

職場未來

徐玉珊 – ManpowerGroup 大中華區高級副總裁

Thursday, November 08, 2018



ManpowerGroup™

70 Years of Global Workforce Solutions Expertise



Revenues of **\$21 billion**



87% of revenues generated outside of U.S.



80 Countries & Territories



29,000 Employees



2,700 Offices

World-Leading IT Professional resourcing firm
A World-Leading Outplacement Firm
LARGEST GLOBAL VENDOR-NEUTRAL MSP PROVIDER

- Providing meaningful work for **600,000+** people every day
- Connecting **millions** of job seekers with work every year, globally
- Finding talent for clients from small/medium to Fortune 100 companies



Most Trusted Brand in the Industry



Strong and Connected Brands



ManpowerGroup®



ManpowerGroup®
Solutions



Experis®
ManpowerGroup



Manpower®



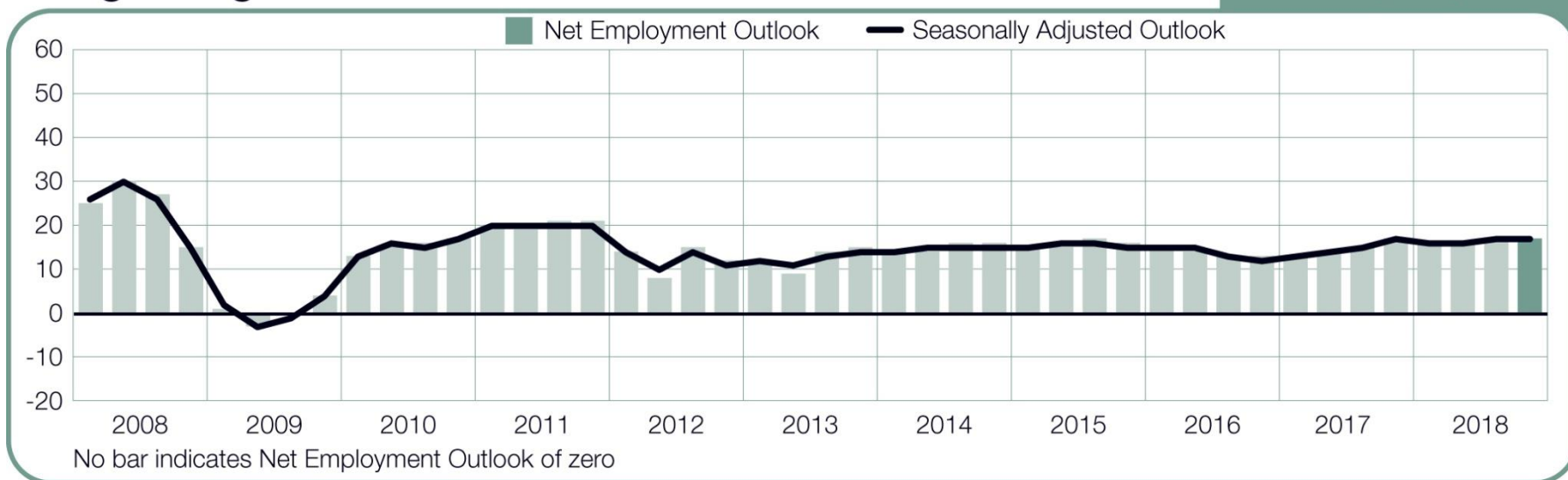
Right Management®
ManpowerGroup

2018 年第四季就業展望調查

共訪問本港來自**6**個行業共**720**間公司
淨就業展望指數**17%** (經季節性調整)

Hong Kong

+17 (+17)%



六個行業

- 服務 (+23%)
- 金融、保險及房地產 (+21%),
- 建築及採礦(+19%),
- 運輸及公共事務 (+17%),
- 批發及零售(+16%)
- 製造 (+6%)

	Increase	Decrease	No Change	Don't Know	Net Employment Outlook	Seasonally Adjusted
	%	%	%	%	%	%
Oct-Dec 2018	21	4	73	2	17	17
July-Sep 2018	21	4	75	0	17	17
Apr-June 2018	21	5	72	2	16	16
Jan-Mar 2018	19	3	78	0	16	16
Oct-Dec 2017	20	3	76	1	17	17

- 金融科技 (Fintech)
- 網絡保安
- 大數據分析
- 雲端科技
- 人工智能 (AI)

— 企業趨勢 | — 專題特寫 | — 資訊保安

「轉數快」雙幣跨行實時轉賬 付最大推手

料成電子支

◇ 企業趨勢 / 專題特寫 / 資訊保安 by Catabell Lee on 九月 27, 2018



10:28 28°C 87% 國指 10427.53 ▼ 34.56 深證成分 8021.16 ▲ 21.82 無綫財經資訊台

服務業 最積極招聘

- 就業展望指數 ↑ 23%
- 數碼化技術發展
- 資訊科技人才需求大

資料來源: ManpowerGroup

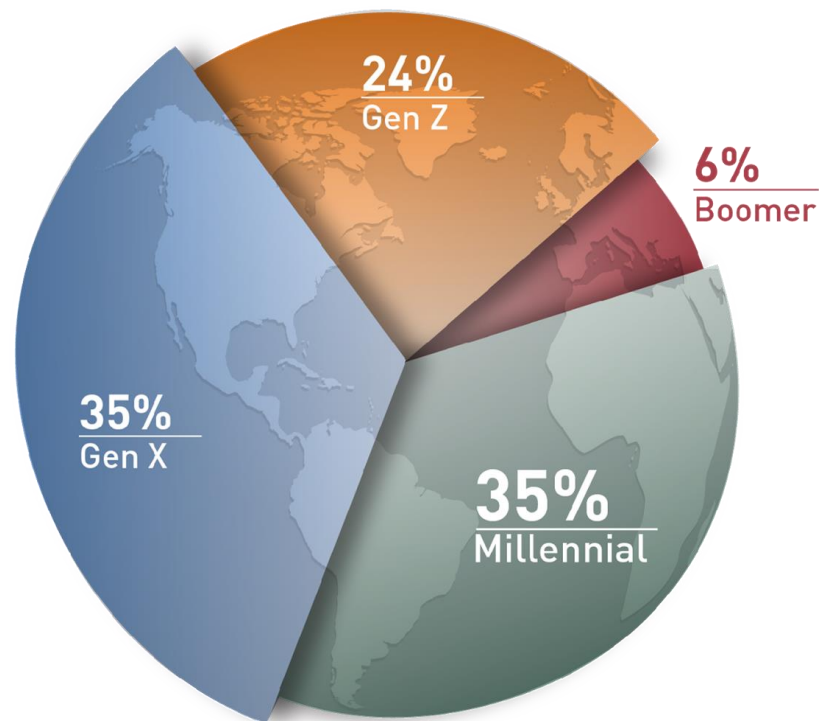
1339 中國人民保險集團	3.200 ▼ 0.020	1359 中國信達	1.900 ▲ 0.030	1398	9.1605	9.1622
420 --	6865 福萊特玻璃	1.340 ▼ 0.050	6866 佐力小貸	0.420 ▼ 0.020	6866	澳元/港元
外電報道: 海底撈將以招股價範圍上限17.8元定價。					5.6264	5.6288

The background features decorative, flowing lines in the corners. The top-right corner has lines in shades of red, orange, and blue. The bottom-left corner has lines in shades of blue, green, and orange. The lines are curved and layered, creating a sense of movement and depth.

年青一代職場狀況

至2020年，千禧一代，
即現時23-38歲一代人，
將佔全球勞動人口
35%，Z世代，佔24%

GLOBAL WORKFORCE
by generation in 2020



Millennials were identified as those born between 1980 and 1995.

Gen Z were identified as those born after 1995



- Z世代將要從事的工作，65%在今天尚未出現。



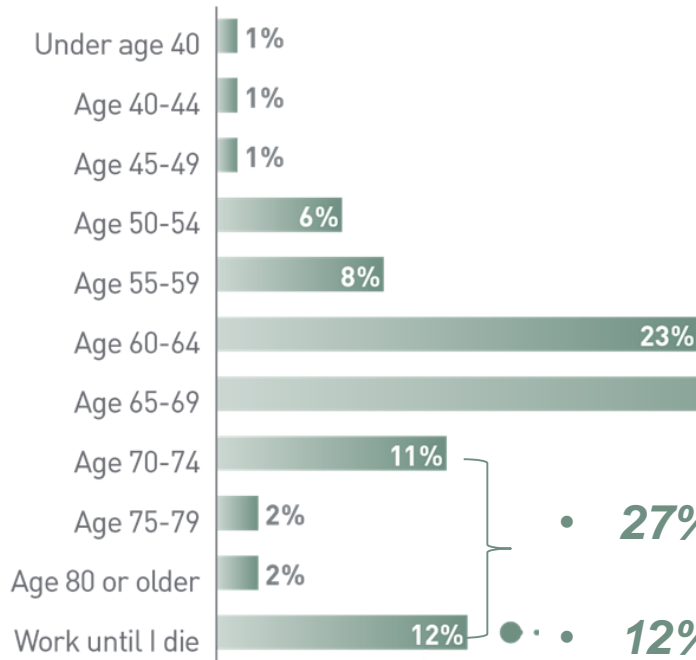
65% of Generation Z will do jobs that do not exist yet

面對事業馬拉松

Working Longer, Playing Harder?

Interviewed 19,000 Millennials in 25 countries
訪問全球25個國家，19,000名青年人

WHEN DO MILLENNIALS EXPECT TO RETIRE?



- **27%** 受訪者認為工作至70歲後
- **12%** 千禧世代認為沒有退休一日

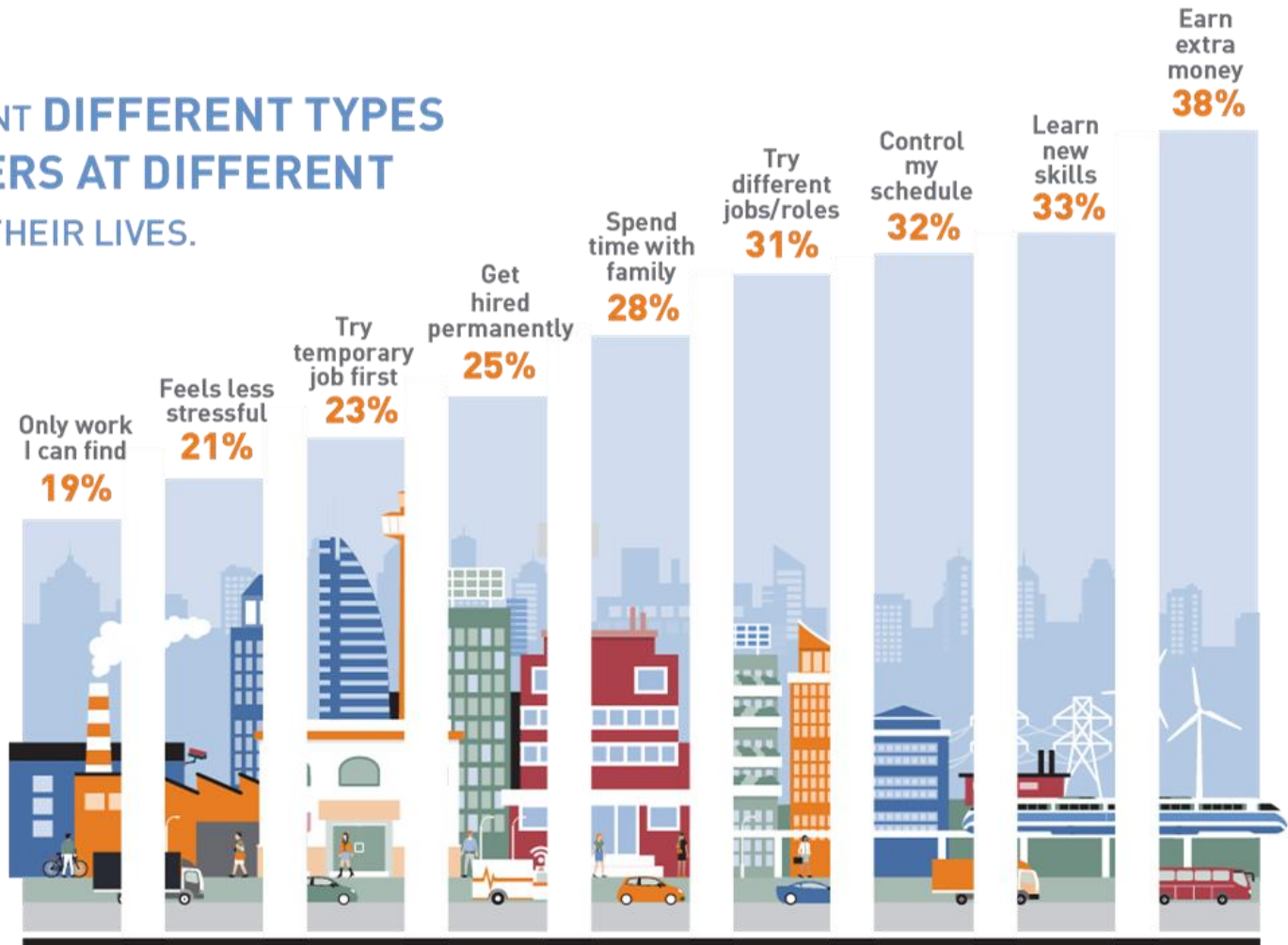
新世代工作 (NextGen Work)

1. 新的工作方式
2. 完成工作的新方法
3. 能夠讓收入更多、提升技能,並實現工作與生活平衡的方式；例如:兼職、合約工作、短期工作、自由工作者、待轉正職的工作、個人合約工作、線上工作和網路工作者。



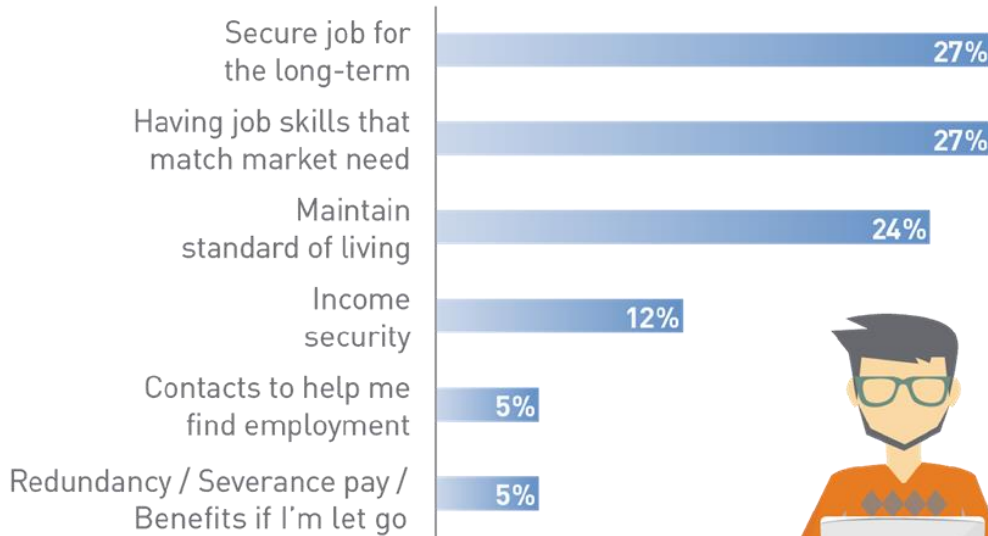
選擇新世代工作(NextGen Work)的原因

PEOPLE WANT DIFFERENT TYPES OF CAREERS AT DIFFERENT TIMES IN THEIR LIVES.



對事業保障 (JOB SECURITY)的看法？

Job Security Is Critical For Millennials, But They Define It Differently





未來職場

人才短缺問題持續

- 全球訪問來自43個國家及地區39,195名僱主:

45%僱主稱不能找到合適技能的人才



1	日本	89%
2	羅馬尼亞	81%
3	台灣	78%
4	香港	76%
5	保加利亞	68%

香港人才短缺

香港區共訪問365名僱主，40%僱主表示缺乏應徵者是難以填補職位的主因，其次是缺乏經驗(19%)

1 Sales representatives
B2B, B2C,
contact center



2 IT
cybersecurity experts,
network administrators,
technical support



3 Engineers
chemical, electrical,
civil, mechanical



4 Management/ executive



5 Professionals
project managers,
lawyers, researchers



6 Accounting and finance
certified accountants,
auditors, financial
analysts



7 Customer support
call center operators,
customer service
representatives &
customer support



8 Technicians
quality controllers,
technical staff



9 Skilled trades
electricians, welders,
mechanics

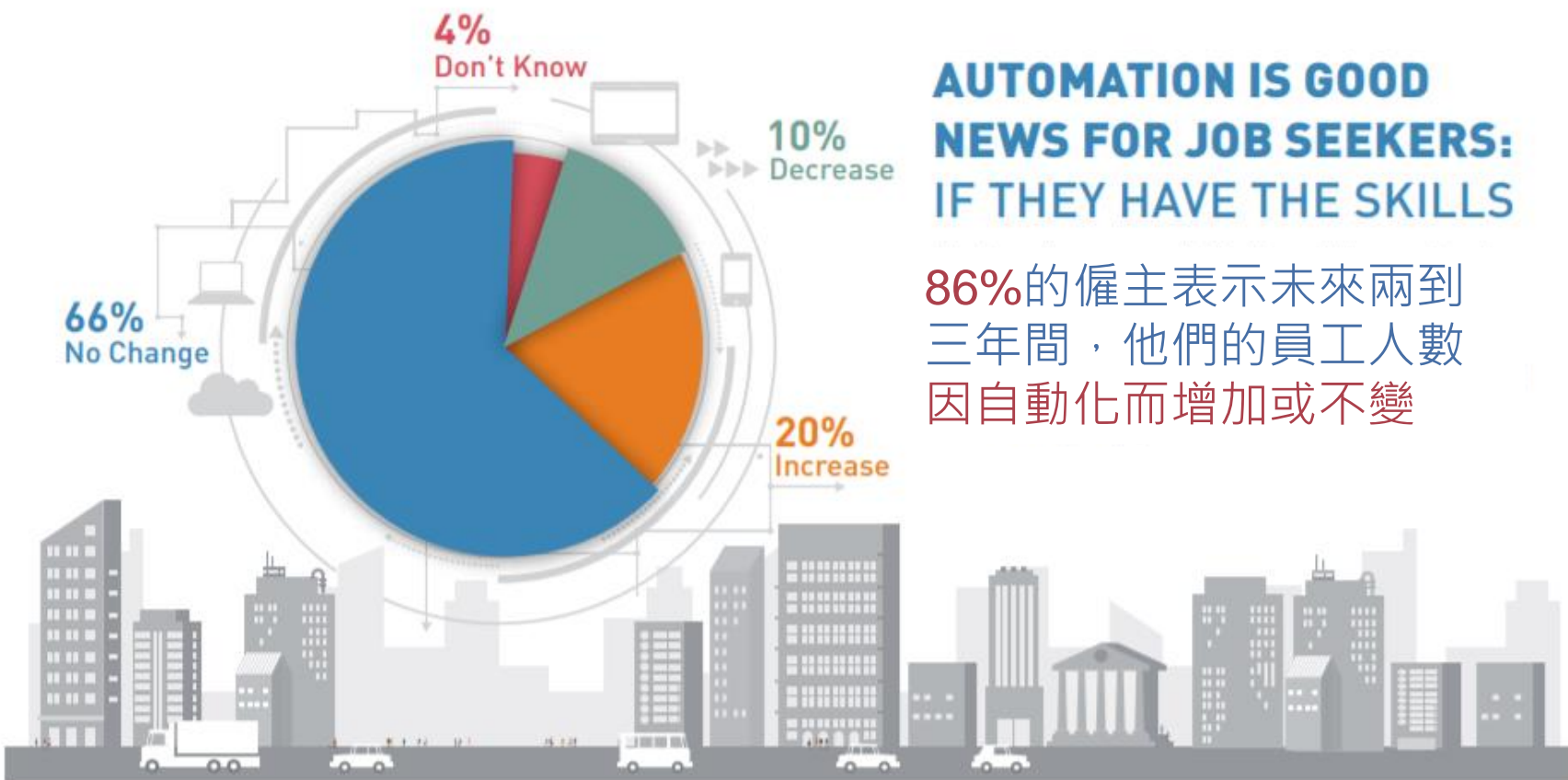


10 Office support
administrative
assistants, PAs,
receptionists



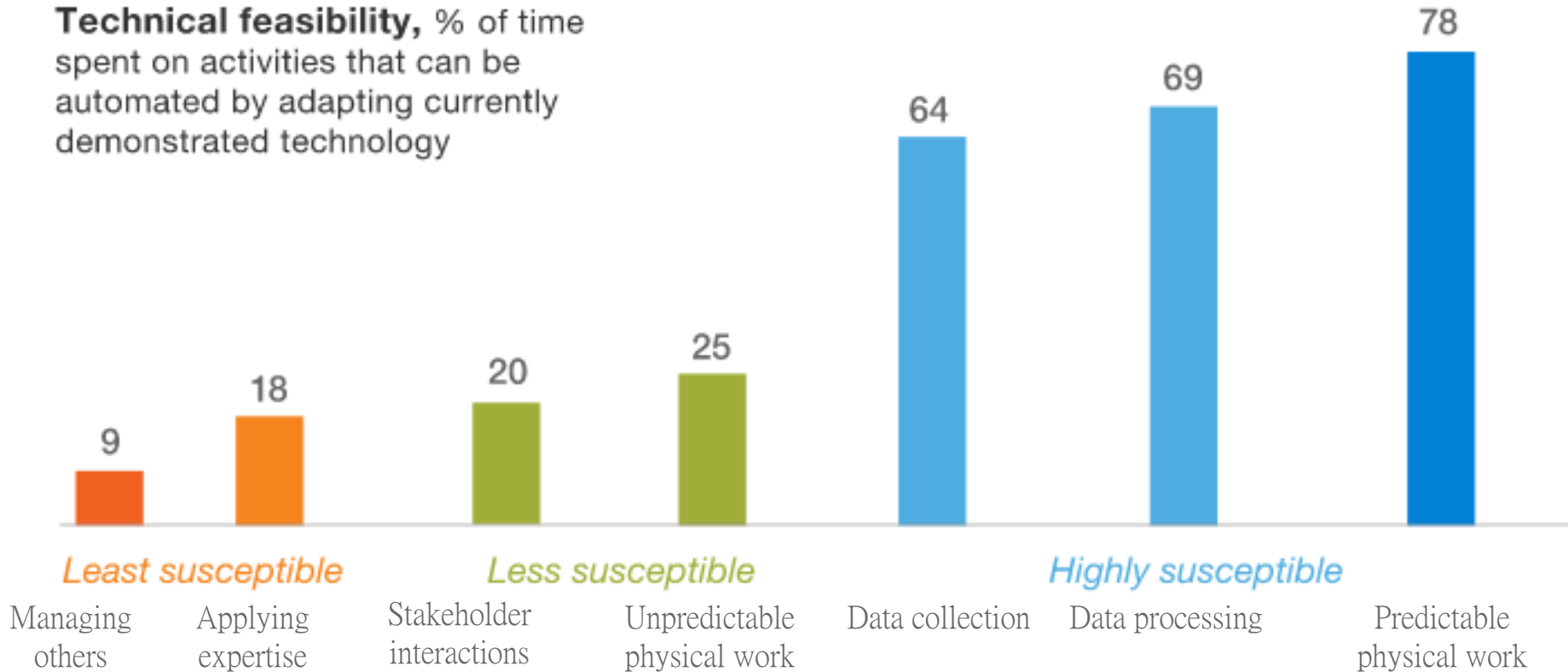
科技能解決人才短缺嗎？

- 數碼化對招聘人手有何影響？



自動化取代常規工作

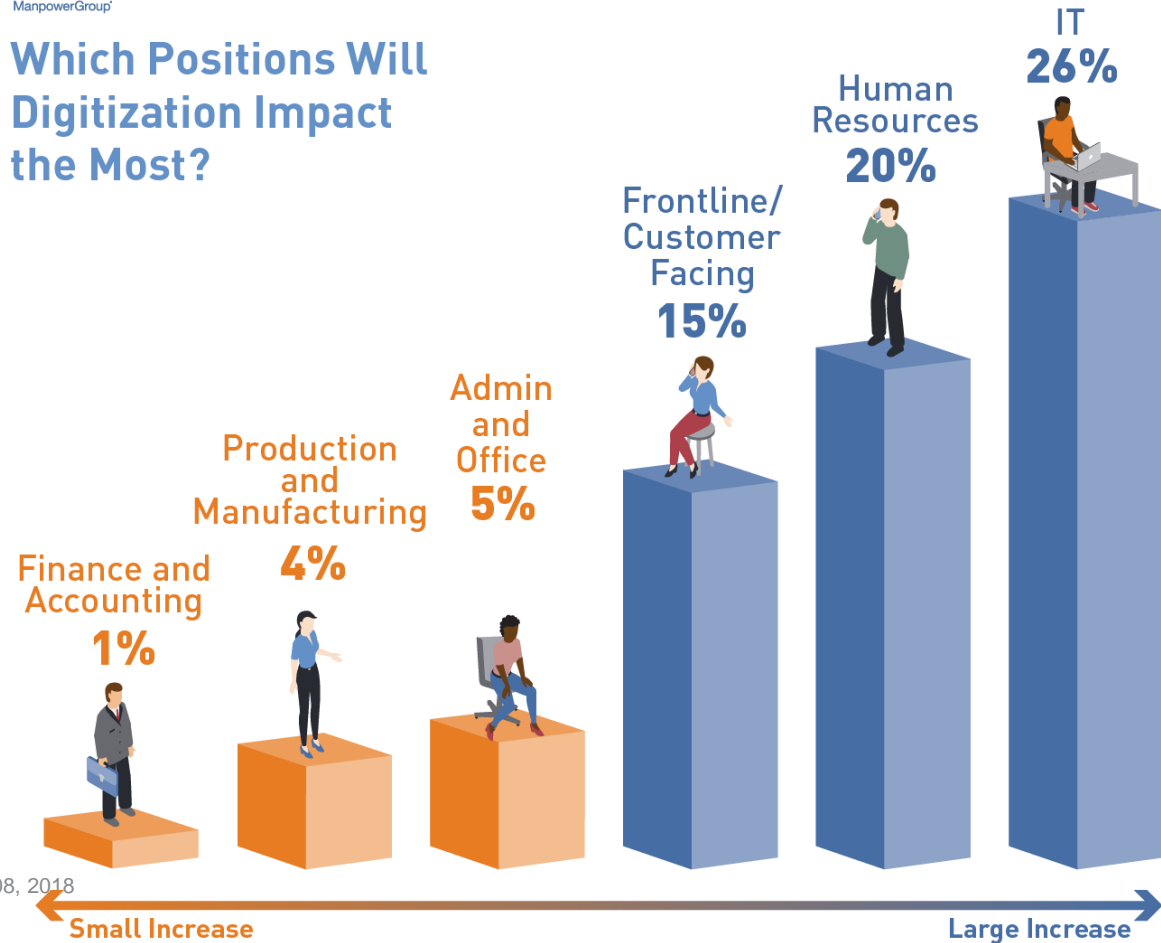
Technical feasibility, % of time spent on activities that can be automated by adapting currently demonstrated technology



數碼化對哪種崗位產生影響？



Which Positions Will Digitization Impact the Most?





職涯規劃

未來職場成功關鍵 可學習能力 (Learnability - Learn to Learn)

Learnability: 學習力

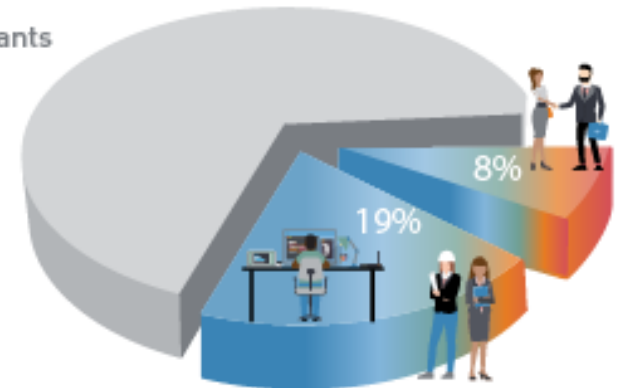
即終身學習的意願與能力，以長遠
角度來提升自身的受僱能力。



Employability: 就業力
即獲得和保持自身受聘的能力

應該學什麼？

Lack of Applicants, Experience and Skills are Top Drivers of Talent Shortages



⁴ Survey last conducted in 2016.

⁵ Skills Revolution 2.0: Robots Need Not Apply, ManpowerGroup, 2018.

僱主需要什麼？

熱誠

自信

工作經驗

解難能力

適當技能

適合團隊工作

完作工作的能力

溝通技巧

平易近人

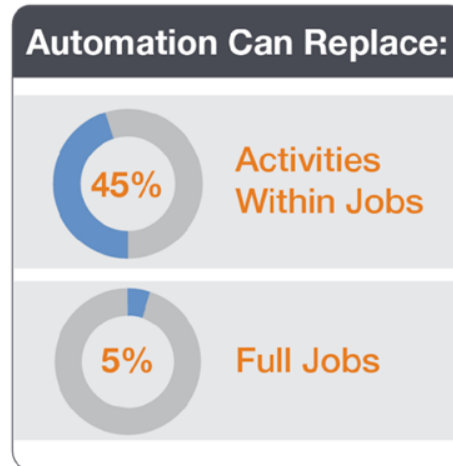
FUTURE OF WORK



新一代需要與新科技共事

新的技能

In-Demand Skills	2020 / 2015
Complex Problem Solving	1 / 1
Critical Thinking	2 / 4
Creativity	3 / 10
People Management	4 / 3
Coordinating with Others	5 / 2
Emotional Intelligence	6 (new)
Judgment & Decision Making	7 / 8
Service Orientation	8 / 7
Negotiation	9 / 5
Cognitive Flexibility	10 (new)

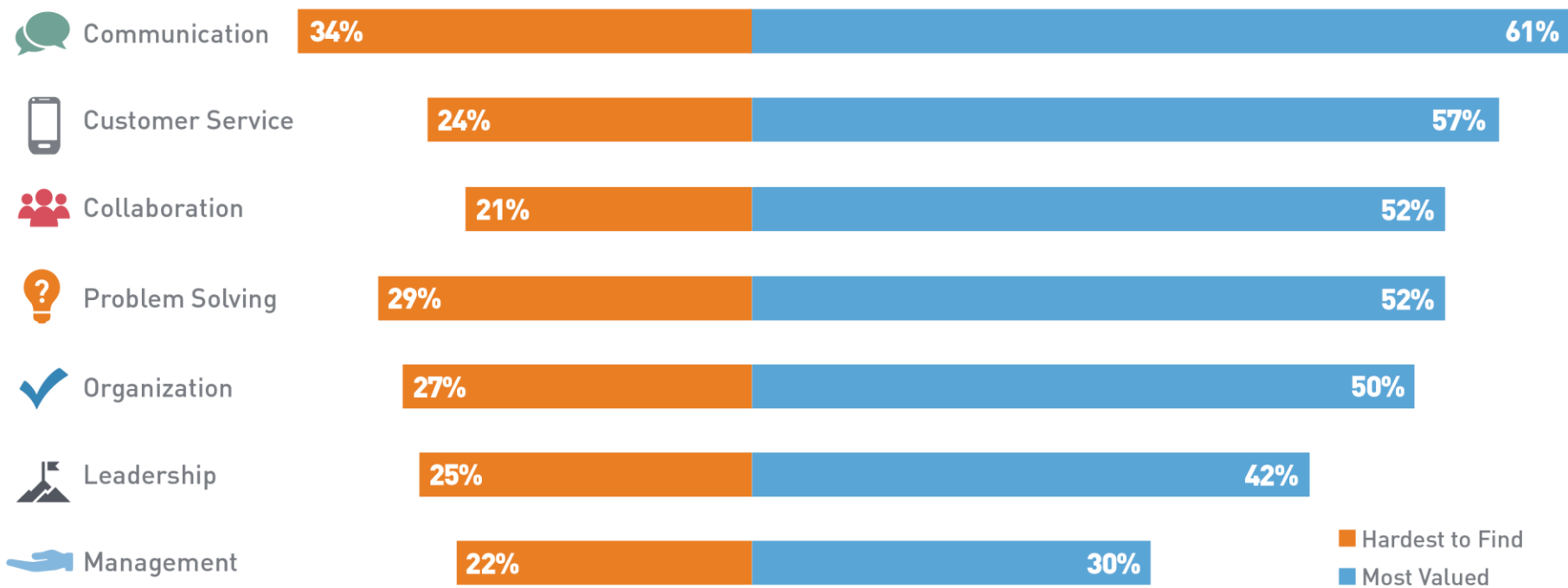


65% of Gen Z will perform jobs that do not exist yet.

Sources: The Future of Jobs, World Economic Forum 2016. Four Fundamentals of Workplace Automation, McKinsey, 2015.

數碼時代的重要技能

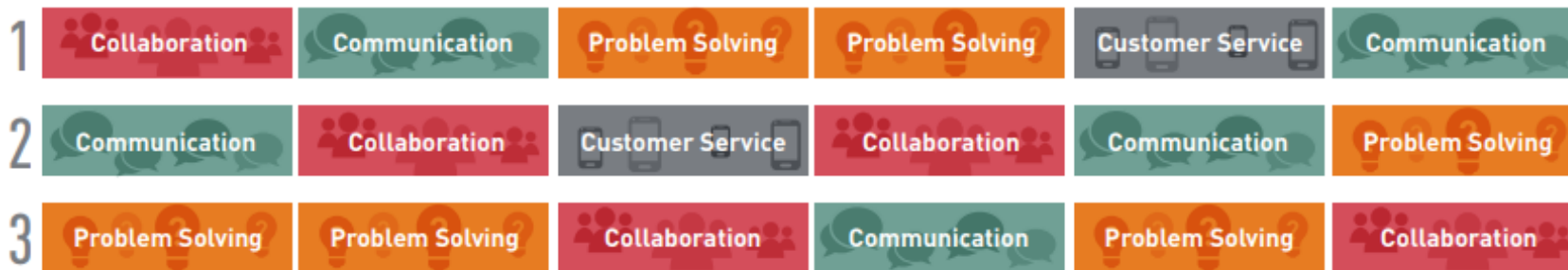
Most Valued Soft Skills Are Hard to Find



溝通能力 – 前線和後勤人員都必具備



Most Valued Soft Skills by Function

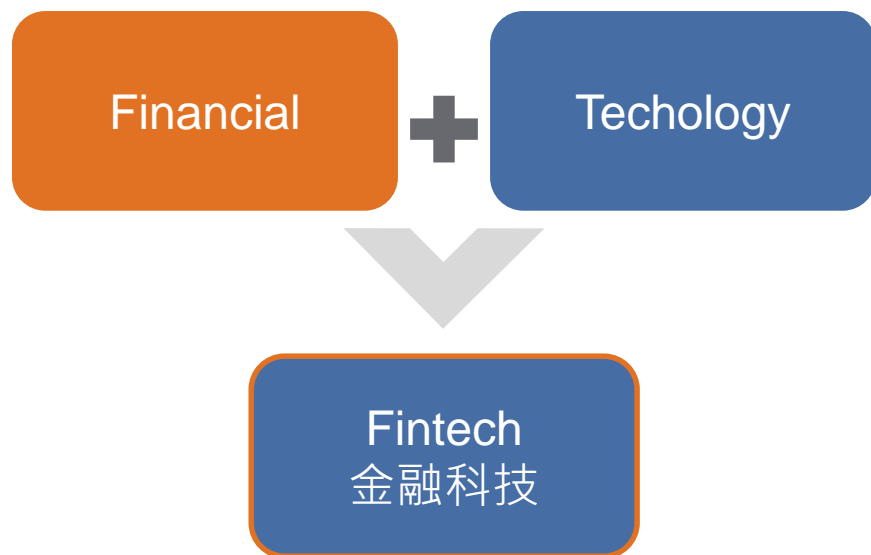


Hardest to Find Soft Skills by Function



跨學科學習

- 應對未來複雜職場環境
- 參與實習和交流，培養在多元化社會和跨文化環境中學習、生活 和工作的能力



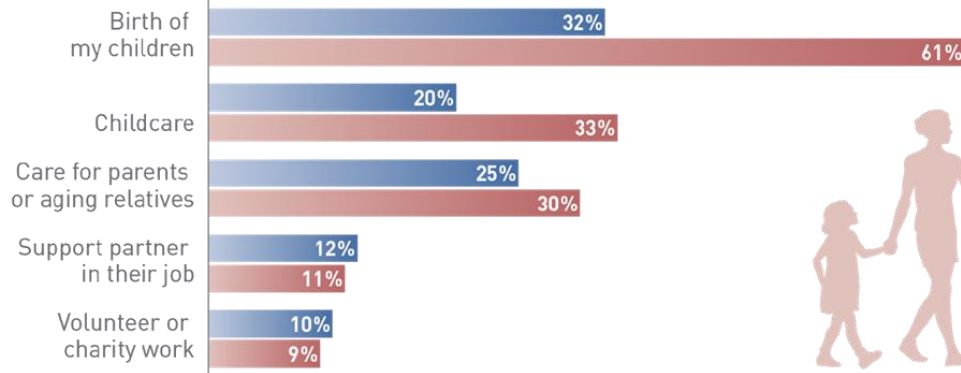


年青一代對工作的期望

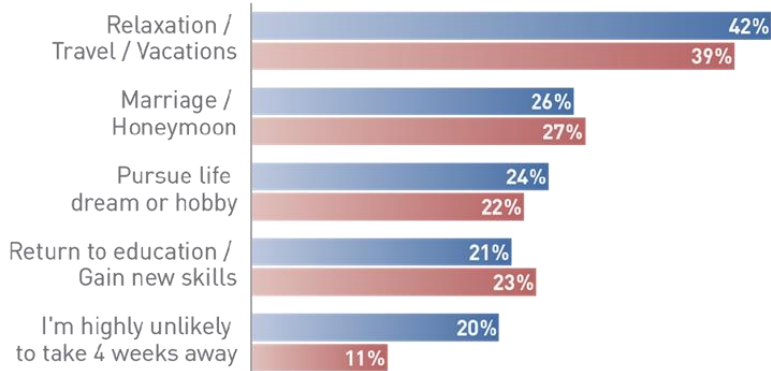
希望事業生涯可以短暫休息

Why Do Millennials Think They'll Need To Take A Break?

CARING FOR OTHERS



CARING FOR MYSELF



■ WOMEN
■ MEN

Since 2011, more than **85 000** Hong Kong youth have participated in Working Holiday Scheme in Hong Kong.

未來職場總覽

需要新的技能

1. 學習能力
2. 溝通能力
3. 創意
4. 靈活應變能力

工作文化期望

1. 靈活工作模式
2. Career Break
3. 具挑戰性
4. 培訓及學習新技能
5. 生活與工作平衡

We are seeing the emergence of a Skills Revolution — where helping people upskill and adapt to a fastchanging world of work will be the defining challenge of our time.

Jonas Prising,
Chairman & CEO
ManpowerGroup



THANK YOU

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Manpower HK



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