

報告書內容摘要

引言

政府統計處在2000年4月至7月期間進行人力培訓及工作技能需求機構單位統計調查，搜集僱主對人力培訓和工作技能需求的意見。僱主還特別就公司中期至長期的業務前景、未來數年人力需求及職業組合的變動、香港經濟轉型對營業額和僱員人數的影響、對中國加入世界貿易組織的期望以及僱員培訓的需求等提供他們的觀點。在科學方法抽選的樣本之中，成功訪問了3 307間機構單位，回應率為88%。統計調查問卷設計亦已採納本地學者的意見。

接受僱形式劃分的就業概況

2. 在2000年3月，統計範圍內的機構單位估計有265 200間，僱員總人數為2 121 500人。按受僱形式分析，全時間工作的常設職位僱員、全時間工作的非常設職位僱員和部分時間工作僱員的人數分別佔93%、3%和4%。（表1.1及2.1）

未來的人力需求

3. 整體而言，人力需求預期在2000至2005年間有9.3%的增長，平均年增長率為1.8%。預計人力需求有較大增幅的行業是金融、保險、地產及商用服務業（+15%）和批發、零售、進出口貿易、飲食及酒店業（+10%）。（表1.2及1.3）

4. 此外，調查結果亦顯示對擁有較高學歷員工的需求有顯著增加，尤以擁有深造課程（2000至2005年的增長為+53%）、學士學位（+47%）和副學士學位（+36%）學歷的人士較為明顯。（表1.2及1.3）

EXECUTIVE SUMMARY

Introduction

The Establishment Survey on Manpower Training and Job Skills Requirements (MTS) was conducted during April to July 2000 to collect the views of employers on manpower training and job skills requirements. Specifically, employers were invited to express views on business prospects over the medium to longer term, future manpower requirements and occupational mix, possible impacts of Hong Kong's economic restructuring on business turnover and employment, aspirations towards China's accession to World Trade Organisation (WTO), and training requirements for their employees. A total of 3 307 establishments within a scientifically selected sample were successfully enumerated, constituting a response rate of 88%. The survey questionnaire has also incorporated comments from the local academic experts.

Employment profile by employment type

2. About 265 200 establishments were estimated to be within the scope of the survey with a total employment of some 2 121 500 persons in March 2000. Analysed by employment type, the proportions of persons engaged in full-time permanent, full-time non-permanent and part-time jobs were 93%, 3% and 4% respectively. (Tables 1.1 and 2.1)

Future manpower requirements

3. In overall terms, manpower requirements were expected to grow by 9.3% between 2000 and 2005, or at an average annual growth rate of 1.8%. More distinct increases were envisaged for manpower requirements in financing, insurance, real estate and business services (+15%), and in wholesale, retail and import/export trades, restaurants and hotels (+10%) (Tables 1.2 and 1.3)

4. Also, pronounced increases in manpower requirements were anticipated at the higher educational attainment levels, specifically at postgraduate level (+53% between 2000 and 2005), first degree level (+47%), and sub-degree level (+36%). (Tables 1.2 and 1.3)

業務前景

5. 對於未來5年的業務前景，有30%的被訪商業機構單位表示對公司業務至2005年的展望「非常樂觀或頗樂觀」。然而，亦有30%表示「非常悲觀或頗悲觀」。概括而言，服務業的大型機構單位對中期的業務前景較為樂觀。（表2.1及2.2）

香港營商環境的轉變對營業額的影響

6. 對於香港營商環境的轉變，約60%的被訪商業機構單位表示由現在至2005年期間的營業額不會因此而變動。約有45%從事製造業的機構單位預期來自中國內地日漸拓大的競爭會令營業額減少。另一方面，金融、保險、地產及商用服務業的機構單位中約有30%較為樂觀，認為資訊科技和電子商貿的發展會令營業額進一步增加。（表2.4）

香港營商環境的轉變對人力需求的影響

7. 雖然大部分商業機構單位預期香港營商環境的變化不會對中期的人力需求帶來重大的變動，但有四分之一的建造業機構單位預期在公司內增加資訊科技的應用會令人力需求上升。（表2.5）

Business prospects

5. On business prospects over the next 5 years, 30% of the business establishments surveyed were reported as “very optimistic or quite optimistic” about their business outlook up to 2005. Yet, another 30% were reported as “very pessimistic or quite pessimistic”. Generally speaking, large establishments in the service sectors seemed to be more sanguine about their prospects in the medium term. (Tables 2.1 and 2.2)

Impact of changes in Hong Kong's business environment on business turnover

6. As to impact of changes in Hong Kong's business environment on business turnover, about 60% of the business establishments expected no change up to 2005. About 45% of the establishments in manufacturing anticipated a lower business turnover, as a result of intensified competition from the Mainland. Yet some 30% of the establishments in financing, insurance, real estate and business services were more bullish, anticipating a further increase in business turnover along with information technology (IT) and e-commerce development. (Table 2.4)

Impact of changes in Hong Kong's business environment on manpower requirements

7. Most of the business establishments surveyed expected little change in manpower requirements over the medium term. Yet one quarter of the establishments in the construction sector anticipated some increase in manpower requirements, along with the increased use of IT within the company. (Table 2.5)

香港營商環境的轉變對不同職業類別人力需求的影響

8. 對於因經濟環境的轉變而帶來的影響，雖然大部分機構單位認為未來五年的整體人力需求沒有變動，但對不同職業類別員工卻有不同的需求。31%的被訪機構單位認為專業人員的需求會由於貿易及投資的全球一體化與自由化而增加，但有 7%同時預期文員的需求會減少。資訊科技和電子商貿的發展也帶來類似的影響，30%的機構單位預期對專業人員的需求會增加，而 6%認為對文員的需求會減少。（表 2.6）

現時在中國內地的投資

9. 對於在中國內地的投資項目方面，22%的被訪機構單位報稱有進行有關投資項目。當中大部分的投資項目（73%）與製造業有關，為期十年或以下的投資項目約佔 80%。此結果與過去十年香港生產工序紛紛遷移中國內地相吻合。（表 3.1 至 3.3）

對中國加入世界貿易組織的期望

10. 對於中國加入世界貿易組織的期望，約有 36%的機構單位表示會對公司的中期業務展望帶來正面的影響，而其餘機構單位則較沒有那麼樂觀。按行業類別分析，金融、保險、地產及商用服務業較為樂觀，當中 41%的機構單位認為中國加入世貿會帶來更多商機。（表 3.4）

11. 對於香港營商環境的中期（至 2005 年）和長期（至 2010 年）發展，被訪的機構單位預期會同時面對種種機會和挑戰。在眾多因素中，最受被訪機構單位關注的是在中國內地市場面對更劇烈的競爭。（表 3.6）

Impact of changes in Hong Kong's business environment on manpower requirements at each occupation category

8. On the impact of changes in economic conditions, most of the establishments surveyed expected no change in their overall manpower requirements over the next 5 years. Yet some variations were observed in labour requirements by occupation category. Globalisation and liberalisation of trade and investment led 31% of the establishments surveyed to anticipate an increase in demand for professionals, but another 7% to expect a concurrent decline in demand for clerks. IT and e-commerce development was expected to bring about similar impact, with 30% of the establishments surveyed projecting a rise in demand for professionals but with 6% anticipating a decrease in demand for clerks. (Table 2.6)

Current investment in the mainland of China

9. On investment projects in the Mainland, 22% of the establishments surveyed reported to have undertaken such projects. The majority (73%) of these projects were manufacturing-related, and about 80% of the projects concerned had been there for durations of up to 10 years. The massive relocation of manufacturing processes to the Mainland over the past decade or so was in line with this feedback. (Tables 3.1 – 3.3)

Aspirations towards China's accession to WTO

10. On aspirations towards China's accession to WTO, about 36% of the establishments surveyed were optimistic about the business outlook in the medium term while the remainder tended to be less optimistic. Analysed by industry sector, those establishments in financing, insurance, real estate and business services generally held a more sanguine view, with 41% anticipating greater business opportunities. (Table 3.4)

11. As regards business environment in Hong Kong in the medium term (i.e. up to 2005) and the longer term (i.e. up to 2010), both opportunities and challenges were perceived by the establishments surveyed. Amongst the various factors, keener competition in the Mainland market was the major concern of the surveyed establishments. (Table 3.6)

為應付各種轉變而作出的安排

12. 對於香港經濟轉型和中國加入世界貿易組織帶來的轉變，被訪機構單位表示會採納的中期措施，按其重要性次序是「在公司內增加資訊科技的應用」（有54%的機構單位選擇），其次是「提升現有員工的技術水平」（49%）和「令公司業務多元化」（37%）。（表3.7）

培訓計劃和培訓預算

13. 在所有被訪機構單位當中，約有10%的機構單位報稱現時有為員工制訂培訓計劃或培訓預算。按機構單位規模分析，大型機構單位（55%）制訂員工培訓計劃的意識比中型機構單位（25%）和小型機構單位（7%）強。（表4.1至4.2）

選取的技能及培訓方式

14. 被訪機構單位普遍較注重改進員工的語文能力，尤其是英語會話和普通話。按職業類別分析，機構單位為經理和專業人員選取的培訓技能主要是與管理和資訊科技有關。至於其他職業類別，選取的培訓技能則較著重語文能力及人際關係的技巧。（表4.5）

15. 至於培訓方式方面，最多機構單位選取的是校外課程（佔被訪商業機構單位的38%），其次是內部培訓（28%）和外判培訓課程（12%）。（表4.6）

對員工的一般工作表現的評價

16. 至於對員工一般工作表現的評價，各方面的評價均為正面。一般而言，被訪機構單位認為經理及行政人員、專業人員和輔助專業人員較能適應知識和技能要求的轉變。（表5.1至5.5）

Plans to cope with the various changes

12. To cope with the changes arising from Hong Kong's economic restructuring and China's accession to WTO, the establishments surveyed indicated their intention to adopt the various measures in the medium term. Measures that the business establishments would adopt (in descending order of importance) were: "increase use of IT within the company" (chosen by 54% of the establishments), followed by "upgrade the skills of existing staff" (49%) and "diversify company's business" (37%). (Table 3.7)

Training plans and training budget

13. Of all the establishments surveyed, about 10% reported to currently have training plans or training budget for their staff. Analysed by size of establishment, large establishments (55%) were generally much more conscious of devising training plans for their staff than medium (25%) and small establishments (7%). (Tables 4.1 – 4.2)

Preferred skills and training mode

14. In general, the establishments surveyed had greater concern about improving the language proficiency of their staff, especially in spoken English and in Putonghua. Analysed by occupation category, managers and professionals were preferred to have skills relating to management and IT applications. As for other occupation categories, the skills were those related to language proficiency and inter-personal communications. (Table 4.5)

15. As regards the modes of training, extra-mural courses were deemed to be the most preferred mode (38% of all the business establishments surveyed), followed by in-house training (28%), and contract-out (12%). (Table 4.6)

Evaluation of workers' general performance

16. On evaluation of workers' general performance, general positive ratings were scored in all aspects. General speaking, the establishments surveyed considered that managers and administrators, professionals and associate professionals were more capable of coping with changes in knowledge and skill requirements. (Tables 5.1 – 5.5)