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有關僱主對其僱員培訓需要的意見統計數字

Statistics on Employers' Views on  
the Training Needs of their Employees

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### Statistics on Employers' Views on the Training Needs of their Employees

隨着經濟全球化的發展及香港轉型為知識型經濟，僱主對僱員的技能要求漸漸轉變。為更了解僱員的培訓需要，政府統計處於 2017 年第 4 季至 2018 年第 1 季進行「2017 年人力及工作技能需求機構單位統計調查」，以搜集有關僱主對其僱員培訓需要的意見。本文概述這項統計調查的結果，有關結果對政府、培訓機構和商界制定人力培訓計劃提供重要參考。

With the globalisation of economy and the transformation of Hong Kong into a knowledge-based economy, the demands on the skill sets of employees by employers are changing gradually. For better understanding the training needs of employees, the Census and Statistics Department conducted the 2017 Establishment Survey on Manpower and Job Skills Requirements during the period from the fourth quarter of 2017 to the first quarter of 2018 to collect information on employers' views on the training needs of their employees. This article briefly describes the survey findings, which provide important reference to the Government, training bodies and business sector in formulating manpower training programmes.

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# 有關僱主對其僱員培訓需要的意見統計數字

## Statistics on Employers' Views on the Training Needs of their Employees

### 1. 引言

1.1 香港正面對人口老化的挑戰，勞工市場近年仍然緊絀。另一方面，隨着經濟全球化的發展及香港轉型為知識型經濟，僱主對僱員的技能要求漸漸轉變。有見及此，香港政府一直鼓勵市民持續進修，提升自己的工作及生活技能，以應付快速轉變的就業環境。

1.2 為更了解僱員的培訓需要，政府統計處於 2017 年第 4 季至 2018 年第 1 季進行「2017 年人力及工作技能需求機構單位統計調查」（以下簡稱為統計調查），以搜集有關僱主對其僱員培訓需要的意見。本文概述這項統計調查的結果，有關結果對政府、培訓機構和商界制定人力培訓計劃提供重要參考。

### 2. 主要統計調查結果

2.1 在統計調查<sup>1</sup>涵蓋的約 340 000 間機構單位中，約 77 770 間機構單位（或 22.9%）認為其全部或部分員工有需要接受某些技能培訓。按機構單位規模<sup>2</sup>分析，相關百分比以大型機構單位為最高（53.8%），其次是中型機構單位（38.2%）及小型機構單位（20.7%）。

1 有關本統計調查的涵蓋範圍，讀者可參閱本文第 3.1 及 3.2 段。

2 小型機構單位是指就業人數少於 10 人的機構單位。中型機構單位是指就業人數有 10 人或以上但少於 100 人的製造業機構單位和就業人數有 10 人或以上但少於 50 人的非製造業機構單位。大型機構單位是就業人數有 100 人或以上製造業機構單位和就業人數有 50 人或以上非製造業機構單位。

### 1. Introduction

1.1 Hong Kong is facing the challenges of an aging population and the labour market remains tight in recent years. On the other hand, with the globalisation of economy and the transformation of Hong Kong into a knowledge-based economy, the demands on the skill sets of employees by employers are changing gradually. In view of the above, the Hong Kong Government has been encouraging continuous learning amongst its citizens, to improve their work and living capability, so as to cope with the changing employment environment.

1.2 For better understanding the training needs of employees, the Census and Statistics Department (C&SD) conducted the 2017 Establishment Survey on Manpower and Job Skills Requirements (hereafter referred to as the Survey) during the period from the fourth quarter of 2017 to the first quarter of 2018 to collect information on employers' views on the training needs of their employees. This article briefly describes the survey findings, which provide important reference to the Government, training bodies and business sector in formulating manpower training programmes.

### 2. Major survey findings

2.1 Among the some 340 000 establishments covered by the survey<sup>1</sup>, about 77 770 establishments (or 22.9%) opined that all or some of their staff required training of skills of some sort. Analysed by size of establishments<sup>2</sup>, the corresponding percentage was the highest for large establishments (53.8%), followed by medium-sized (38.2%) and small (20.7%) establishments.

1 Readers may refer to paragraphs 3.1 and 3.2 of this article for the survey coverage of this survey.

2 Small establishments refer to establishments with fewer than 10 persons engaged. Medium-sized establishments refer to manufacturing establishments with 10 persons engaged or more but fewer than 100 persons engaged and non-manufacturing establishments with 10 persons engaged or more but fewer than 50 persons engaged. Large establishments refer to manufacturing establishments with 100 persons engaged or more and non-manufacturing establishments with 50 persons engaged or more.

2.2 在該 77 770 間機構單位的 1 175 300 名就業人士中，約 1 021 200 人（或 86.9%）被其機構單位認為需要接受技能培訓，相等於統計調查範圍內所有機構單位的總就業人數的 35.6%。按機構單位規模分析，在該 1 021 200 名就業人士中，大部分就業人士來自大型機構單位（67.6%），其餘的則來自中型機構單位（18.6%）及小型機構單位（13.8%）。（表 1）

2.3 按行業類別分析，運輸、倉庫、郵政及速遞服務業，被其從事的機構單位認為需要接受技能培訓的就業人士的比例最高（52.1%），其次是電力、燃氣和自來水供應及廢棄物管理業（46.7%）和社會及個人服務業（41.3%）。（表 1）

2.4 按職業類別分析，服務工作及銷售人員被其從事的機構單位認為需要接受技能培訓的比例最高（45.4%），其次是司機、機台和機器操作員及裝配員（40.4%）和非技術工人（39.3%）。（表 2）

2.5 為方便向機構單位搜集有關其員工培訓需要的資料，是次統計調查把 22 項工作技能大致分為三類，分別是個人及人際技能、語文技能和專門技能，並在統計調查問卷列出，供受訪機構單位填報他們認為其員工需要改進的技能。

2.6 較多機構單位認為其員工需要接受與對所售賣產品及提供服務的知識（44.8%）、客戶服務技巧（44.4%）和英語（42.0%）及普通話（39.9%）溝通能力有關的培訓。（表 3）

2.7 不同的職業類別錄得不同的技能培訓需要。以服務工作及銷售人員為例，相關機構單位選取最多的首三項技能均與工作有關，即分別為對所售賣產品及提供服務的知識（58.2%）、客戶服務技巧（54.5%）和銷售技巧（50.8%）。（表 4）

2.2 Of the 1 175 300 persons engaged in these 77 770 establishments, some 1 021 200 persons (or 86.9%) were considered requiring training of skills by their establishments. This corresponded to 35.6% of all persons engaged in the establishments within the survey scope. Analysed by size of establishments, most of these 1 021 200 persons engaged were from large establishments (67.6%), the rest were from medium-sized (18.6%) and small (13.8%) establishments. (Table 1)

2.3 Analysed by industry sector, transportation, storage, postal and courier services had the largest proportion of persons engaged requiring training of skills as opined by their companies (52.1%), followed by electricity, gas and water supply, and waste management (46.7%) and social and personal services (41.3%). (Table 1)

2.4 Analysed by occupation category, service and sales workers had the largest proportion of persons engaged requiring training of skills as opined by their companies (45.4%), followed by drivers, plant and machine operators and assemblers (40.4%) and workers in elementary occupations (39.3%). (Table 2)

2.5 To facilitate collection of information from the establishments regarding the training needs of their staff, 22 types of skills, broadly classified into three main categories, namely, personal and interpersonal skills, language skills as well as technical skills, were listed in the survey questionnaire. Establishments were requested to cite the skill(s) that they considered their staff might need improving.

2.6 A relatively large proportion of the establishments cited that their staff required training on knowledge of products and services offered (44.8%), customer service skills (44.4%) and ability to communicate in English (42.0%) and Putonghua (39.9%). (Table 3)

2.7 Training needs of different skills were recorded for different occupation categories. For example, the top three skills cited by the relevant establishments for service and sales workers were rather job-specific, viz. knowledge of products and services offered (58.2%), customer service skills (54.5%) and sales skills (50.8%). (Table 4)

2.8 另一方面，創意及解難能力則是相關機構單位認為其經理及行政級人員和專業人員需要培訓的首三項技能之一。（表 4）

### 3. 概念及定義

#### *統計調查的涵蓋範圍*

3.1 這項統計調查採用「香港標準行業分類 2.0 版」，作為劃分統計調查中機構單位的經濟活動。

3.2 這項統計調查涵蓋本港經濟體系內所有行業類別的機構單位，但政府機構、某些經濟貢獻相對較少的行業組別（如農業、漁業及採礦業等）及某些比較難以追蹤以進行訪問的行業（如的士及小巴營辦商和就業人數少於 10 人的建造業機構單位）則除外。

#### *樣本設計*

3.3 這項統計調查採用分層等距抽樣法。抽樣框是先以行業組別分層，然後在每個行業組別分層內，再以機構單位規模分層。這項統計調查共抽選出 7 540 間機構單位進行訪問。統計調查所搜集的數據，是以 2017 年 9 月 29 日為統計日期。

#### *注意事項*

3.4 雖然這項統計調查基本上涵蓋所有行業，但在第 3.2 段所提及的一些行業組別，並不包括在統計調查範圍之內。因此，本文有關該等行業類別以及所有行業類別的統計數字並不代表整體的情況。數據使用者分析這些數字時應留意此點。

### 4. 進一步參考資料

4.1 更多有關這項統計調查的統計表已上載至政府統計處網站 ([www.statistics.gov.hk/pub/B71907FC2019XXXB01.xlsx](http://www.statistics.gov.hk/pub/B71907FC2019XXXB01.xlsx))，以供參考。

2.8 On the other hand, creativity and problem-solving capability was one of the top three skills cited by the relevant establishments for managers and administrators, and professionals. (Table 4)

### 3. Concepts and definitions

#### *Survey coverage*

3.1 The Hong Kong Standard Industrial Classification Version 2.0 (HSIC V2.0) was adopted for classifying the economic activities of establishments in the Survey.

3.2 The Survey covered all economic sectors in Hong Kong's economy, except government institutions and the establishments which either had relatively insignificant contribution to the economy (e.g. agriculture, fishing and quarrying) or were difficult to be located for the purpose of survey interview (e.g. operators of taxis and public light buses, and construction establishments engaging less than 10 persons).

#### *Sample design*

3.3 The Survey adopted the stratified systematic sampling method. The sampling frame was first stratified by industry group, and within each industry group, by size of establishment. A total of 7 540 establishments were sampled for enumeration. Data collected in the Survey referred to the position of 29 September 2017.

#### *Point to note*

3.4 While the Survey was basically an economy-wide survey, some industry groups as mentioned in paragraph 3.2 were not covered. Hence, survey findings in respect of those sectors and all industry sectors in this article are not meant to represent the overall situation. Data users should bear this in mind in interpreting the survey results.

### 4. Further reference

4.1 More statistical tables of the Survey are made available at the website of C&SD ([www.statistics.gov.hk/pub/B71907FC2019XXXB01.xlsx](http://www.statistics.gov.hk/pub/B71907FC2019XXXB01.xlsx)) for reference.

**表 1 按行業類別及是否被其機構單位認為需要接受技能培訓劃分的就業人數**  
**Table 1 Number of persons engaged by industry sector and whether training of skills was considered required by their establishments**

行業類別 Industry sector	是否被其機構單位認為需要接受技能培訓 Whether training of skills was considered required by their establishments					
	是 Yes		否 No		總計 Total	
	人數 No. of persons	百分比 %	人數 No. of persons	百分比 %	人數 No. of persons	百分比 %
製造 Manufacturing	32 300	(35.7) [3.2]	58 200	(64.3) [3.1]	90 500	(100.0) [3.2]
電力、燃氣和自來水供應及廢棄物管理 Electricity, gas and water supply, and waste management	5 300	(46.7) [0.5]	6 000	(53.3) [0.3]	11 300	(100.0) [0.4]
建造 Construction	42 700	(32.5) [4.2]	88 600	(67.5) [4.8]	131 200	(100.0) [4.6]
進出口貿易、批發及零售 Import/export, wholesale and retail trades	205 600	(26.3) [20.1]	575 800	(73.7) [31.1]	781 400	(100.0) [27.2]
運輸、倉庫、郵政及速遞服務 Transportation, storage, postal and courier services	104 300	(52.1) [10.2]	95 800	(47.9) [5.2]	200 100	(100.0) [7.0]
住宿 <sup>(1)</sup> 及膳食服務 Accommodation <sup>(1)</sup> and food services	112 400	(40.5) [11.0]	165 400	(59.5) [8.9]	277 800	(100.0) [9.7]
資訊及通訊 Information and communications	31 900	(30.6) [3.1]	72 600	(69.4) [3.9]	104 500	(100.0) [3.6]
金融服務 Financial services	74 700	(31.5) [7.3]	162 200	(68.5) [8.8]	237 000	(100.0) [8.3]
地產 Real estate	48 200	(32.3) [4.7]	101 100	(67.7) [5.5]	149 300	(100.0) [5.2]
專業及商用服務 Professional and business services	153 100	(40.5) [15.0]	224 900	(59.5) [12.2]	378 000	(100.0) [13.2]
社會及個人服務 Social and personal services	210 800	(41.3) [20.6]	299 500	(58.7) [16.2]	510 300	(100.0) [17.8]
<b>總計 Total</b>	<b>1 021 200</b>	<b>(35.6) [100.0]</b>	<b>1 850 200</b>	<b>(64.4) [100.0]</b>	<b>2 871 400</b>	<b>(100.0) [100.0]</b>

註釋：由於四捨五入關係，個別數字加起來可能與總數不符。  
 圓括號內數字表示在各行業類別就業人數總計中所佔百分比。  
 方括號內數字表示在是否需要接受技能培訓就業人數總計中所佔百分比。

有關就業人數的數字是四捨五入至最接近的百位數，而相應的百分比是由未經四捨五入的數字計算出來。

(1) 住宿服務包括酒店、賓館、旅舍及其他提供短期住宿服務的機構單位。

Notes: Figures may not add up to total due to rounding.

Figures in round brackets refer to the percentages of the total number of persons engaged in the respective industry sectors.

Figures in square brackets refer to the percentages of the total number of persons engaged by whether training of skills was required.

Figures on number of persons engaged are rounded to the nearest hundred and the corresponding percentages are derived from unrounded figures.

(1) Accommodation services cover hotels, guesthouses, boarding houses and other establishments providing short term accommodation.

表 2 按職業類別及是否被其機構單位認為需要接受技能培訓劃分的就業人數

Table 2 Number of persons engaged by occupation category and whether training of skills was considered required by their establishments

職業類別 Occupation category	是否被其機構單位認為需要接受技能培訓 Whether training of skills was considered required by their establishments					
	是 Yes		否 No		總計 Total	
	人數 No. of persons	百分比 %	人數 No. of persons	百分比 %	人數 No. of persons	百分比 %
經理及行政級人員 Managers and administrators	58 500	(23.1) [5.7]	194 900	(76.9) [10.5]	253 400	(100.0) [8.8]
專業人員 Professionals	95 900	(37.3) [9.4]	161 000	(62.7) [8.7]	256 900	(100.0) [8.9]
輔助專業人員 Associate professionals	238 000	(34.3) [23.3]	454 900	(65.7) [24.6]	692 900	(100.0) [24.1]
文書支援人員 Clerical support workers	115 200	(25.6) [11.3]	334 500	(74.4) [18.1]	449 700	(100.0) [15.7]
服務工作及銷售人員 Service and sales workers	273 100	(45.4) [26.7]	328 100	(54.6) [17.7]	601 200	(100.0) [20.9]
工藝及有關人員 Craft and related workers	47 600	(36.7) [4.7]	82 100	(63.3) [4.4]	129 700	(100.0) [4.5]
司機、機台和機器操作員及裝配員 Drivers, plant and machine operators and assemblers	41 500	(40.4) [4.1]	61 200	(59.6) [3.3]	102 700	(100.0) [3.6]
非技術工人 Elementary occupations	151 400	(39.3) [14.8]	233 400	(60.7) [12.6]	384 800	(100.0) [13.4]
總計 Total	1 021 200	(35.6) [100.0]	1 850 200	(64.4) [100.0]	2 871 400	(100.0) [100.0]

註釋：由於四捨五入關係，個別數字加起來可能與總數不符。  
圓括號內數字表示在各職業類別就業人數總計中所佔百分比。

方括號內數字表示在是否需要接受技能培訓就業人數總計中所佔百分比。

有關就業人數的數字是四捨五入至最接近的百位數，而相應的百分比是由未經四捨五入的數字計算出來。

Notes: Figures may not add up to total due to rounding.

Figures in round brackets refer to the percentages of the total number of persons engaged in the respective occupation categories.

Figures in square brackets refer to the percentages of the total number of persons engaged by whether training of skills was required.

Figures on number of persons engaged are rounded to the nearest hundred and the corresponding percentages are derived from unrounded figures.

表3 按技能類別劃分認為其員工需要接受技能培訓的機構單位數目

Table 3 Number of establishments opining that training of skills was required for their staff by type of skills

技能類別 Type of skills	機構單位數目 No. of establishments	百分比 %
<i>個人及人際技能</i> <i>Personal and interpersonal skills</i>		
創意及解難能力 Creativity and problem-solving capability	29 880	38.4
管理個人時間及編排個人工作的能力 Ability to manage own time and prioritise own tasks	29 680	38.2
團隊合作 Team working	28 630	36.8
指導、管理或鼓勵他人 Instructing, managing or motivating others	24 050	30.9
管理自己的感受／處理他人的感受 Managing own feelings/handling those of others	23 390	30.1
說服或影響他人 Persuading or influencing others	22 740	29.2
為他人訂立目標／計劃資源 Setting objectives for others/planning resources	19 500	25.1
其他個人及人際技能 Other personal and interpersonal skills	850	1.1
<i>語文技能</i> <i>Language skills</i>		
英語溝通能力 Ability to communicate in English	32 660	42.0
普通話溝通能力 Ability to communicate in Putonghua	31 000	39.9
英文閱讀、理解及書寫能力 Ability to read, understand and write English	29 890	38.4
中文閱讀、理解及書寫能力 Ability to read, understand and write Chinese	21 130	27.2
廣東話溝通能力 Ability to communicate in Cantonese	15 700	20.2
其他語文技能 Other language skills	890	1.1



**表 3 (續) 按技能類別劃分認為其員工需要接受技能培訓的機構單位數目**  
**Table 3 (cont'd) Number of establishments opining that training of skills was required for their staff by type of skills**

技能類別 Type of skills	機構單位數目 No. of establishments	百分比 %
<i>專門技能</i> <i>Technical skills</i>		
對所售賣產品及提供服務的知識 Knowledge of products and services offered	34 840	44.8
客戶服務技巧 Customer service skills	34 510	44.4
銷售技巧 Sales skills	28 790	37.0
基本電腦知識及資訊科技的技能 Basic computer literacy and IT skills	26 890	34.6
解決複雜問題 Solving complex problems	25 050	32.2
適應新工作程序或新儀器 Adapting to new work procedures or new equipment	18 080	23.2
高級或專門資訊科技的技能 Advanced or specialist IT skills	15 780	20.3
其他特定工作技能 Other job specific skills	13 290	17.1

註釋：機構單位可選擇多於一項技能。

有關機構單位的數字是四捨五入至最接近的十位數，而相應的百分比是由未經四捨五入的數字計算出來。

百分比數字是以所有認為其員工有需要接受技能培訓的機構單位所計算，即不包括那些認為其員工沒有需要接受技能培訓的機構單位。這項統計調查未有搜集就個別技能需要接受培訓的員工數目或比例。

Notes: An establishment may select more than one type of skills.

Figures on number of establishments are rounded to the nearest ten and the corresponding percentages are derived from unrounded figures.

The percentage figures were compiled with respect to the total number of establishments which opined that training of skills was required for their staff, i.e. excluding establishments indicating no skills training requirements for their staff. The Survey did not collect data on the number or relative share of staff requiring training for each type of skills.

**表 4** 按在個別職業類別內被選取最多的首三項技能劃分的有員工從事該項職業類別並認為他們需要接受技能培訓的機構單位數目

**Table 4** Number of establishments with staff of the respective occupation categories requiring training of skills by occupation category and the top three skills cited

職業類別及被選取最多的首三項技能 Occupation category and the top three skills cited	機構單位數目 No. of establishments	百分比 %
<i>經理及行政級人員</i> <i>Managers and administrators</i>		
指導、管理或鼓勵他人 Instructing, managing or motivating others	8 980	58.2
創意及解難能力 Creativity and problem-solving capability	8 290	53.7
團隊合作 Team working	7 960	51.6
<i>專業人員</i> <i>Professionals</i>		
創意及解難能力 Creativity and problem-solving capability	7 440	41.7
管理個人時間及編排個人工作的能力 Ability to manage own time and prioritise own tasks	6 960	39.0
普通話溝通能力 Ability to communicate in Putonghua	6 210	34.8
<i>輔助專業人員</i> <i>Associate professionals</i>		
客戶服務技巧 Customer service skills	18 340	46.0
對所售賣產品及提供服務的知識 Knowledge of products and services offered	17 760	44.6
銷售技巧 Sales skills	16 000	40.1

表 4 (續) 按在個別職業類別內被選取最多的首三項技能劃分的有員工從事該項職業類別並認為他們需要接受技能培訓的機構單位數目

**Table 4 (cont'd) Number of establishments with staff of the respective occupation categories requiring training of skills by occupation category and the top three skills cited**

職業類別及被選取最多的首三項技能 Occupation category and the top three skills cited	機構單位數目 No. of establishments	百分比 %
<i>文書支援人員</i> <i>Clerical support workers</i>		
英文閱讀、理解及書寫能力 Ability to read, understand and write English	13 390	61.3
英語溝通能力 Ability to communicate in English	12 500	57.2
普通話溝通能力 Ability to communicate in Putonghua	10 990	50.3
<i>服務工作及銷售人員</i> <i>Service and sales workers</i>		
對所售賣產品及提供服務的知識 Knowledge of products and services offered	9 150	58.2
客戶服務技巧 Customer service skills	8 570	54.5
銷售技巧 Sales skills	7 980	50.8
<i>工藝及有關人員</i> <i>Craft and related workers</i>		
團隊合作 Team working	1 120	51.6
適應新工作程序或新儀器 Adapting to new work procedures or new equipment	980	45.4
其他特定工作技能 Other job specific skills	750	34.7

表 4 (續) 按在個別職業類別內被選取最多的首三項技能劃分的有員工從事該項職業類別並認為他們需要接受技能培訓的機構單位數目

**Table 4 (cont'd) Number of establishments with staff of the respective occupation categories requiring training of skills by occupation category and the top three skills cited**

職業類別及被選取最多的首三項技能 Occupation category and the top three skills cited	機構單位數目 No. of establishments	百分比 %
<i>司機、機台和機器操作員及裝配員</i> <i>Drivers, plant and machine operators and assemblers</i>		
團隊合作 Team working	2 080	57.5
管理個人時間及編排個人工作的能力 Ability to manage own time and prioritise own tasks	1 400	38.6
英語溝通能力 Ability to communicate in English	1 120	30.9
<i>非技術工人</i> <i>Elementary occupations</i>		
團隊合作 Team working	2 760	48.2
中文閱讀、理解及書寫能力 Ability to read, understand and write Chinese	1 490	26.0
管理自己的感受／處理他人的感受 Managing own feelings/handling those of others	1 440	25.1

註釋：機構單位可選擇多於一項技能。

有關機構單位的數字是四捨五入至最接近的十位數，而相應的百分比是由未經四捨五入的數字計算出來。

百分比數字是以所有有員工從事該項職業類別，並認為他們需要接受技能培訓的機構單位所計算，即不包括那些認為有關職業類別的員工並沒有需要接受技能培訓的機構單位。這項統計調查未有搜集就個別技能需要接受培訓的員工數目或比例。

Notes: An establishment may select more than one type of skills.

Figures on number of establishments are rounded to the nearest ten and the corresponding percentages are derived from unrounded figures.

The percentage figures were compiled with respect to the total number of establishments with staff of the respective occupation categories requiring training of skills, i.e. excluding establishments indicating no skills training requirements for their staff under the respective occupation categories. The Survey did not collect data on the number or relative share of staff requiring training for each type of skills.