades related jobs (Including starting own business in non-import/export trades) 從事與出入口業無關的工作（包括創業）	_____ 26	_____ 29	_____ 32
(c) Emigration, retirement or further studies 移民、退休或進修	_____ 35	_____ 38	_____ 41
(d) Unknown 不知道	_____ 44	_____ 47	_____ 50
(e) Others (Please specify) 其他（請註明） _____	_____ 53	_____ 56	_____ 59

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Q2 _____
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65

Local Import/Export Trades Employees Deployed to Work in the mainland of China
本港出入口業僱員被派遣往中國內地工作的情況

Q.3 (a) Does your company deploy any local import/export trades employees to work in the Mainland?
 貴公司是否有派遣本港出入口業僱員前往內地工作?

- ☐ Yes Please go to Q3(b)
 有 請答第3(b)題
- ☐ No Please go to Q4
 沒有 請答第4題

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(b) If yes, please give the number of local employees deployed to work in the Mainland.
 如有，請說明被派遣前往內地工作的本港僱員人數。

Local Employees Deployed to Work in the Mainland
 (As in October 2014)

二零一四年十月本港僱員被派遣在內地工作的情況

	<u>Stationed Basis</u> ^{*(1)} 長駐 ^{*(1)}	<u>Travelling Basis</u> ^{*(2)} 非長駐 ^{*(2)}
(i) Managerial Level 經理級	 68	 71
(ii) Supervisory Level 主任級	 74	 77
(iii) Clerical and Operative Support Level 文員及輔助人員級	 80	 83

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* (1) "Employees working in the Mainland on a stationed basis" refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

* (2) "Employees working in the Mainland on a travelling basis" refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展

Future Development of Your Company
貴公司未來的發展

Q.4 What is the current business nature of your company ? (May tick more than one option)

貴公司現時的行業性質是甚麼？(可選多於一項)

☐
88

General Trade
一般貿易

☐
89

Original Equipment Manufacture
原設備製造(OEM)

☐
90

Original Design Manufacture
原設計製造(ODM)

☐
91

Original Brand Manufacture
原品牌製造(OBM)

☐
92

Others
其他

Q.5 In the next 3 years, will your company transform your business?

(Please tick as appropriate)

貴公司會否在未來3年內轉型？(請在適當的格內填上✓號)

Yes 會 ☐

No 否 ☐

Please go to Q6
請答第6題

Please go to Q7
請答第7題

Q.6 What will be the direction of transformation of your company?

(May tick more than one option)

貴公司轉型的方向是如何？(可選多於一項)

☐
95

Origin Equipment Manufacture
原設備製造(OEM)

☐
96

Origin Design Manufacture
原設計製造(ODM)

☐
97

Origin Brand Manufacture
原品牌製造(OBM)

☐
98

Others (Please specify)
其他 (請註明)

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☐
93☐
94☐
99

Q.7 In the next 3 years, will your company (including operations relating to your company outside Hong Kong) relocate any functions, wholly or partially? (Please tick as appropriate)
貴公司(包括香港境外有關的營運機構)在未來3年內會否搬遷全部或部分工種?
(請在適當的格內填上✓號)

- ☐ Yes
有 Please answer Q7(a) and (b)
請答第7(a)及(b)題
- ☐ No
沒有 If choose "No" or "Not Applicable", please go to Q8
如選擇"沒有"或"不適用", 請答第八題
- ☐ Not Applicable
不適用

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(a) Type(s) of function(s) that will be moved (may tick more than one option)
搬遷工種的類別 (選超過一項)

- | | | | |
|---------------------------------|---|---------------------------------|-----------------------------------|
| ☐
101 | Quality Control
品質控制 | ☐
102 | Merchandising
辦貨 |
| ☐
103 | Warehousing
倉務 | ☐
104 | Shipping
船務 |
| ☐
105 | Accounting
會計 | ☐
106 | Research and Development
研究及發展 |
| ☐
107 | Export and Marketing
出口及市場推廣 | ☐
108 | Computer Data Entry
電腦資料輸入 |
| ☐
109 | Sales and Customer Services
銷售及客戶服務 | ☐
110 | Logistics
物流 |
| ☐
111 | Others (Please specify)
其他 (請註明) _____ | | |

☐
112

(b) Where will your functions be relocated to? (May tick more than one option)
貴公司的工種將會搬遷往哪裏? (可選多於一項)

- ☐
113
- The Pearl River Delta, Mainland China
中國大陸珠三角地區
- ☐
114
- Other Regions of Mainland China (other than the Pearl River Delta)
中國大陸其他地區 (珠三角地區以外)
- ☐
115
- Southeast Asian Countries
東南亞國家
- ☐
116
- Hong Kong
香港
- ☐
117
- Others (Please specify)
其他 (請註明) _____

☐
118

Manpower Training and Development Plan
人力培訓及發展計劃

Q.8 (a) Do your company's import/export trades employees have any training need?
貴公司的出入口業僱員有沒有任何培訓需要?

- ☐ Yes Please go to Q8(b)
有 請答第8(b)題
- ☐ No End of questionnaire
沒有 問卷完

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(b) (i) Please fill in the number of training places to be offered/sponsored to your import/export trades employees in the next 12 months (May choose more than one type of skills)
請填上在未來十二個月內，將提供／資助出入口業僱員的培訓名額(可選超過一種技能類別)

(ii) Please tick the skills/knowledges needed of your import/export trades employees although no training will be offered/sponsored in the next 12 months (May choose more than one type of skills)
請在適當的格內填上✓號以表示哪些的技能，雖然在未來十二個月內不會提供／資助培訓出入口業僱員，但卻有培訓需要(可選超過一種技能類別)

		(i) Number of Training places to be offered/sponsored 將被提供／資助的培訓名額			(ii) Skills needed 培訓需要		
		<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	<u>Clerical and</u> <u>Operative</u> <u>Support</u> <u>Level</u> 文員及 輔助人員級	<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	<u>Clerical and</u> <u>Operative</u> <u>Support</u> <u>Level</u> 文員及 輔助人員級
Management Skills 管理技能							
(a)	Business Development and Management 商務發展及管理	 120	 123	 126	☐ 129	☐ 130	☐ 131
(b)	Supply Chain Management 供應鏈管理	 132	 135	 138	☐ 141	☐ 142	☐ 143
(c)	Supervisory Skills 督導技巧	 144	 147	 150	☐ 153	☐ 154	☐ 155
(d)	Legal Knowledge 法律知識	 156	 159	 162	☐ 165	☐ 166	☐ 167
(e)	Marketing 市場學	 168	 171	 174	☐ 177	☐ 178	☐ 179
(f)	Risk Management 危機管理	 180	 183	 186	☐ 189	☐ 190	☐ 191
(g)	Financing and Accounting 財務及會計	 192	 195	 198	☐ 201	☐ 202	☐ 203
Trade Specific Skills 業內專業技能							
(h)	International Trade and Practices 國際貿易實務	 204	 207	 210	☐ 213	☐ 214	☐ 215

		(i) Number of Training places to be offered/sponsored 將被提供/資助的培訓名額			(ii) Skills needed 培訓需要		
		<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級
(i)	Transport and Logistics 運輸與物流	 216	 219	 222	 225	 226	 227
(j)	Product Development 產品開發	 228	 231	 234	 237	 238	 239
(k)	Graphic Design 平面設計	 240	 243	 246	 249	 250	 251
(l)	Merchandising 辦貨	 252	 255	 258	 261	 262	 263
(m)	Sales Technique 銷售技術	 264	 267	 270	 273	 274	 275
(n)	Customer Relationship 客戶關係	 276	 279	 282	 285	 286	 287
(o)	Product Knowledge 產品知識	 288	 291	 294	 297	 298	 299
(p)	Quality Control 品質控制	 300	 303	 306	 309	 310	 311
(q)	Compliance 準則審核	 312	 315	 318	 321	 322	 323
(r)	Visual Display 視覺擺設	 324	 327	 330	 333	 334	 335
(s)	Inventory Management 存倉管理	 336	 339	 342	 345	 346	 347
<u>IT Skills</u> 資訊科技技能							
(t)	e-Commerce and Media Knowledge 電子商貿及媒體知識	 348	 351	 354	 357	 358	 359
(u)	Web Design 網頁設計	 360	 363	 366	 369	 370	 371
<u>China-related Knowledge</u> 有關中國的知識							
(v)	China Taxation 中國稅務	 372	 375	 378	 381	 382	 383
(w)	Laws and Regulations in China's Market 中國市場的法律和 規條	 384	 387	 390	 393	 394	 395
(x)	Domestic Sales in China 中國國內銷售	 396	 399	 402	 405	 406	 407

(i) Number of Training places to be offered/sponsored 將被提供/資助的培訓名額				(ii) Skills needed 培訓需要		
	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級
Language Skills 語文技能						
(y) Spoken English 英語會話	 408	 411	 414	☐ 417	☐ 418	☐ 419
(z) Written English 英語書寫能力	 420	 423	 426	☐ 429	☐ 430	☐ 431
(aa) Written Chinese 中文書寫能力	 432	 435	 438	☐ 441	☐ 442	☐ 443
(ab) Putonghua 普通話	 444	 447	 450	☐ 453	☐ 454	☐ 455
(ac) Other Foreign Languages (Please specify) 其他外語（請註明）	 456	 459	 462	☐ 465	☐ 466	☐ 467
Personal Development Skills 個人發展技能						
(ad) Presentation 表達	 468	 471	 474	☐ 477	☐ 478	☐ 479
(ae) Interpersonal Communication 人際溝通	 480	 483	 486	☐ 489	☐ 490	☐ 491
(af) Negotiation 協商	 492	 495	 498	☐ 501	☐ 502	☐ 503
Other Skills and Knowledge 其他技能及知識						
(ag) Occupational Safety 職業安全	 504	 507	 510	☐ 513	☐ 514	☐ 515
(ah) Others (Please specify) 其他（請註明）	 516	 519	 522	☐ 525	☐ 526	☐ 527

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 528	 529	 530	 531	 532	 533
Q8(b)(i) 534			Q8(b)(ii) 535		Q8(b) 536

If tick any skills/knowledges of your employees needed in Q8(b)(ii), please go to Q9; otherwise, end of questionnaire
如第8(b)(ii) 題任何技能的培訓需要填上✓號，請答第9題；除此以外，問卷完

Q.9 Reasons for your company having training need BUT no training plan for your import/export trades employees
 in the next 12 months?
 (may tick more than one reason)
 在未來十二個月內，貴公司有培訓需要但沒有培訓計劃給貴公司的出入口業僱員的原因：
 (可選超過一項)

- ☐ 537 limited resources
 資源有限
- ☐ 538 No time
 沒有時間
- ☐ 539 Prefer offering on-the job training
 寧選擇在職培訓
- ☐ 540 Other (Please specify)
 其他 (請註明) _____

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2014 Manpower Survey of the Import/Export Trades
二零一四年出入口業人力調查

Explanatory Notes
附註

Part I

第一部份

1. Please complete the columns ('A' to 'G') of the questionnaire and insert a zero (0) for any column not applicable to your company.
請填寫表內（A）至（G）欄，並在貴公司不適用的各欄內填入符號（0）。
2. **Column 'A' - Job Titles**
（A）欄 – 職稱
 - (a) Please refer to Appendix C "Job Descriptions for Principal Jobs in the Import/Export Trades". Please note that some of the job titles may not be the same as those used in your company, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.
請參閱附錄C「出入口業主要職務工作說明」。表內部分職稱可能與貴公司所採用者不同，但如職務內容相同或類似，請歸類為同一職務，填上所需資料。
 - (b) Please classify an employee according to his/her major duty irrespective of any additional secondary duties he/she may be required to perform.
請根據僱員的主要職務分類，而不以其兼任的其他職務分類。
 - (c) Please add titles of employees which are not mentioned in Appendix C but their duties require import/export trades training, and briefly describe them in respect of the appropriate job levels.
如貴公司有附錄 C 沒有提及的主要職務名稱，而這些職務又需接受出入口業務的訓練，請填上有關職稱，並簡述其所屬的技能等級。

3. Column 'B' - Average Monthly Income

(B) 欄 – 每月平均收入

Refer to “Coding Descriptions for Part I(i)” in the questionnaire, please enter the appropriate code representing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按調查表內「第一部份編號說明(i)」的編號，填入每類僱員的每月平均收入幅度。僱員每月總收入包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

4. Column 'C' - Number of Employees as at 15.10.2014

(C) 欄 – 在2014年10月15日的僱員人數

Please fill in the total number of employees against each principal job as at 15.10.2014. The permanent employees include all those under the company's payroll, disregarding whether the employees are deployed to work in other places (e.g. the mainland of China).

請填入每一主要職務在2014年10月15日的僱員人數。長期僱員包括在貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如中國內地）。

5. Column 'D' - Number of Vacancies as at 15.10.2014

(D) 欄 – 在2014年10月15日的空缺額

Please fill in the number of existing vacancies against each principal job as at 15.10.2014. “Existing Vacancies” refer to those unfilled, immediately available job openings for which the company is actively trying to recruit.

請填入每一主要職務在2014年10月15日的空缺數目。「現有空缺額」是指該職位仍懸空，需立刻填補而現正積極招聘人員。

6. Column 'E' - Forecast Number of Employees as at October 2015

(E) 欄 – 預計在2015年10月的僱員人數

The forecast number of employees means the number of employees your company will be employing as at October 2015. The number given could be more/less than that in column 'C' if an expansion/contraction is expected.

預計僱員人數指貴公司預計在2015年10月聘用的僱員人數。如估計業務屆時會擴張／收縮，此欄所填人數可多於／少於(C)欄。

7. Column 'F' - Preferred Level of Education

(F) 欄 – 僱員宜有的教育程度

Refer to “Coding Descriptions for Part I(ii)” in the questionnaire, please enter the appropriate code representing the preferred level of education which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明 (ii)」的編號，填入貴公司認為各類別職位的僱員宜具備的教育程度。

8. Column 'G' - Preferred Relevant Years of Experience

(G) 欄 – 僱員宜有的相關年資

Refer to “Coding Descriptions for Part I(iii)” in the questionnaire, please enter the appropriate code representing the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明 (iii)」的編號，填入貴公司認為各類別職位的僱員宜具備的相關工作年資。

Part II

第二部份

9. Q1 - Internal Promotion

第1題 – 內部晉升

An internal promotion is the promotion of an employee to a higher job level by virtue of his/her performance or abilities. In Q1, please fill in the number of internal promotions “from Supervisory Level to Managerial Level”, “from Clerical/Operative Support Level to Supervisory Level” and “from Others to Clerical/Operative Support Level” during the past 12 months. If an employee has more than one promotion in the company during the past 12 months, only the last and one promotion should be counted.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於第1題填寫過去十二個月內，公司內部由主任級晉升為經理級，由文員／輔助人員級晉升為主任級，以及由其他職位晉升為文員／輔助人員級的人數。如僱員在過去十二個月內於貴公司晉升多過一次，只需計算最後一次晉升在調查表內。

10. Q2 - Employees' Whereabouts After Leaving the Company

第2題 – 離職僱員去向

Please fill in the number of import/export trades employees who had left your company during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的出入口業僱員人數。

11. Q3 - Local Import/Export Trades Employees Deployed to Work in the mainland of China

第3題－本港出入口業僱員被派遣往中國內地工作的情況

- (a) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

- (b) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

12. Q4 to 7 - Future Development of Your Company (if applicable)

第4至7題－貴公司在未來的發展 (如適用)

In the next 3 years, please indicate if your company will transform your business. If yes, please indicate the direction of transformation.

在未來3年內，請填寫貴公司會否轉型，如會，請填寫轉型的方向。

In the next 3 years, please indicate if there are any types of functions (wholly or partially) to be relocated. If yes, please indicate types of functions to be relocated and the places where functions will be moved to.

在未來三年內，請填寫貴公司會否搬遷全部或部分工種，如會，請填寫將會搬遷的工種以及遷往何地。

13. Q8 to 9 - Manpower Training and Development Plan

第8至9題－人力培訓及發展計劃

If your company has already provided the number of training places to be offered/sponsored to your import/export trades employees in different job level and different skills/knowledges in the next 12 months in Question 8(b)(i), it is not necessary to indicate the skills needed of corresponding skills/knowledges and job level in Question 8(b)(ii).

如貴公司已於第8(b)(i)題填寫在未來十二個月內，將為其不同職級的出入口業僱員在不同技能類別所提供／資助的培訓名額，並不需於第8(b)(ii)題填寫有關職級以及技能類別的僱員培訓需要。

If your company will have training need **but** without offering/sponsoring any training places to your import/export trades employees in the next 12 months, please provide reasons in Question 9.

如貴公司認為在未來十二個月內，其出入口業僱員有任何培訓需要，但又不提供／資助培訓名額，請於第9題填寫原因。

Job Descriptions for Principal Jobs in the Import/Export Trades
出入口業主要職務工作說明

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) 經理級(包括高級及助理經理)		
101	General Manager 總經理	Assumes total responsibility of a company and has other managers/executives as direct subordinates. 承擔公司的全部責任，直接管理其他經理及行政人員。
102	Research and Development Manager; Product Development Manager; Design Manager; Chief Designer; Engineering Manager; Application Manager 研究及開發經理； 產品開發經理； 設計經理； 首席設計師； 工程經理； 應用經理	Responsible for leading a product development team in all design and technical issues before merchandise can proceed to mass production. Understands different customers' expectations and provides recommendations on existing designs or presents new collection to customers. Conducts research on fabric, accessories and styles and updates customers and internal teams on regular basis. Sources new materials on customers' requests and compares costing. Develops and reviews sample specifications together with customers on sample development. Works closely with merchandisers, QA and vendors on samples, samples production schedule and costing issues throughout the development stage. Shares design conceptions with subordinates and inspires their creativity. 負責帶領產品開發隊伍設計產品和技術的工作，待研發成功後，才讓商品大量生產。了解不同客戶的需求，並向客戶就現有產品作出建議或就新產品系列進行推介。進行產品研究，包括物料、附加配件及潮流款式，並與客戶和公司內部員工進行經常性的溝通或情報交換。按客戶的要求搜羅新物料及比較生產成本。於產品開發上，與客戶一同發展和檢討樣本規格說明。於產品研發過程中，與採購商、品質檢查人員及生產商就產品、生產進度和成本進行緊密的協調。與下屬分享設計概念並啟發其創意。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
103	Shipping Manager 出入口／船務經理	Takes charge of the operation of logistics, import and/or export division/section. Liaises with customers, agents, distributors, and insurance, shipping and other companies. Ensures proper preparation and submission of import/export, shipping and relevant documents on time. 掌管物流、出口及／或入口部門的業務。與顧客、經銷代理商、批發商以及保險、船務及其他公司保持聯絡。確保出入口、船務及其他有關文件編製妥當及準時呈交。
104	Technical Manager 技術經理	Works with vendors to resolve technical issue at product development stage. Provides technical advice to vendors upon request and liaises with corporate technical team on methods of quality improvement and production. Works in the development of up-to-date technical policies on product standards and safety, testing procedures, colour quality, etc. Oversees the performance of the testing and laboratory process and operation. 與供應商合作，解決產品開發階段的技術問題。按要求向供應商提供技術意見，與公司技術人員聯絡，研究質素提升及生產方法。參與制訂各範疇的最新技術政策，包括產品標準及安全、測試程序、顏色質素等。監督測試及化驗工作。
105	Merchandising Manager 商品採購經理	Plans, organises, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analysis to determine local and/or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders. 策劃、組織、督導及監控各種採購工作。檢討市場及營業分析資料，以釐定本地及／或海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
106	Quality Control Manager 品質管制經理	Plans, organises, directs and controls quality assurance procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications. 策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。
107	Compliance Manager 準則審核經理	Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices. 掌管公司產品符合各地準則的事宜。負責制訂政策及程序，規定供應商採取符合準則的做法。就符合準則的長期策略方針，向管理層提供意見。了解全球對人權及國際標準的最新發展，並提醒管理層注意容易出現問題的環節。與採購人員、質素保證人員、顧客及供應商緊密合作，以便繼續加強符合準則的工作。
111	Sales Manager 銷售經理	Plans, directs and manages sales-related activities, aiming at maximizing sales. Directly contacts clients to promote sales. 策劃、指導和管理有關銷售的工作，以盡量提升營業額。直接聯絡客戶，以推廣業務。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
112	Marketing Manager 市務經理	Implements and coordinates marketing activities and launches promotion campaigns. Conducts market research. Liaises with advertising agencies for the preparation of promotion kits. Provides services to sales force. 執行及協調市場推廣工作，並舉辦推銷活動。進行市場研究。與廣告公司聯絡，製備宣傳套件。為營業人員提供服務。
109	Warehouse and Distribution Manager 倉務及收發經理	Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations. 管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。
110	Purchasing Manager 採購經理	Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures. 管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批訂單。監管整體採購程序。
199	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職稱)	Managers involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) 主任級(包括高級和助理主任)		
201	Compliance Officer 準則審核主任	Ensures vendor understands and completes compliance with the company's code of vendor conduct and all local laws and regulations. Regularly visits the factories to inspect for compliance to ensure that they have developed, implemented and maintained proper personnel policies, procedures and factory condition. Establishes system/procedure to elicit honest feedback about factory condition from workers and other non-management groups. Establishes and maintains positive relationships with appropriate local religious, labour, political and business leaders through sharing information and giving advice. Provides assessments, analysis and forecasts of local political, cultural and economic conditions. 確保供應商了解並採取符合公司的採購準則和本地法規的做法。定期到工廠巡查，確保廠方在符合準則方面制訂、推行和維持適當的人事政策、程序及工作環境。訂立制度／程序，收集員工及非管理層人士對工作環境的意見。透過資訊及意見交流，與本地有關宗教、勞工、政治及商界領袖建立並維持良好關係。就本地政治、文化、經濟情況進行評估、分析和預測。
202	Shipping Supervisor 船務主任	Checks shipping documents and monitors the transport of raw material and cargo. 查核船務文件，督導原料及貨品的運送。
203	Research and Development Officer; Product Development Officer 研究及開發主任； 產品開發主任	Assists Research and Development Manager to supervise the product development team in sourcing new technology, new design and new material for the products. Co-ordinates with designers, customers and manufacturers in the process of product development to make sure that the product is feasible to produce and meets the expectation of the customers. 協助研究及開發經理監督產品開發隊伍，為產品研究新科技、設計及物料。在產品開發過程中，協調設計師、顧客及製造商，確保產品可以生產，同時滿足顧客要求。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
204	Product Designer 產品設計師	Creates and produces designs for commercial, medical or industrial products. Develops models and prototypes for those newly designed products to facilitate mass production. Updates and improves the design of existing products and their packaging after taking into account the production cost, selection of materials, production methods, new technology, safety measure, latest fashion trends, ergonomics, environmental protection, marketing and business strategy. 創造商業、醫療或工業產品設計。製造新設計產品的模型和原型以便大量生產。考慮影響產品設計的原因，包括：生產成本、物料選擇、生產方法、最新技術、安全措施、最新流行款式、人體工程學、環境保護、市場學及商務策略等，以便更新和改進現有產品的設計和包裝。
205	Merchandiser/Buyer 商品／採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed. 負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。
206	Quality Inspector 品質檢查員	Conducts quality checks on raw material and finished goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products. 查驗原料及製成品的質素，確保符合買家要求。督導品質控制／檢查人員的工作。
207	Sales Supervisor 營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise. 監督一組營業員的工作。負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
208	Warehouse and Distribution Supervisor 倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit. 策劃和監督貨物接收、查驗、儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。
209	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。
210	Purchasing Supervisor 採購主任	Assists the Purchasing Manager in implementing purchasing functions. Supervises Stock/Purchasing Clerk. 協助採購經理進行採購工作。監督貨倉／採購文員。
211	Sales Engineer 銷售工程師	Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet customers' needs and close the deal. Works with colleagues in product design, production, engineering and R&D teams on product features and recommends changes where necessary to meet market demand and market trends. 負責銷售工作及向現有或有潛質之顧客推廣公司的產品／服務。以良好的產品／服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易。在產品的特性及改進方面，與公司的產品設計、生產、工程及研發部門合作，以滿足市場需求及緊貼市場趨勢。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
212	Technician 技術員	Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation. 為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。
213	Promoter Supervisor 推銷主任	Supervises Promoters in promoting products in order to meet the company sales target. 監督推銷員推銷貨品，以便達到公司的營業額。
299	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL 文員／輔助人員級		
301	Assistant Merchandiser 助理商品員	Assists the merchandisers in executing orders placed by buyers. Liaises with buyers on requirements of merchandise. 協助商品主任完成交易，並就貨品規格與買家聯絡。
302	Documentation/Shipping Clerk 文件處理／船務文員	Prepares shipping documents for import/export or other related purposes. Keeps records of shipment. 處理出入口或其他有關業務的文件，保存付運記錄。
303	Salesman; Sales Representative 營業代表	Solicits orders for the wholesale provision or for the import/export of merchandise. Gives explanation and advice to customers or potential customers on the product(s). 招攬貨品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供意見及解釋。
304	Stock/Purchasing Clerk 貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
305	Promoter 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
306	Part-time Promoter 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
399	Other Clerks/Supportive Staff (please specify titles) 其他文員／輔助人員 (請註明其職稱)	Clerks/supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。

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

(852) 2574 3759

Our Reference 本局檔號 IEW/4/2 (2014)

Your Reference 來函檔號



3 October 2014

Dear Sir/Madam,

2014 Manpower Survey of the Wholesale Trade

I am writing to solicit your cooperation in the 2014 Manpower Survey conducted by the Import/Export and Wholesale Trades Training Board of the Vocational Training Council (VTC).

The Import/Export and Wholesale Trades Training Board is appointed by the Chief Executive of the Government of the Hong Kong Special Administrative Region to advise on the matters pertaining to manpower training of the import/export and wholesale trades. In order to collect information on the latest manpower situation and formulate meaningful recommendations on manpower training for the Wholesale Trade, the Training Board will conduct the Wholesale Trade Survey from **15 October 2014 to 14 November 2014**.

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

I enclose one copy of the Survey Questionnaire (**Appendix A**), the Explanatory Notes (**Appendix B**) and the Descriptions of Principal Jobs (**Appendix C**) for your reference and completion. During the survey period, an officer from the Census and Statistics Department (C&SD) will contact you and your authorized representative to answer any questions, assist in the completion of the questionnaire and collect the completed questionnaire for data processing. I wish to assure you that the information collected will be handled in strict confidence and will be published only in the form of statistical summaries without reference to individual organizations.

You are welcome to download the previous Manpower Survey Reports of the Import/Export and Wholesale Trades from the VTC website at <http://iewtb.vtc.edu.hk>. Upon completion of the 2014 Manpower Survey, the Manpower Survey Report will be uploaded onto the VTC website.

Thank you for your kind participation and contribution to the sector. Should you have any questions in connection with the Survey, please contact the Manpower Statistics Section of the Census and Statistics Department at 2116 8324.

Yours faithfully,

A handwritten signature in dark ink that reads 'Benson Pau' in a cursive, flowing style.

(Benson PAU)
Chairman

Import/Export and Wholesale Trades Training Board

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

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(852) 2574 3759

Our Reference 本局檔號 IEW/4/2 (2014)

Your Reference 來函檔號



執事先生／女士：

2014 年批發業人力調查

本人謹代表職業訓練局屬下出入口及批發業訓練委員會致函，懇請 貴機構提供協助，以便本會進行 2014 年人力調查。

出入口及批發業訓練委員是由香港特別行政區政府行政長官委任，負責就業內的人力訓練事宜提供意見。本會將於2014年10月15日至2014年11月14日期間進行2014年批發業人力調查，蒐集業內最新的人力情況及訓練需要，就人力訓練制定適當的建議。

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、商業及培訓計劃上，而 貴機構的參與實在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(附錄 A)、調查表附註(附錄 B)及主要職務工作說明(附錄 C)，以供參閱。在調查期間，政府統計處職員將聯絡 貴機構負責人或其授權代表，解答有關問題及協助填寫調查表，同時收回填妥的調查表，作資料處理。調查所得資料絕對保密，只以摘要形式發表統計數字，並不會提及個別機構。

歷屆出入口及批發業人力調查報告書已上載於本局網頁，網址為 <http://iewtb.vtc.edu.hk>，歡迎下載。是次人力調查工作完成後之相關報告書，日後亦會上載上述網址。

如對是次調查有任何查詢，請致電 2116 8324 與政府統計處人力統計組聯絡。

承蒙協助，謹此致謝。

出入口及批發業訓練委員會主席
鮑潔鈞

2014 年 10 月 3 日

VOCATIONAL TRAINING COUNCIL

職業訓練局

THE 2014 MANPOWER SURVEY OF THE WHOLESALE TRADE

二零一四年批發業人力調查

QUESTIONNAIRE

調查表

PLEASE READ THE EXPLANATORY NOTES BEFORE COMPLETING THIS QUESTIONNAIRE

填表前，請參閱附註

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	4 0	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 COMPANY:
公司名稱

ADDRESS:
地址

TYPE OF PRODUCTS/SERVICES:
產品／服務種類

TOTAL NUMBER OF PERSONS ENGAGED:
僱員總人數

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

CD-ROM
光碟

Booklet
小冊子

Email
電郵

Please tick the appropriate box if your company wants a complimentary copy of the 2014 Manpower Survey Report of the Wholesale Trade.
如貴公司欲收到二零一四年批發業人力調查報告贈閱版，請於適當的方格內加上✓號。

PART I 第一部份

(A) Job 職務 (See Appendix C) (參閱附錄C)				(B) Average Monthly Income 每月平均 收入	(C) Number of Employees as at 15.10.2014 在2014年 10月15日的 僱員人數	(D) No. of Vacancies as at 15.10.2014 在2014年 10月15日的 空缺額	(E) Forecast No. of Employees as at October 2015 預計 在2015年10月的 的僱員人數	(F) Preferred Level of Education 僱員宜有的 教育程度	(G) Preferred Relevant Years of Experience 僱員宜有的 相關年資
Title 職稱	Rec. Type	Job Code 職務編號 8-10	Code ⁽ⁱ⁾ 編號 ⁽ⁱ⁾ 11				Code ⁽ⁱⁱ⁾ 編號 ⁽ⁱⁱ⁾ 23	Code ⁽ⁱⁱⁱ⁾ 編號 ⁽ⁱⁱⁱ⁾ 24	
1.	2								
2.	2								
3.	2								
4.	2								
5.	2								
6.	2								
7.	2								
8.	2								
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31.	2								
32.	2								
33.	2								
34.	2								
35.	2								

Coding Descriptions for Part I
第一部份編號說明

(i) Enter in Column (B) the employee's average monthly income range according to the following codes:
請將僱員的每月平均收入幅度，按下列編號填入 (B)欄內：

Code 編號	Average Monthly Income Range 每月平均收入幅度
1	Over \$70,000 以上
2	\$50,001 - \$70,000
3	\$30,001 - \$50,000
4	\$20,001 - \$30,000
5	\$10,001 - \$20,000
6	\$8,001 - \$10,000
7	Under \$8,001 以下

(ii) Enter in Column (F) the preferred level of education which an employee should have according to the following codes:
請將僱員宜有的教育程度，按下列編號填入(F)欄內：

Code 編號	Preferred Level of Education 宜有的教育程度
1	Professional Qualification 專業資格
2	University Degree or above 大學學位或以上
3	Associate Degree/Professional Diploma/Higher Diploma/ Higher Certificate or equivalent 副學士學位／專業文憑／高級文憑／ 高級證書或同等學歷
4	Diploma/Certificate or equivalent 文憑／證書或同等學歷
5	Secondary 6 to Secondary 7/Hong Kong Diploma of Secondary Education 中六至中七／香港中學文憑
6	Secondary 4 to Secondary 5 中四至中五
7	Secondary 3 or below 中三或以下

(iii) Enter in Column (G) the preferred relevant years of experience which an employee should have according to the following codes:
請將僱員宜有的相關年資，按下列編號填入(G)欄內：

Code 編號	Preferred Relevant Years of Experience 宜有的相關年資
1	10 years or more 十年或以上
2	6 years to less than 10 years 六年至十年以下
3	3 years to less than 6 years 三年至六年以下
4	1 year to less than 3 years 一年至三年以下
5	Less than 1 year 一年以下

Note : If additional lines are necessary, please tick here ☐ and enter on supplementary sheet(s).
附註：如此頁填滿，請先將 (✓) 號填入此 ☐ 內，然後在附頁繼續填寫。

PART II
第二部份

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Est. No. _____

ER No. _____

Internal Promotion

內部晉升

Q.1 Number of wholesale trade employees internally promoted during the past 12 months:

過去十二個月內內部晉升的批發業僱員人數：

- (a) From Supervisory Level to Managerial Level
由主任級晉升為經理級

8

- (b) From Clerical / Operative Support Level to Supervisory Level
由文員／輔助人員級晉升為主任級

11

- (c) From Others to Clerical / Operative Support Level
由其他職位晉升為文員／輔助人員級

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Employees' Whereabouts After Leaving the Company

離職僱員去向

Q.2 Number of wholesale trade employees leaving your company during the past 12 months by whereabouts:

過去十二個月內離職的批發業僱員人數（按去向分類）：

	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及輔助人員級
(a) Taking up wholesale trade related jobs (Including starting own business in related trade) 從事與批發業有關的工作（包括創業）	_____ 17	_____ 20	_____ 23
(b) Taking up non-wholesale trade related jobs (Including starting own business in non-wholesale trade) 從事與批發業無關的工作（包括創業）	_____ 26	_____ 29	_____ 32
(c) Emigration, retirement or further studies 移民、退休或進修	_____ 35	_____ 38	_____ 41
(d) Unknown 不知道	_____ 44	_____ 47	_____ 50
(e) Others (Please specify) 其他（請註明） _____	_____ 53	_____ 56	_____ 59

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Q2 _____
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Local Wholesale Trade Employees Deployed to Work in the mainland of China
本港批發業僱員被派遣往中國內地工作的情况

- Q.3 (a) Does your company deploy any local wholesale trade employees to work in the Mainland?
 貴公司是否有派遣本港批發業僱員前往內地工作？

- ☐ Yes Please go to Q3(b)
 有 請答第3(b)題
- ☐ No Please go to Q4
 沒有 請答第4題

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- (b) If yes, please give the number of local employees deployed to work in the Mainland.
 如有，請說明被派遣前往內地工作的本港僱員人數。

Local Employees Deployed to Work in the Mainland
 (As in October 2014)

二零一四年十月本港僱員被派遣在內地工作的情况

	<u>Stationed Basis</u> ^{*(1)} 長駐 ^{*(1)}	<u>Travelling Basis</u> ^{*(2)} 非長駐 ^{*(2)}
(i) Managerial Level 經理級	 68	 71
(ii) Supervisory Level 主任級	 74	 77
(iii) Clerical and Operative Support Level 文員及輔助人員級	 80	 83

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* (1) "Employees working in the Mainland on a stationed basis" refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

* (2) "Employees working in the Mainland on a travelling basis" refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

Involvement/Expansion of Other Wholesale Trade-related Services**其他與批發業相關服務的參與／擴展**

Q.4 Number of wholesale trade employees involved in the following functions/activities and the forecast number of employees involved in the next 12 months:

貴公司現時及未來十二個月內參與下列工作／業務的批發業僱員人數：

Functions / Activities 工作／業務	No. of Employees Involved (October 2014)	Forecast No. of Employees Involved (November 2014 - October 2015)
	<u>參與僱員人數</u> (二零一四年十月)	<u>預計參與僱員人數</u> (二零一四年十一月至 二零一五年十月)
(a) Import/Export 出入口	 88	 91
(b) Retail 零售	 94	 97
(c) Brand Development 品牌發展	 100	 103
(d) Sales and Marketing 銷售及市場推廣	 106	 109
(e) Distribution 分銷	 112	 115
(f) Manufacturing 生產	 118	 121
(g) Procurement 採購	 124	 127
(h) Warehousing 倉務	 130	 133
(i) Quality Control 品質控制	 136	 139
(j) Product Design 產品設計	 142	 145
(k) Technical Support 技術支援	 148	 151
(l) Others (Please specify) 其他（請註明） _____	 154	 157
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Manpower Training and Development Plan
人力培訓及發展計劃

Q.5 (a) Do your company's wholesale trade employees have any training need?
貴公司的批發業僱員有沒有任何培訓需要?

- ☐ Yes Please go to Q5(b)
有 請答第5(b)題
- ☐ No End of questionnaire
沒有 問卷完

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(b) (i) Please fill in the number of training places to be offered/sponsored to your wholesale trade employees in the next 12 months (May choose more than one type of skills)
請填上在未來十二個月內，將提供／資助批發業僱員的培訓名額(可選超過一種技能類別)

(ii) Please tick the skills/knowledges needed of your wholesale trade employees although no training will be offered/sponsored in the next 12 months (May choose more than one type of skills)
請在適當的格內填上✓號以表示哪些的技能，雖然在未來十二個月內不會提供／資助培訓批發業僱員，但卻有培訓需要 (可選超過一種技能類別)

		(i) Number of Training places to be offered/sponsored 將被提供／資助的培訓名額			(ii) Skills needed 培訓需要		
		<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	<u>Clerical and</u> <u>Operative</u> <u>Support</u> <u>Level</u> 文員及 輔助人員級	<u>Managerial</u> <u>Level</u> 經理級	<u>Supervisory</u> <u>Level</u> 主任級	<u>Clerical and</u> <u>Operative</u> <u>Support</u> <u>Level</u> 文員及 輔助人員級
Management Skills 管理技能							
(a)	Business Development and Management 商務發展及管理	☐ 163	☐ 166	☐ 169	☐ 172	☐ 173	☐ 174
(b)	Supply Chain Management 供應鏈管理	☐ 175	☐ 178	☐ 181	☐ 184	☐ 185	☐ 186
(c)	Supervisory Skills 督導技巧	☐ 187	☐ 190	☐ 193	☐ 196	☐ 197	☐ 198
(d)	Legal Knowledge 法律知識	☐ 199	☐ 202	☐ 205	☐ 208	☐ 209	☐ 210
(e)	Marketing 市場學	☐ 211	☐ 214	☐ 217	☐ 220	☐ 221	☐ 222
(f)	Risk Management 危機管理	☐ 223	☐ 226	☐ 229	☐ 232	☐ 233	☐ 234
(g)	Financing and Accounting 財務及會計	☐ 235	☐ 238	☐ 241	☐ 244	☐ 245	☐ 246
Trade Specific Skills 業內專業技能							
(h)	International Trade and Practices 國際貿易實務	☐ 247	☐ 250	☐ 253	☐ 256	☐ 257	☐ 258

		(i) Number of Training places to be offered/sponsored 將被提供/資助的培訓名額			(ii) Skills needed 培訓需要		
		<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級
(i)	Transport and Logistics 運輸與物流	 259	 262	 265	 268	 269	 270
(j)	Product Development 產品開發	 271	 274	 277	 280	 281	 282
(k)	Graphic Design 平面設計	 283	 286	 289	 292	 293	 294
(l)	Merchandising 辦貨	 295	 298	 301	 304	 305	 306
(m)	Sales Technique 銷售技術	 307	 310	 313	 316	 317	 318
(n)	Customer Relationship 客戶關係	 319	 322	 325	 328	 329	 330
(o)	Product Knowledge 產品知識	 331	 334	 337	 340	 341	 342
(p)	Quality Control 品質控制	 343	 346	 349	 352	 353	 354
(q)	Compliance 準則審核	 355	 358	 361	 364	 365	 366
(r)	Visual Display 視覺擺設	 367	 370	 373	 376	 377	 378
(s)	Inventory Management 存倉管理	 379	 382	 385	 388	 389	 390
<u>IT Skills</u> 資訊科技技能							
(t)	e-Commerce and Media Knowledge 電子商貿及媒體知識	 391	 394	 397	 400	 401	 402
(u)	Web Design 網頁設計	 403	 406	 409	 412	 413	 414
<u>China-related Knowledge</u> 有關中國的知識							
(v)	China Taxation 中國稅務	 415	 418	 421	 424	 425	 426
(w)	Laws and Regulations in China's Market 中國市場的法律和 規條	 427	 430	 433	 436	 437	 438
(x)	Domestic Sales in China 中國國內銷售	 439	 442	 445	 448	 449	 450

(i) Number of Training places to be offered/sponsored 將被提供/資助的培訓名額				(ii) Skills needed 培訓需要		
	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級	<u>Managerial Level</u> 經理級	<u>Supervisory Level</u> 主任級	<u>Clerical and Operative Support Level</u> 文員及 輔助人員級
Language Skills 語文技能						
(y) Spoken English 英語會話	 451	 454	 457	 460	 461	 462
(z) Written English 英語書寫能力	 463	 466	 469	 472	 473	 474
(aa) Written Chinese 中文書寫能力	 475	 478	 481	 484	 485	 486
(ab) Putonghua 普通話	 487	 490	 493	 496	 497	 498
(ac) Other Foreign Languages (Please specify) 其他外語（請註明）	 499	 502	 505	 508	 509	 510
Personal Development Skills 個人發展技能						
(ad) Presentation 表達	 511	 514	 517	 520	 521	 522
(ae) Interpersonal Communication 人際溝通	 523	 526	 529	 532	 533	 534
(af) Negotiation 協商	 535	 538	 541	 544	 545	 546
Other Skills and Knowledge 其他技能及知識						
(ag) Occupational Safety 職業安全	 547	 550	 553	 556	 557	 558
(ah) Others (Please specify) 其他（請註明）	 559	 562	 565	 568	 569	 570

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Q8(b)(i)	 577			Q8(b)(ii)	 578	Q8(b)
						 579

If tick any skills/knowledges of your employees needed in Q5(b)(ii), please go to Q6; otherwise, end of questionnaire
如第5(b)(ii) 題任何技能的培訓需要填上✓號，請答第6題；除此以外，問卷完

Q.6 Reasons for your company having training need BUT no training plan for your wholesale trade employees
 in the next 12 months?
 (may tick more than one reason)
 在未來十二個月內，貴公司有培訓需要但沒有培訓計劃給貴公司的批發業僱員的原因：
 (可選超過一項)

- ☐ 580 limited resources
 資源有限
- ☐ 581 No time
 沒有時間
- ☐ 582 Prefer offering on-the job training
 寧選擇在職培訓
- ☐ 583 Other (Please specify)
 其他 (請註明) _____

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☐ 584

2014 Manpower Survey of the Wholesale Trade
二零一四年批發業人力調查

Explanatory Notes
附註

Part I

第一部份

1. Please complete the columns ('A' to 'G') of the questionnaire and insert a zero (0) for any column not applicable to your company.
請填寫表內（A）至（G）欄，並在貴公司不適用的各欄內填入符號（0）。

2. **Column 'A' - Job Titles**
（A）欄 – 職稱
 - (a) Please refer to Appendix C "Job Descriptions for Principal Jobs in the Wholesale Trade". Please note that some of the job titles may not be the same as those used in your company, but if the jobs have similar or related functions, please treat them as the same and supply the required information in the questionnaire.
請參閱附錄C「批發業主要職務工作說明」。表內部分職稱可能與貴公司所採用者不同，但如職務內容相同或類似，請歸類為同一職務，填上所需資料。
 - (b) Please classify an employee according to his/her major duty irrespective of any additional secondary duties he/she may be required to perform.
請根據僱員的主要職務分類，而不以其兼任的其他職務分類。
 - (c) Please add titles of employees which are not mentioned in Appendix C but their duties require wholesale trade training, and briefly describe them in respect of the appropriate job levels.
如貴公司有附錄 C 沒有提及的主要職務名稱，而這些職務又需接受批發業務的訓練，請填上有關職稱，並簡述其所屬的技能等級。

3. Column 'B' - Average Monthly Income

(B) 欄 – 每月平均收入

Refer to “Coding Descriptions for Part I(i)” in the questionnaire, please enter the appropriate code representing the average monthly income range for each type of employee(s). The monthly income should include basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus. If you have more than one employee doing the same principal job, please enter the average figure.

請按調查表內「第一部份編號說明(i)」的編號，填入每類僱員的每月平均收入幅度。僱員每月總收入包括底薪、超時工作工資、生活津貼、膳食津貼、佣金及花紅等。如貴公司有多於一名僱員擔任同一主要職務，請取其平均收入。

4. Column 'C' - Number of Employees as at 15.10.2014

(C) 欄 – 在2014年10月15日的僱員人數

Please fill in the total number of employees against each principal job as at 15.10.2014. The permanent employees include all those under the company's payroll, disregarding whether the employees are deployed to work in other places (e.g. the mainland of China).

請填入每一主要職務在2014年10月15日的僱員人數。長期僱員包括在貴公司人事編制內的所有僱員，不論是否有調往其他地方工作（例如中國內地）。

5. Column 'D' - Number of Vacancies as at 15.10.2014

(D) 欄 – 在2014年10月15日的空缺額

Please fill in the number of existing vacancies against each principal job as at 15.10.2014. “Existing Vacancies” refer to those unfilled, immediately available job openings for which the company is actively trying to recruit.

請填入每一主要職務在2014年10月15日的空缺數目。「現有空缺額」是指該職位仍懸空，需立刻填補而現正積極招聘人員。

6. Column 'E' - Forecast Number of Employees as at October 2015

(E) 欄 – 預計在2015年10月的僱員人數

The forecast number of employees means the number of employees your company will be employing as at October 2015. The number given could be more/less than that in column 'C' if an expansion/contraction is expected.

預計僱員人數指貴公司預計在2015年10月聘用的僱員人數。如估計業務屆時會擴張／收縮，此欄所填人數可多於／少於(C)欄。

7. Column ‘F’ - Preferred Level of Education

(F) 欄 – 僱員宜有的教育程度

Refer to “Coding Descriptions for Part I(ii)” in the questionnaire, please enter the appropriate code representing the preferred level of education which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(ii)」的編號，填入貴公司認為個別職位的僱員宜具備的教育程度。

8. Column ‘G’ - Preferred Relevant Years of Experience

(G) 欄 – 僱員宜有的相關年資

Refer to “Coding Descriptions for Part I(iii)” in the questionnaire, please enter the appropriate code representing the preferred relevant years of experience which your company requires an employee in a particular position to have.

請按調查表內「第一部份編號說明(iii)」的編號，填入貴公司認為各類別職位僱員宜具備的相關工作年資。

Part II

第二部份

9. Q1 - Internal Promotion

第1題 – 內部晉升

An internal promotion is the promotion of an employee to a higher job level by virtue of his/her performance or abilities. In Q1, please fill in the number of internal promotions “from Supervisory Level to Managerial Level”, “from Clerical/Operative Support Level to Supervisory Level” and “from Others to Clerical/Operative Support Level” during the past 12 months. If an employee has more than one promotion in the company during the past 12 months, only the last and one promotion should be counted.

內部晉升是指僱員因工作表現良好或具所需才能而獲提升至較高職位。請於第1題填寫過去十二個月內，公司內部由主任級晉升為經理級，由文員／輔助人員級晉升為主任級，以及由其他職位晉升為文員／輔助人員級的人數。如僱員在過去十二個月內於貴公司晉升多過一次，只需計算最後一次晉升在調查表內。

10. Q2 - Employees’ Whereabouts After Leaving the Company

第2題 – 離職僱員去向

Please fill in the number of wholesale trade employees who had left your company during the past 12 months by whereabouts.

請按去向填上過去十二個月內離職的批發業僱員人數。

11. Q3 - Local Wholesale Trade Employees Deployed to Work in the mainland of China

第3題－本港批發業僱員被派遣往中國內地工作的情況

- (a) “Employees working in the Mainland on a stationed basis” refers to those local full-time staff members who had worked in the Mainland with permanent post and job title.

「長駐內地的僱員」指在內地工作，有長期職位及職稱的全職本港員工。

- (b) “Employees working in the Mainland on a travelling basis” refers to those local full-time staff members who went to the Mainland only undertaking trade related functions, business negotiations/consultations, and/or attending trade fairs, meetings and business-related entertainment.

「非長駐但要返內地公幹的僱員」指到內地只是為了負責行業相關工作、洽談生意、業務諮詢及／或出席業內展覽、會議及參與與工作有關的娛樂活動的全職本港員工。

12. Q4 - Involvement/Expansion of Other Wholesale Trade-related Services

第4題－其他與批發業相關服務的參與／擴展

Please fill in the number of employees against each type of functions/activities of the other wholesale trade-related services that the employees are/will be involved in at date of survey and in the next 12 months.

請填寫現時及未來十二個月內，參與其他與批發業相關服務的僱員人數。

13. Q5 to 6 - Manpower Training and Development Plan

第5至6題－人力培訓及發展計劃

If your company has already provided the number of training places to be offered/sponsored to your wholesale trade employees in different job level and different skills/knowledges in the next 12 months in Question 5(b)(i), it is not necessary to indicate the skills needed of corresponding skills/knowledges and job level in Question 5(b)(ii).

如貴公司已於第5(b)(i)題填寫在未來十二個月內，將為其不同職級的批發業僱員在不同技能類別所提供／資助的培訓名額，並不需於第5(b)(ii)題填寫有關職級以及技能類別的僱員培訓需要。

If your company will have training need **but** without offering/sponsoring any training places to your wholesale trade employees in the next 12 months, please provide reasons in Question 6.

如貴公司認為在未來十二個月內，其批發業僱員有任何培訓需要，但又不提供／資助培訓名額，請於第6題填寫原因。

Job Descriptions for Principal Jobs in the Wholesale Trade
批發業主要職務工作說明

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) 經理級(包括高級及助理經理)		
121	General Manager 總經理	Assumes total responsibility of a company and has other managers/executives as direct subordinates. 承擔公司的全部責任，直接管理其他經理及行政人員。
122	Merchandising Manager 商品採購經理	Plans, organises, directs and controls sourcing, purchasing and buying activities. Reviews market and sales analysis to determine local and/or overseas market requirements. Follows up buyers' orders, liaises with appropriate departments to ensure prompt execution of buyers' orders. 策劃、組織、督導及監控各種採購工作。檢討市場及營業分析資料，以釐定本地及／或海外市場的需求。跟進買家訂單，並與有關部門聯絡，以確保貨物能迅速送交買家。
123	Quality Control Manager 品質管制經理	Plans, organises, directs and controls quality assurance procedures in all stages of merchandising to ensure incoming materials and finished products meet the required standards and specifications. 策劃、組織、督導及監控採購方面各階段的品質保證程序，確保來料及製成品符合既定標準及規格。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
124	Research and Development Manager; Design Manager; Chief Designer; Product Development Manager; Engineering Manager; Application Manager; Technology Manager 研究及開發經理； 設計經理； 首席設計師； 產品開發經理； 工程經理； 應用經理； 技術經理	Responsible for leading a product development team in all design and technical issues before merchandise can proceed to mass production. Understands different customers' expectations and provides recommendations on existing designs or presents new collection to customers. Conducts research on fabric, accessories and styles and updates customers and internal teams on regular basis. Sources new materials on customers' requests and compares costing. Develops and reviews sample specifications together with customers on sample development. Works closely with merchandisers, QA and vendors on samples, samples production schedule and costing issues throughout the development stage. Shares design conceptions with subordinates and inspires their creativity. 負責帶領產品開發隊伍設計產品和技術的工作，待研發成功後，才讓商品大量生產。了解不同客戶的需求，並向客戶就現有產品作出建議或就新產品系列進行推介。進行產品研究，包括物料、附加配件及潮流款式，並與客戶和公司內部員工進行經常性的溝通或情報交換。按客戶的要求搜羅新物料及比較生產成本。於產品開發上，與客戶一同發展和檢討樣本規格說明。於產品研發過程中，與採購商、品質檢查人員及生產商就產品、生產進度和成本進行緊密的協調。與下屬分享設計概念並啟發其創意。
129	Sales Manager 銷售經理	Plans, directs and manages sales-related activities, aiming at maximizing sales. Directly contacts clients to promote sales. 策劃、指導和管理有關銷售的工作，以盡量提升營業額。直接聯絡客戶，以推廣業務。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
130	Marketing Manager 市務經理	Implements and coordinates marketing activities and launches promotion campaigns. Conducts market research. Liaises with advertising agencies for the preparation of promotion kits. Provides services to sales force. 執行及協調市場推廣工作，並舉辦推銷活動。進行市場研究。與廣告公司聯絡，製備宣傳套件。為營業人員提供服務。
126	Warehouse and Distribution Manager 倉務及收發經理	Responsible for and controls of the receiving, storing and distribution of goods and the overall operation of a warehouse. Ensures receiving, storage and distribution services are provided for and records kept. Enforces fire, safety and other government regulations. 管理和監控貨物接收、儲存、分發工作，以及貨倉的整體運作。提供接收、儲存及分發服務，保存有關記錄。確保符合消防、安全規定及其他法例。
127	Compliance Manager 準則審核經理	Takes charge of the full compliance function of the company. Responsible for developing policies and procedures and implementing proper practices on vendor compliance. Provides inputs to management on long term strategic direction on compliance issues. Keeps abreast of the global development on aspects like human rights and international standards and alerts management on high risk areas. Interfaces with merchandising personnel, QA personnel, customers and suppliers for continuous enhancement on compliance practices. 掌管公司產品符合各地準則的事宜。負責制訂政策及程序，規定供應商採取符合準則的做法。就符合準則的長期策略方針，向管理層提供意見。了解全球對人權及國際標準的最新發展，並提醒管理層注意容易出現問題的環節。與採購人員、質素保證人員、顧客及供應商緊密合作，以便繼續加強符合準則的工作。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued) 經理級(包括高級及助理經理)(續)		
128	Purchasing Manager 採購經理	Manages purchasing activities in sourcing, negotiating price, terms and condition of suppliers' contract. Approves Purchase Orders. Oversees overall purchasing procedures. 管理採購工作，包括尋找貨源、洽談價錢及供應合約條款等。審批訂單。監管整體採購程序。
199	Other Supporting Managers (please specify titles) 其他經理級支援人員 (請註明其職稱)	Managers involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的經理級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) 主任級(包括高級和助理主任)		
221	Shipping Supervisor 船務主任	Checks shipping documents and monitors the transport of raw material and cargo. 查核船務文件，督導原料及貨品的運送。
222	Research and Development Officer; Product Development Officer 研究及開發主任； 產品開發主任	Assists Research and Development Manager to supervise the product development team in sourcing new technology, new design and new material for the products. Co-ordinates with designers, customers and manufacturers in the process of product development to make sure that the product is feasible to produce and meet the expectation of the customers. 協助研究及開發經理監督產品開發隊伍，為產品研究新科技、設計及物料。在產品開發過程中，協調設計師、顧客及製造商，確保產品可以生產，同時滿足顧客要求。
223	Product Designer 產品設計師	Creates and produces designs for commercial, medical or industrial products. Develops models and prototypes for those newly designed products to facilitate mass production. Updates and improves the design of existing products and their packaging after taking into account the production cost, selection of materials, production methods, new technology, safety measure, latest fashion trends, ergonomics, environmental protection, marketing and business strategy. 創造商業、醫療或工業產品設計。製造新設計產品的模型和原型以便大量生產。考慮影響產品設計的原因，包括：生產成本、物料選擇、生產方法、最新技術、安全措施、最新流行款式、人體工程學、環境保護、市場學及商務策略等，以便更新和改進現有產品的設計和包裝。
224	Merchandiser/Buyer 商品／採購主任	Responsible for the purchase of merchandise for sale or materials for internal consumption. Liaises and negotiates with suppliers and buyers. Ensures the orders are properly executed. 負責採購貨品以供出售，或採購物料以供內部使用。與供應商、買家聯絡洽談。確保交易妥當完成。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
225	Quality Inspector 品質檢查員	Conducts quality checks on raw material and finished goods according to buyers' requirements. Supervises quality control/inspection personnel for inspecting quality of products. 查驗原料及製成品的質素，確保符合買家要求。督導品質控制／檢查人員的工作。
226	Technician 技術員	Provides technical input and suggestions in the areas of sewing and construction, fitting, grading and problematic product testing to corporate technical team, merchandisers, and factories to allow for feasible production of a saleable/quality product. Ensures all the testing procedures with assigned agents are done properly and on time. Handles general enquiries regarding testing progress, performance standards and result interpretation. 為公司技術人員、商品主任及工廠提供各方面的技術支援及建議，包括縫紉及構製、裝配、分級、問題產品測試等，以便生產暢銷／優質產品。確保指定代理的測試工作適當及依時進行。處理有關測試進展、標準及結果的一般查詢。
227	Sales Supervisor 營業主任	Supervises a team of salespersons. Checks and studies sales figures, stock of merchandise and customers' preference and makes recommendations on the purchase and stock of merchandise. 監督一組營業員的工作。負責某種貨品或數種貨品的銷售，查核和研究銷售數字、貨品存貨及顧客的喜惡，並就貨品的採購及存貨提出建議。
228	Warehouse and Distribution Supervisor 倉務及收發主任	Plans and supervises receipt, inspection, storage and distribution of goods. Supervises warehouse staff in maintaining the workflow of warehouse, ensures the keeping of records of goods entry and exit. 策劃和監督貨物接收、查驗、儲存及分發工作。督導貨倉員工依循倉內工作流程，保存貨物進出記錄。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
229	Transportation Supervisor 運輸主任	Takes charge of overall supervision of transportation activities. Co-ordinates goods handling activities with clients and warehouses. Supervises the preparation of documents before arrival/departure of goods. 負責全面的運輸督導工作。協調客戶與貨倉之間的貨物處理安排。確保貨物送達或運出前備妥文件。
230	Purchasing Supervisor 採購主任	Assists the Purchasing Manager in the purchasing activities. Supervises wholesale buyers to purchase goods from manufacturers for resale, based on the established company policies and procedures. 根據公司的政策及程序協助採購經理監督採購文員從生產商採購貨物以作轉售。
231	Promoter Supervisor 推銷主任	Supervises Promoters in promoting products in order to meet the company sales target. 監督推銷員推銷貨品，以便達到公司的營業額。
232	Sales Engineer 銷售工程師	Performs sales job in promoting the company's products/services to potential and existing customers. With strong technical knowledge regarding the related products/services, he can explain to customers and interpret product specifications and functions to meet customers' needs and close the deal. Works with colleagues in product design, production, engineering and R&D teams on product features and recommends changes where necessary to meet market demand and market trends. 負責銷售工作及向現有或有潛質之顧客推廣公司的產品／服務。以良好的產品／服務技術知識，向顧客解釋產品的規格及用途，從而滿足顧客的要求以至完成交易。在產品的特性及改進方面，與公司的產品設計、生產、工程及研發部門合作，以滿足市場需求及緊貼市場趨勢。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued) 主任級(包括高級和助理主任)(續)		
299	Other Supporting Supervisors (please specify titles) 其他主任級支援人員 (請註明其職稱)	Supervisors involve in personnel, accounting, finance, IT or other administration work. 參與人事、會計、財務、資訊科技或其他行政工作的主任級人員。

Job Code 職務編號	Job Title 職稱	Job Description 工作說明
CLERICAL/OPERATIVE SUPPORT LEVEL 文員／輔助人員級		
321	Salesman; Sales Representative 營業代表	Solicits orders for the wholesale provision or for the import/export of merchandise. Gives explanation and advice to customers or potential customers on the product(s). 招攬貨品批銷或出入口的訂單。就公司出售的產品，向顧客或未來顧客提供意見及解釋。
322	Stock/Purchasing Clerk 貨倉／採購文員	Receives, stores and distributes supplies and commodities. Prepares purchase orders and maintains records of items purchased. Compiles and compares stock records to prepare requisitions. 接收、儲存與分配存貨及貨品。編製購貨訂單，並保存購貨記錄。編寫和比較存貨記錄，供採購貨品之用。
323	Documentation/Shipping Clerk 文件處理／船務文員	Prepares shipping documents for wholesale or other related purposes. Keeps records of shipment. 處理批發或其他有關業務的文件，保存付運記錄。
324	Promoter 推銷員	Promotes products and provides customer services. 推銷貨品及提供客戶服務。
325	Part-time Promoter 兼職推銷員	Promotes products and provides customer services in part-time mode. 以兼職形式推銷貨品及提供客戶服務。
399	Other Clerks/Supportive Staff (please specify titles) 其他文員／輔助人員 (請註明其職稱)	Clerks/supportive staff involve in secretary, personnel, accounting, finance, IT or other administration work. 參與秘書、人事、會計、財務、資訊科技或其他行政工作的文員／輔助人員。

出入口業人力統計資料
Manpower Statistics for the Import/Export Trades

職稱 Job Title	2014 年 10 月的 僱員人數 No. of Employees in October 2014	2014 年 10 月的 空缺數目 No. of Vacancies in October 2014	預測 2015 年 10 月的 人力需求 Forecast Manpower Demand in October 2015
經理級（包括高級及助理經理） MANAGERIAL LEVEL (including Senior and Assistant Managers)			
總經理 General Manager	10 099	1	10 100
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	3 139	20	3 159
出入口／船務經理 Shipping Manager	1 214	-	1 214
技術經理 Technical Manager	2 090	10	2 099
商品採購經理 Merchandising Manager	10 068	82	10 150
品質管制經理 Quality Control Manager	1 479	8	1 487
準則審核經理 Compliance Manager	165	-	165
倉務及收發經理 Warehouse and Distribution Manager	797	-	797
採購經理 Purchasing Manager	2 268	4	2 272

職稱 Job Title	2014 年 10 月的 僱員人數 No. of Employees in October 2014	2014 年 10 月的 空缺數目 No. of Vacancies in October 2014	預測 2015 年 10 月的 人力需求 Forecast Manpower Demand in October 2015
經理級（包括高級及助理經理）（續） MANAGERIAL LEVEL (including Senior and Assistant Managers) (Continued)			
銷售經理 Sales Manager	16 212	72	16 284
市務經理 Marketing Manager	3 820	-	3 820
小計 Sub-total	51 351	197	51 547
主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)			
準則審核主任 Compliance Officer	149	-	149
船務主任 Shipping Supervisor	3 616	8	3 624
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	2 275	31	2 307
產品設計師 Product Designer	6 033	169	6 202
商品／採購主任 Merchandiser / Buyer	40 381	182	40 686
品質檢查員 Quality Inspector	3 864	17	3 883
營業主任 Sales Supervisor	35 543	107	35 649
倉務及收發主任 Warehouse and Distribution Supervisor	1 456	-	1 457
運輸主任 Transportation Supervisor	227	-	227
採購主任 Purchasing Supervisor	2 264	-	2 264
銷售工程師 Sales Engineer	1 192	8	1 200
技術員 Technician	8 410	40	8 458

職稱 Job Title	2014 年 10 月的 僱員人數 No. of Employees in October 2014	2014 年 10 月的 空缺數目 No. of Vacancies in October 2014	預測 2015 年 10 月的 人力需求 Forecast Manpower Demand in October 2015
主任級（包括高級和助理主任）（續） SUPERVISORY LEVEL (including Senior and Assistant Supervisors) (Continued)			
推銷主任 Promoter Supervisor	76	0	76
小計 Sub-total	105 486	562	106 182
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL			
助理商品員 Assistant Merchandiser	20 592	116	20 690
文件處理／船務文員 Documentation / Shipping Clerk	52 848	302	53 201
營業代表 Salesman / Sales Representative	102 914	3 649	106 622
貨倉／採購文員 Stock / Purchasing Clerk	25 997	26	26 022
推銷員 Promoter	1 731	39	1 770
兼職推銷員 Part-time Promoter	1 952	30	1 982
小計 Sub-total	206 034	4 162	210 287
總計 Grand Total	362 871	4 921	368 016

其他經理級支援人員 Other Supporting Managers	13 535
其他主任級支援人員 Other Supporting Supervisors	19 067
其他文員／輔助人員 Other Clerks / Supportive Staff	85 034
其他支援人員 Other Supportive Staff	10 369
總計 Total	128 005

批發業人力統計資料
Manpower Statistics for the Wholesale Trade

職稱 Job Title	2014 年 10 月的 僱員人數 No. of Employees in October 2014	2014 年 10 月的 空缺數目 No. of Vacancies in October 2014	預測 2015 年 10 月的 人力需求 Forecast Manpower Demand in October 2015
經理級（包括高級及助理經理） MANAGERIAL LEVEL (including Senior and Assistant Managers)			
總經理 General Manager	870	-	870
商品採購經理 Merchandising Manager	161	-	161
品質管制經理 Quality Control Manager	16	-	16
研究及開發經理／設計經理／ 首席設計師／產品開發經理／ 工程經理／應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	113	-	113
倉務及收發經理 Warehouse and Distribution Manager	135	-	135
準則審核經理 Compliance Manager	2	-	2
採購經理 Purchasing Manager	345	-	345
銷售經理 Sales Manager	1 506	4	1 510
市務經理 Marketing Manager	159	1	159
小計 Sub-total	3 307	5	3 311

職稱 Job Title	2014 年 10 月的 僱員人數 No. of Employees in October 2014	2014 年 10 月的 空缺數目 No. of Vacancies in October 2014	預測 2015 年 10 月的 人力需求 Forecast Manpower Demand in October 2015
主任級（包括高級和助理主任） SUPERVISORY LEVEL (including Senior and Assistant Supervisors)			
船務主任 Shipping Supervisor	122	-	122
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	58	-	58
產品設計師 Product Designer	136	-	136
商品／採購主任 Merchandiser / Buyer	1 269	-	1 267
品質檢查員 Quality Inspector	84	-	84
技術員 Technician	931	40	971
營業主任 Sales Supervisor	6 055	17	6 072
倉務及收發主任 Warehouse and Distribution Supervisor	248	7	255
運輸主任 Transportation Supervisor	64	-	64
採購主任 Purchasing Supervisor	1 290	-	1 290
推銷主任 Promoter Supervisor	227	-	227
銷售工程師 Sales Engineer	208	3	211
小計 Sub-total	10 692	67	10 757

職稱 Job Title	2014 年 10 月的 僱員人數 No. of Employees in October 2014	2014 年 10 月的 空缺數目 No. of Vacancies in October 2014	預測 2015 年 10 月的 人力需求 Forecast Manpower Demand in October 2015
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL			
營業代表 Salesman / Sales Representative	18 811	1 157	19 967
貨倉／採購文員 Stock / Purchasing Clerk	2 921	10	2 931
文件處理／船務文員 Documentation / Shipping Clerk	3 970	135	4 105
推銷員 Promoter	563	-	563
兼職推銷員 Part-time Promoter	318	-	318
小計 Sub-total	26 583	1 302	27 884
總計 Grand Total	40 582	1 374	41 952

其他經理級支援人員 Other Supporting Managers	771
其他主任級支援人員 Other Supporting Supervisors	1 612
其他文員／輔助人員 Other Clerks / Supportive Staff	13 892
其他支援人員 Other Supportive Staff	5 682
總計 Total	21 957

出入口業僱員宜有的教育程度
Preferred Level of Education for Import/Export Trades Employees
by Job Title

出入口業僱員人數
No. of Import/Export Employees

職稱 Job Title	專業資格 Professional Qualification	大學學位或以上 University Degree or above	副學士學位／專業文憑／高級文憑／高級證書或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑／證書或同等學歷 Diploma / Certificate or equivalent	中六至中七／香港中學文憑 Secondary 6 to Secondary 7 / Hong Kong Diploma of Secondary Education	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
經理級 MANAGERIAL LEVEL								
總經理 General Manager	66	7 889	636	517	379	364	-	248
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	6	2 503	472	5	1	38	-	114
出入口／船務經理 Shipping Manager	-	566	355	25	201	2	-	65
技術經理 Technical Manager	18	1 008	863	61	20	103	-	17
商品採購經理 Merchandising Manager	-	3 940	2 359	1 871	413	1 441	-	44
品質管制經理 Quality Control Manager	-	437	488	59	123	248	-	124
準則審核經理 Compliance Manager	-	139	20	-	4	2	-	-
倉務及收發經理 Warehouse and Distribution Manager	-	344	224	174	10	37	-	8
採購經理 Purchasing Manager	-	1 632	443	143	8	33	-	9
銷售經理 Sales Manager	-	1 0021	2 849	1 769	889	393	-	291
市務經理 Marketing Manager	-	2 470	164	7	1 142	-	-	37
小計 Sub-Total	90	30 949	8 873	4 631	3 190	2 661	-	957

職稱 Job Title	專業資格 Professional Qualification	大學學位或 以上 University Degree or above	副學士學位／專業文憑／高級文憑／高級證書或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑／證書或同等學歷 Diploma / Certificate or equivalent	中六至中七／香港中學文憑 Secondary 6 to Secondary 7 / Hong Kong Diploma of Secondary Education	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
主任級 SUPERVISORY LEVEL								
準則審核主任 Compliance Officer	-	36	90	16	4	-	-	3
船務主任 Shipping Supervisor	-	178	430	1 189	1 312	503	-	4
研究及開發主任／ 產品開發主任 Research and Development Officer / Product Development Officer	-	866	679	355	365	10	-	-
產品設計師 Product Designer	-	749	2 623	2 123	423	107	-	8
商品／採購主任 Merchandiser/Buyer	-	6 458	2 891	14 529	7 663	8 729	2	109
品質檢查員 Quality Inspector	-	596	1 127	1 084	995	58	-	4
營業主任 Sales Supervisor	-	4 601	2 465	11 012	10 558	6 145	132	630
倉務及收發主任 Warehouse and Distribution Supervisor	-	165	141	384	316	404	2	44
運輸主任 Transportation Supervisor	-	26	29	92	21	24	33	2
採購主任 Purchasing Supervisor	-	117	214	1 291	537	93	-	12
銷售工程師 Sales Engineer	-	1 041	57	13	36	45	-	-
技術員 Technician	-	373	2 155	4 604	786	328	-	164
推銷主任 Promoter Supervisor	-	-	31	-	28	9	5	3
小計 Sub-Total	-	15 206	12 932	36 692	23 044	16 455	174	983
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL								
助理商品員 Assistant Merchandiser	-	585	1 145	426	5 086	7 614	5 644	92
文件處理／船務文員 Documentation/Shipping Clerk	-	149	3 466	327	8 890	39 609	313	94
營業代表 Salesman/Sales Representative	-	4 803	19 103	4 916	41 226	28 748	3 472	646
貨倉／採購文員 Stock/Purchasing Clerk	-	39	310	163	4 659	15 250	1 010	4 566

職稱 Job Title	專業資格 Professional Qualification	大學學位或以上 University Degree or above	副學士學位／專業文憑／高級文憑／高級證書或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑／證書或同等學歷 Diploma / Certificate or equivalent	中六至中七／香港中學文憑 Secondary 6 to Secondary 7 / Hong Kong Diploma of Secondary Education	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
文員／輔助人員級 (續) CLERICAL / OPERATIVE SUPPORT LEVEL (Continued)								
推銷員 Promoter	-	-	66	136	487	460	582	-
兼職推銷員 Part-time Promoter	-	-	-	-	1 511	234	207	-
小計 Sub-Total	-	5 576	24 090	5 968	61 859	91 915	11 228	5 398
總計 Grand Total	90	51 731	45 895	47 291	88 093	111 031	11 402	7 338

附錄 10
Appendix 10

批發業僱員宜有的教育程度
Preferred Level of Education of Wholesale Employees by Job Title

批發業僱員人數
No. of Wholesale Employees

職稱 Job Title	專業資格 Professional Qualification	大學學位或以上 University Degree or above	副學士學位／ 專業文憑／高級 文憑／高級證書 或同等學歷 Associate Degree / Professional Diploma / Higher Certificate or equivalent	文憑／證書 或同等學歷 Diploma / Certificate or equivalent	中六至 中七／香港 中學文憑 Secondary 6 to Secondary 7 / Hong Kong Diploma of Secondary Education	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有 說明 Unspecified
經理級 MANAGERIAL LEVEL								
總經理 General Manager	1	548	55	24	196	46	-	-
商品採購經理 Merchandising Manager	-	81	43	18	17	2	-	-
品質管制經理 Quality Control Manager	-	5	4	-	-	7	-	-
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	110	3	-	-	-	-	-
倉務及收發經理 Warehouse and Distribution Manager	-	56	18	12	49	-	-	-
準則審核經理 Compliance Manager	2	-	-	-	-	-	-	-
採購經理 Purchasing Manager	-	36	36	259	-	14	-	-
銷售經理 Sales Manager	-	1 033	238	115	113	7	-	-
市務經理 Marketing Manager	-	125	1	33	-	-	-	-
小計 Sub-Total	3	1 994	398	461	375	76	-	-
主任級 SUPERVISORY LEVEL								
船務主任 Shipping Supervisor	-	9	4	33	76	-	-	-
研究及開發主任／ 產品開發主任 Research and Development Officer / Product Development Officer	-	26	26	5	1	-	-	-
產品設計師 Product Designer	-	3	119	10	-	4	-	-

職稱 Job Title	專業資格 Professional Qualification	大學學位或以上 University Degree or above	副學士學位／專業文憑／高級文憑／高級證書或同等學歷 Associate Degree / Professional Diploma / Higher Diploma / Higher Certificate or equivalent	文憑／證書或同等學歷 Diploma / Certificate or equivalent	中六至中七／香港中學文憑 Secondary 6 to Secondary 7 / Hong Kong Diploma of Secondary Education	中四至中五 Secondary 4 to Secondary 5	中三或以下 Secondary 3 or below	未有說明 Unspecified
主任級 (續) SUPERVISORY LEVEL (Continued)								
商品／採購主任 Merchandiser / Buyer	-	62	11	251	377	562	5	1
品質檢查員 Quality Inspector	-	-	8	7	-	69	-	-
技術員 Technician	-	601	94	205	-	31	-	-
營業主任 Sales Supervisor	-	429	111	801	2 733	1 709	56	216
倉務及收發主任 Warehouse and Distribution Supervisor	-	19	42	75	76	22	14	-
運輸主任 Transportation Supervisor	-	4	10	15	33	2	-	-
採購主任 Purchasing Supervisor	-	32	9	233	512	504	-	-
推銷主任 Promoter Supervisor	-	9	-	-	216	2	-	-
銷售工程師 Sales Engineer	-	20	9	33	-	146	-	-
小計 Sub-Total	-	1 214	443	1 668	4 024	3 051	75	217
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL								
營業代表 Salesman / Sales Representative	-	-	453	169	7 306	9 661	1 222	-
貨倉／採購文員 Stock / Purchasing Clerk	-	-	2	13	645	1 808	453	-
文件處理／船務文員 Documentation / Shipping Clerk	-	-	-	16	837	3 085	32	-
推銷員 Promoter	-	-	-	-	315	168	80	-
兼職推銷員 Part-time Promoter	-	-	-	-	6	223	89	-
小計 Sub-Total	-	-	455	198	9 109	14 945	1 876	-
總計 Grand Total	3	3 208	1 296	2 327	13 508	18 072	1 951	217

附錄 11
Appendix 11

出入口業僱員宜有的相關年資
fferred Relevant Years of Experience of Import/Export Trades Employees
by Job Title

出入口業僱員人數
No. of Import/Export Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
經理級 MANAGERIAL LEVEL						
總經理 General Manager	1	1	999	3 524	5 321	253
研究及開發經理／設計經理／ 首席設計師／產品開發經理／ 工程經理／應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	-	544	1 495	984	116
出入口／船務經理 Shipping Manager	-	125	165	755	104	65
技術經理 Technical Manager	-	-	178	1 607	288	17
商品採購經理 Merchandising Manager	-	1	1 632	5 184	3 207	44
品質管制經理 Quality Control Manager	-	-	161	824	370	124
準則審核經理 Compliance Manager	-	-	23	83	59	-
倉務及收發經理 Warehouse and Distribution Manager	-	-	252	459	77	9
採購經理 Purchasing Manager	-	-	154	1 945	160	9
銷售經理 Sales Manager	-	500	3 304	9 468	2 628	312
市務經理 Marketing Manager	-	165	770	2 352	496	37
小計 Sub-Total	1	792	8 182	27 696	13 694	986
主任級 SUPERVISORY LEVEL						
準則審核主任 Compliance Officer	-	6	126	14	-	3
船務主任 Shipping Supervisor	-	219	2 766	502	125	4

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
主任級 (續) SUPERVISORY LEVEL (Continued)						
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	-	70	1 803	400	1	1
產品設計師 Product Designer	1	748	4 171	973	132	8
商品／採購主任 Merchandiser / Buyer	386	6 789	26 511	3 950	2 628	117
品質檢查員 Quality Inspector	136	753	2 451	520	-	4
營業主任 Sales Supervisor	-	4 795	22 848	3 606	3 657	637
倉務及收發主任 Warehouse and Distribution Supervisor	-	256	1 020	133	-	47
運輸主任 Transportation Supervisor	-	60	162	2	-	3
採購主任 Purchasing Supervisor	-	75	1 880	297	-	12
銷售工程師 Sales Engineer	-	265	917	10	-	-
技術員 Technician	17	1 369	6 218	540	102	164
推銷主任 Promoter Supervisor	5	2	54	12	-	3
小計 Sub-Total	545	15 407	70 927	10 959	6 645	1 003
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL						
助理商品員 Assistant Merchandiser	3 024	11 314	5 763	397	2	92
文件處理／船務文員 Documentation / Shipping Clerk	3 227	43 615	1 565	4 256	2	183
營業代表 Salesman / Sales Representative	12 742	76 580	10 660	282	2 004	646
貨倉／採購文員 Stock / Purchasing Clerk	6 679	13 012	668	1 070	-	4 568
推銷員 Promoter	714	1 017	-	-	-	-
兼職推銷員 Part-time Promoter	354	594	1 004	-	-	-
小計 Sub-Total	26 740	146 132	19 660	6 005	2 008	5 489
總計 Grand Total	27 286	162 331	98 769	44 660	22 347	7 478

附錄 12
Appendix 12

批發業僱員宜有的相關年資
Preferred Relevant Years of Experience of Wholesale Employees by Job Title

批發業僱員人數
No. of Wholesale Employees

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
<i>經理級</i> <i>MANAGERIAL LEVEL</i>						
總經理 General Manager	-	48	194	193	435	-
商品採購經理 Merchandising Manager	-	-	3	132	26	-
品質管制經理 Quality Control Manager	-	-	7	8	1	-
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	-	7	44	62	-
倉務及收發經理 Warehouse and Distribution Manager	-	1	69	60	5	-
準則審核經理 Compliance Manager	-	-	-	-	2	-
採購經理 Purchasing Manager	-	-	251	89	5	-
銷售經理 Sales Manager	-	13	410	1 023	60	-
市務經理 Marketing Manager	-	0	3	144	12	-
<i>小計</i> <i>Sub-Total</i>	-	62	944	1 693	608	-

職稱 Job Title	一年以下 Less than 1 year	一年至 三年以下 1 year to less than 3 years	三年至 六年以下 3 years to less than 6 years	六年至 十年以下 6 years to less than 10 years	十年或 以上 10 years or more	未有說明 Unspecified
主任級 SUPERVISORY LEVEL						
船務主任 Shipping Supervisor	1	72	48	1	-	-
研究及開發主任／產品開發主任 Research and Development Officer / Product Development Officer	-	-	57	1	-	-
產品設計師 Product Designer	-	12	82	42	-	-
商品／採購主任 Merchandiser / Buyer	-	245	658	243	122	1
品質檢查員 Quality Inspector	14	2	68	-	-	-
技術員 Technician	-	21	362	548	-	-
營業主任 Sales Supervisor	344	1 867	2 873	755	-	216
倉務及收發主任 Warehouse and Distribution Supervisor	7	38	181	22	-	-
運輸主任 Transportation Supervisor	-	34	30	-	-	-
採購主任 Purchasing Supervisor	288	439	552	11	-	-
推銷員主任 Promoter Supervisor	-	216	11	-	-	-
銷售工程師 Sales Engineer	-	9	199	-	-	-
小計 Sub-Total	654	2 955	5 121	1 623	122	217
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL						
營業代表 Salesman / Sales Representative	3 560	11 752	2 853	286	360	-
貨倉／採購文員 Stock / Purchasing Clerk	644	2 081	196	-	-	-
文件處理／船務文員 Documentation / Shipping Clerk	130	3 648	192	-	-	-
推銷員 Promoter	114	173	276	-	-	-
兼職推銷員 Part-time Promoter	305	13	-	-	-	-
小計 Sub-Total	4 753	17 667	3 517	286	360	-
總計 Grand Total	5 407	20 684	9 582	3 602	1 090	217

附錄 13
Appendix 13

按每月平均收入幅度劃分的出入口業僱員人數
Distribution of Import/Export Trades Employees by
Average Monthly Income Range

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>經理級 MANAGERIAL LEVEL</i>								
總經理 General Manager	1	-	4	1 229	4 676	1 642	1 312	1 235
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	-	-	321	1 800	465	41	512
出入口／船務經理 Shipping Manager	-	-	9	433	373	158	-	241
技術經理 Technical Manager	-	-	59	82	1 439	200	-	310
商品採購經理 Merchandising Manager	-	-	66	1 753	6 486	955	-	808
品質管制經理 Quality Control Manager	-	-	1	178	1 131	38	-	131
準則審核經理 Compliance Manager	-	-	-	2	97	13	-	53
倉務及收發經理 Warehouse and Distribution Manager	-	-	4	305	378	21	-	89
採購經理 Purchasing Manager	-	-	-	1 301	771	70	-	126
銷售經理 Sales Manager	-	-	125	5 867	7 382	366	-	2 472
市務經理 Marketing Manager	-	-	1 002	343	1 592	444	-	439
小計 Sub-Total	1	-	1 270	11 814	26 125	4 372	1 353	6 416
<i>主任級 SUPERVISORY LEVEL</i>								
準則審核主任 Compliance Officer	-	-	12	96	7	-	-	34
船務主任 Shipping Supervisor	-	-	1 173	1 834	187	-	-	422
研究及開發主任／ 產品開發主任 Research and Development Officer / Product Development Officer	-	-	435	1 057	68	-	-	715
產品設計師 Product Designer	-	1	1 291	3 714	247	-	-	780
商品／採購主任 Merchandiser / Buyer	504	176	12 906	21 854	628	33	-	4 280
品質檢查員 Quality Inspector	-	-	1 588	1 524	95	-	-	657

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
主任級（續） SUPERVISORY LEVEL (Continued)								
營業主任 Sales Supervisor	-	-	11 744	19 103	683	-	-	4 013
倉務及收發主任 Warehouse and Distribution Supervisor	-	2	759	417	38	-	-	240
運輸主任 Transportation Supervisor	-	-	82	78	6	-	-	61
採購主任 Purchasing Supervisor	-	-	1 601	553	37	-	-	73
銷售工程師 Sales Engineer	-	-	77	790	18	-	-	307
技術員 Technician	-	99	4 283	2 580	192	-	-	1 256
推銷主任 Promoter Supervisor	-	-	42	32	1	-	-	1
小計 Sub-Total	504	278	35 993	53 632	2 207	33	-	12 839
文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL								
助理商品員 Assistant Merchandiser	125	8 364	9 790	182	502	-	-	1 629
文件處理／船務文員 Documentation / Shipping Clerk	2 067	4 731	41 766	512	-	-	-	3 722
營業代表 Salesman / Sales Representative	1	5 282	54 741	7 704	3 007	-	-	32 179
貨倉／採購文員 Stock / Purchasing Clerk	523	2 169	17 346	294	-	-	-	5 665
推銷員 Promoter	4	635	652	50	-	-	-	390
兼職推銷員 Part-time Promoter	184	104	1 504	-	-	-	-	160
小計 Sub-Total	2 904	21 285	125 799	8 742	3 509	-	-	43 795
總計 Grand Total	3 409	21 563	163 062	74 188	31 841	4 405	1 353	63 050

附錄 14
Appendix 14

按每月平均收入幅度劃分的批發業僱員人數
Distribution of Wholesale Employees by Average Monthly Income Range

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
經理級 MANAGERIAL LEVEL								
總經理 General Manager	-	-	3	204	455	69	53	86
商品採購經理 Merchandising Manager	-	-	-	93	46	7	-	15
品質管制經理 Quality Control Manager	-	-	-	9	4	2	-	1
研究及開發經理／ 設計經理／首席設計師／ 產品開發經理／ 工程經理／ 應用經理／技術經理 Research and Development Manager / Design Manager / Chief Designer / Product Development Manager / Engineering Manager / Application Manager / Technology Manager /	-	-	-	-	96	4	-	13
倉務及收發經理 Warehouse and Distribution Manager	-	-	58	19	29	1	-	28
準則審核經理 Compliance Manager	-	-	-	-	2	-	-	-
採購經理 Purchasing Manager	-	-	-	292	31	14	-	8
銷售經理 Sales Manager	-	-	69	800	404	69	-	164
市務經理 Marketing Manager	-	-	24	33	27	54	-	21
小計 Sub-Total	-	-	154	1 450	1 094	220	53	336
主任級 SUPERVISORY LEVEL								
船務主任 Shipping Supervisor	-	-	98	14	1	-	-	9
研究及開發主任／ 產品開發主任 Research and Development Officer / Product Development Officer	-	-	28	18	-	-	-	12
產品設計師 Product Designer	-	-	65	42	-	-	-	29
商品／採購主任 Merchandiser / Buyer	2	3	624	434	4	-	-	202
品質檢查員 Quality Inspector	-	-	63	9	-	-	-	12
技術員 Technician	-	1	202	646	-	-	-	82
營業主任 Sales Supervisor	216	-	1 097	3 424	267	-	-	1 051

職稱 Job Title	\$8,001 以下 Under \$8,001	\$8,001 - \$10,000	\$10,001 - \$20,000	\$20,001 - \$30,000	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,000 以上 Over \$70,000	未有說明 Unspecified
<i>主任級（續） SUPERVISORY LEVEL (Continued)</i>								
倉務及收發主任 Warehouse and Distribution Supervisor	-	-	85	90	2	-	-	71
運輸主任 Transportation Supervisor	-	-	12	27	-	-	-	25
採購主任 Purchasing Supervisor	-	-	21	1 261	-	-	-	8
推銷員主任 Promoter Supervisor	-	-	9	218	-	-	-	-
銷售工程師 Sales Engineer	-	-	11	18	141	-	-	38
小計 Sub-Total	218	4	2 315	6 201	415	-	-	1 539
<i>文員／輔助人員級 CLERICAL / OPERATIVE SUPPORT LEVEL</i>								
營業代表 Salesman / Sales Representative	961	3 046	11 048	2 446	33	-	-	1 277
貨倉／採購文員 Stock / Purchasing Clerk	24	460	2 027	-	33	-	-	377
文件處理／船務文員 Documentation / Shipping Clerk	-	1 019	2 683	-	-	-	-	268
推銷員 Promoter	-	230	189	-	-	-	-	144
兼職推銷員 Part-time Promoter	-	102	-	-	-	-	-	216
小計 Sub-Total	985	4 857	15 947	2 446	66	-	-	2 282
總計 Grand Total	1 203	4 861	18 416	10 097	1 575	220	53	4 157

參與其他與批發業相關的工作／業務的批發業僱員人數

**Manpower Involvement / Expansion
of the Wholesale Trade-related Functions /Activities**

工作 / 業務 Functions / Activities	參與僱員人數 (人次) (2014 年 10 月) No. of Wholesale Employees (in terms of man-times) (in October 2014)	參與僱員人數 (人次) (2015 年 10 月) No. of Wholesale Employees (in terms of man-times) (in October 2015)	預測人力增減比率 (2014 年 10 月至 2015 年 10 月) Forecast % Change in Manpower Growth (+) / Decrease (-) (October 2014 – October 2015)
出入口 Import / Export	3 320	3 608	+8.67%
零售 Retail	2 251	2 539	+12.79%
品牌發展 Brand Name Development	215	215	-
銷售及市場推廣 Sales and Marketing	24 137	25 252	+4.62%
分銷 Distribution	10 693	10 504	-1.77%
生產 Manufacturing	200	200	-
採購 Procurement	11 914	11 913	-0.01%
倉務 Warehousing	6 556	6 861	+4.65%
品質控制 Quality Control	203	203	-
產品設計 Product Design	228	228	-
技術支援 Technical Support	499	500	+0.20%
其他 Others	584	584	-
總計 Total	60 800	62 607	+2.97%

Manpower Projection for 2015-2019

A. Import and Export Trades

Methodology

The Labour Market Analysis (LMA) Method 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 Method has been applied to project the manpower demand for the Import and Export trade since 2004.

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

Manpower Projection for Import and Export Trades

4. For the Import and Export trades, 7 determinants below have been identified and grouped into PCs.

- 1) Gross Domestic Fixed Capital Formation [GDFCF]
- 2) Composite Consumer Price Index [CCPI]
- 3) Import of Goods in Value Index [VM]
- 4) Loans and Advance [LA]
- 5) Private Consumption Expenditure [PCE]
- 6) Re-export of Goods in Value Index [VREX]
- 7) Retails Sales in Value Index [RSVA]

5. At the “Diagnostic” step, Principal Component Analysis (PCA) is used to group these determinants into Principal Components (PCs). It is found that about 96.4% of the total variation can be explained by these PCs and thus they can be safely used to project the manpower requirements in the near future. At the second “Prognostic” step, Principal Component Regression (PCR) is applied to build the statistical model. The model indicates that there is a strong positive correlation between the actual manpower data and the PCs. The adjusted R-square worked out to be 0.89, indicating that about 89% of the variation of the manpower requirements can be explained by the model.

6. Based on the statistical model of the Labor Market Analysis (LMA) Method, the total manpower demand of the import/export trade for 2015 - 2019 is projected as below:

Year	Total Manpower Demand	Projected by LMA	Employers' Forecast
2014	367 792	-	-
2015	-	368 717 (+ 0.25% *)	368 016 (+ 0.06% *)
2016	-	370 277 (+ 0.42% **)	-
2017	-	371 475 (+ 0.32% **)	-
2018	-	372 510 (+ 0.28% **)	-
2019	-	373 391 (+ 0.24% **)	-
<i>All figures include technical manpower only.</i> * as percentage change vs total manpower demand in 2014 ** as percentage change vs projected manpower in previous year			

7. The LMA Method has the advantage of objectivity and allows interim manpower projection updates when economic indicators become available.

B. Wholesale Trade

8. Owing to fluctuations of historical data in the past years and no economic indicators could be identified to project manpower demand, the LMA Method cannot be applied for the wholesale trade. Another methodology known as the Adaptive Filtering Method (AFM) is used to project the manpower demand for the wholesale trade.

9. Based on the statistical methodology of the Adaptive Filtering Method (AFM), the total manpower demand of the wholesale trade for 2015 - 2019 is projected as below:

Year	Total Manpower Demand	Projected by AFM	Employers' Forecast
2014	41 956	-	-
2015	-	42 345 (+ 0.93% *)	41 952 (-0.01% *)
2016	-	42 438 (+ 0.22% **)	-
2017	-	42 509 (+ 0.17% **)	-
2018	-	42 562 (+ 0.12% **)	-
2019	-	42 603 (+ 0.10% **)	-
<i>All figures include technical manpower only.</i> * as percentage change vs total manpower demand in 2014 ** as percentage change vs projected manpower in previous year			

2015 年至 2019 年人力推算

A. 出入口業

推算方法

1. 使用「人力市場分析法」[*Labor Market Analysis Approach*，簡稱 *LMA*]推算人力需求的程序如下：由一可靠的獨立機構收集一系列反映本地經濟、人口和勞動市場狀況的主要統計數據，經由本會仔細分析，然後選出部分數據作為獨立變數，以之建立一個統計模型，用作預測某指定經濟範疇的人力需求；亦即是利用可靠而相關的主要經濟指標，推算中短期的人力需求。
2. 本會自2004年起採用 *LMA* 推算出入口業的人力情況。
3. 主要分兩個階段建立這類統計模型：第一個階段是「診斷」，意即將兩組統計數據作一連串測試，抽取出獨立變數，稱為「決定因子」。第一組數據包括香港國民收入的9個核心數據，例如本地生產總值及其組成數據。憑這些數據，我們可以知道主要經濟活動的情況。第二組數據包括42個經濟指標，由此可以得到不同界別包括消費、投資、貿易、旅客訪港、房地產及相關活動，以及勞動市場等較為廣泛的資料。把這兩組數據分析，得出決定因子。為減少第一、二組及其他數據的誤差，這些決定因子會經過統計測試，找出它們的多元共線性，再歸納為不同的「主成分」[*Principal Components*]。第二個階段稱為「預斷」，主成分會用作建立統計模型，推算人力。

出入口業人力推算

4. 我們為出入口業定出7個決定因子，並歸類為主成分。
 - 1) 本地固定資本形成總額[*GDFCF*]；
 - 2) 綜合消費物價指數[*CCPI*]；
 - 3) 商品進口貨值指數[*VM*]；
 - 4) 貸款及墊款[*LA*]；
 - 5) 私人消費開支[*PCE*]；
 - 6) 商品轉口貨值指數[*VREX*]；
 - 7) 零售價值指數[*RSVA*]；
5. 在「診斷」階段，我們使用「主成分分析法」[*Principal Component Analysis*]將上述決定因子分類成不同的主成分，以此解釋人力需求中的信息變化，準確度約96.4%；故此，我們可以放心根據這些主成分推算未來的人力需求。在「預斷」階段，我們使用「主成分迴歸法」[*Principal Component Regression*]建立統計模型。從模型看到，實際人力數字和主成分之間有很強的相互關係，調整過後的R-平方值是0.89，代表約89%人力需求變化可以由這一統計模型解釋。

6. 本會採用LMA推算出入口業2015年至2019年的人力需求，結果如下：

年份	人力需求數字	LMA 推算數字	僱主預測數字
2014	367 792	-	-
2015	-	368 717 (+ 0.25% *)	368 016 (+ 0.06% *)
2016	-	370 277 (+ 0.42% **)	-
2017	-	371 475 (+ 0.32% **)	-
2018	-	372 510 (+ 0.28% **)	-
2019	-	373 391 (+ 0.24% **)	-
所有數字只包括出入口業技術僱員 * 與 2014 年所需人力比較的百分比變幅 ** 與前一年推算人力比較的百分比變幅			

7. 人力市場分析法的好處是客觀，而且可以配合經濟指標不時更新推算數字。

B. 批發業

8. 由於過去幾年歷史數據波動，並無經濟指標可供推算人力需求，批發業未能採用 LMA，改為採用調節過濾法 [AFM]。

9. 根據 AFM 所推算的批發業 2015 年至 2019 年人力需求如下：

年份	人力需求數字	AFM 推算數字	僱主預測數字
2014	41 956	-	-
2015	-	42 345 (+ 0.93% *)	41 952 (-0.01% *)
2016	-	42 438 (+ 0.22% **)	-
2017	-	42 509 (+ 0.17% **)	-
2018	-	42 562 (+ 0.12% **)	-
2019	-	42 603 (+ 0.10% **)	-
所有數字只包括批發業技術僱員 * 與 2014 年所需人力比較的百分比變幅 ** 與前一年推算人力比較的百分比變幅			

Glossary

Employees refer to all full-time personnel who are directly paid by the company and who are either at work or temporarily absent from work, viz sick leave, maternity leave, annual vacation, casual leave or on strike.

Import/export or wholesale employees (Technical Manpower) refer to all full-time personnel who are engaged in principal jobs related to the import/export or wholesale trade.

A company is defined, for the purpose of this survey, as a business undertaking including companies having the same first 8 digits of business registration number (i.e. under a single ownership or control) with the same nature of business (i.e. in the import/export or wholesale trade).

Employees working in the Mainland on a stationed basis refers to those full-time staff members who had worked in the Mainland with permanent post and job title.

Employees working in the Mainland on a travelling basis refers to those full-time staff members who went to the Mainland only conducting business negotiations and inspection of business, and/or attending trade fairs, meetings and business-related entertainment. Transport workers commuting between Hong Kong and the Mainland are excluded.

IEW posts refers to the principal jobs related to the import/export or wholesale trade actually taken up by employees, and include both the number of existing employees and vacancies.

Manpower demand refers to the aggregate of existing employees employed in the trade plus vacancies not yet filled.

Monthly income includes basic salary, overtime pay, cost of living allowance, meal allowance, commission and bonus.

Wastage rate is defined as the percentage of IEW employees leaving their current IEW jobs and taking up non-IEW positions, emigrating, or for other reasons, out of the total number of IEW employees. The formula for calculating the annual wastage rate at each job level is shown as follows:

$$\frac{\text{No. of IEW Employees Taking Up Non-IEW Positions} + \text{No. of Emigrants + Other Wastages}}{\text{No. of IEW Employees at the Job Level}} \times 100\%$$

釋義

「僱員」指所有全職受薪人士，包括正為公司工作，或因病假、產假、年假、事假或罷工而臨時缺勤的人士。

「出入口或批發業技術僱員」指所有全職從事出入口業或批發業相關主要職務的人士。

「公司」就是次調查而言，指商業登記號碼首八個數字相同（即屬於同一擁有權或控制權），以及業務性質相同（即從事出入口業或批發業）的從業機構。

「派駐內地工作的僱員」指於內地工作、有固定職位及職稱的全職員工。

「往返內地工作的僱員」指只到內地進行業務磋商、視察業務及／或出席貿易展覽會、會議、業務相關款待活動的全職員工。穿梭中港兩地執行運輸工作的僱員則不包括在內。

「出入口或批發業職位」指實任的出入口業或批發業相關主要職位，包括現職僱員及空缺。

「人力需求」指業內現職僱員及尚待填補空缺的總數。

「每月收入」指基本薪金、超時工作補薪、生活津貼、膳食津貼、佣金及花紅。

「流失率」指因轉行、移居外地或其他原因離職者佔出入口業或批發業僱員總數的百分率。計算每年流失率（按職級劃分）的方程式如下：

$$\frac{\text{轉行僱員人數} + \text{移居外地人數} + \text{其他流失人數}}{\text{該職級的出入口業或批發業僱員人數}} \times 100\%$$