

2019

Survey of Managerial Competency Profile and Management Training Needs of Managers and Supervisors Key Findings at a Glance



OPPORTUNITIES • ACTION • SUCCESS

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Overview

The Management and Supervisory Training Board conducted a survey from July to September 2019 to access the most required managerial competencies and the management training needs of managers and supervisors for different industry sectors. The survey covered 30 874 small and medium enterprises (SMEs) which employed 10 to 99 employees in nine major business sectors. The number of managers and supervisors by business sector are as follows:



Total Number of Employees 754 019	Number of Managers and Supervisors 19.8% (149 603)
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Manufacturing

23 268	16.5% (3 841)
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Electricity, Gas and Water Supply; Sewerage, Waste Management and Remediation Activities

626	19.2% (120)
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Construction

63 403	20.1% (12 722)
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Import/ Export, Wholesale and Retail Trades

211 577	23.6% (49 851)
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Accommodation and Food Service Activities

108 796	14.3% (15 557)
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Transportation, Storage, Postal and Courier Services

49 036	19.3% (9 449)
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Information and Communications

31 047	21.8% (6 763)
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Financing, Insurance, Real Estate, Professional and Business Services

148 355	20.3% (30 105)
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Public Administration, Social and Personal Services

117 911	17.9% (21 145)
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Definition of Terms

“**Managers**” refer to the middle managers and/ or department heads who are responsible for the day-to-day operation of a major function or department of the establishment, such as personnel, training, finance, IT, marketing and production, etc.

“**Supervisors**” refer to the front-line supervisors in an establishment who are responsible for the operation of a small section or a particular area of activity or a team of employees and normally are not involved in policy making.

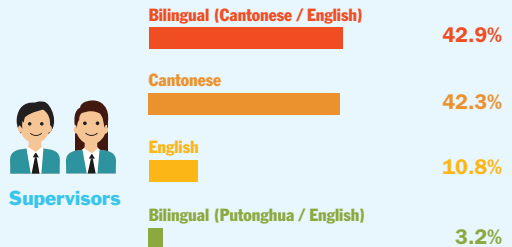
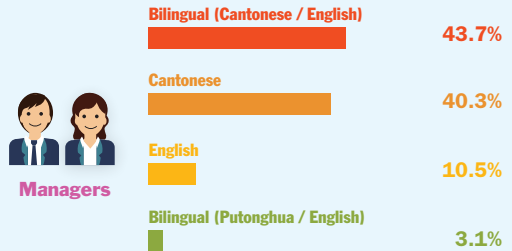
Top 10 Key Managerial Competencies Required



Type of Management Training to be Provided in the Next Two Years



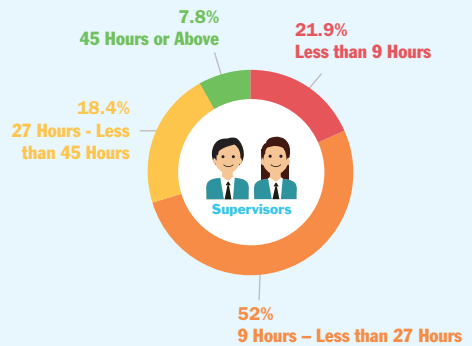
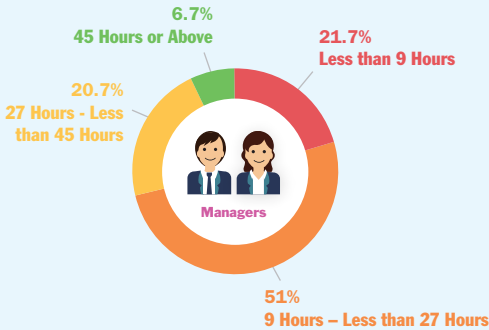
Preferred Medium of Instruction



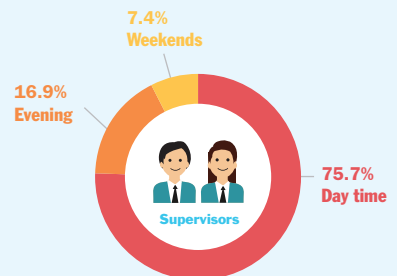
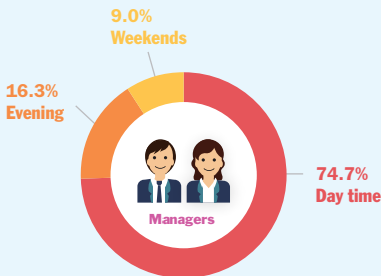
Preferred Training Approach



Preferred Average Annual Training Hours per Employee



Preferred Training Time



Note: Total percentage may not be equal to 100% due to rounding

Recommendations

Employers



- Enhance employees' awareness on the latest business environment proactively
- Plan and arrange appropriate training for managerial staff to acquire relevant skills and key competencies required, especially in low seasons
- Absorb young talents and foster a cross generation workforce in the operation for effective business operation, re-engineering or transformation
- Foster e-learning/ online training, adopt advanced technology and interactive platforms to enhance the human resources operations
- Make good use of the applicable government subsidy for relevant training

Managers and Supervisors



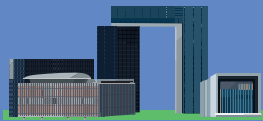
- Always be aware of the ever-changing job requirements and equip with the key competencies and emerging skills for work and career development
- Keep abreast with the technological development and be adaptive to the socio-cultural changes in the society to enhance communication with different stakeholders
- Acquire workplace coaching skills for performance and succession, especially recommended for those who are owner-managers of SMEs

Training Providers

- Partner with trade associations and/ or SMEs to offer tailor-made training programmes on the key competencies required for respective industries
- Offer more bite-sized training programmes to trainees with busy work schedule
- Make use of online platforms for training in view of their effectiveness and increasing popularity nowadays
- Make good use of the applicable government subsidy and partner with trade associations for developing relevant training programmes



Government



- Formulate policy and strategy proactively to facilitate the business community in providing management training
- Advocate the redesign of work for aging workforce
- Promote lifelong learning and provide more resources for employers, trade associations and training providers for staff training

Full version of the report “2019 Survey of the Managerial Competency Profile and Management Training Needs of Managers and Supervisors” can be downloaded from:
http://www.vtc.edu.hk/html/en/about/manpower_survey.html
(or scan the QR code).

