



# HR e-Journal

## 行業多面睇



## 【Lunch and Learn Series】 行業多面睇（銀行及金融行業）

-- JOEY CHUNG, EXECUTIVE DIRECTOR, HUMAN RESOURCES  
BOC INTERNATIONAL HOLDINGS LIMITED

To offer comprehensive market insights across various industries in HR field, the Hong Kong Institute of Human Resource Management (HKIHRM) has successfully organised a series of 【行業多面睇】 webinars for members since 2023. These webinars serve as valuable platforms for gaining in-depth knowledge about the latest industry trends and understanding the opportunities and challenges within different industries in the HR field. Through these webinars, members can broaden their understanding of the dynamic landscape and enhance their professional expertise.

Ms Joey Chung, Executive Director, Human Resources of BOC International Holdings Limited, was the guest speaker for a webinar in which she shared insights on the current status and future development, opportunities and challenges in the HR perspective under the Banking and Financial industry with lively samples.

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## Key Takeaways

- New challenges and opportunities will arise in the banking and finance sector in 2024. Growth is elusive, thus improving operational efficiency and risk management is crucial. Additionally, green finance, fintech, and wealth management will be new propositions for the market. Hong Kong will continue to leverage its strategic role as a gateway to the Chinese Mainland and a hub for global talent.
- Maintaining a culture of compliance is crucial to avoid penalties and reputational damage. Talent shortage is also key and expected to remain. However, the talent shortage caused by economic recovery and migration waves is expected to decrease. Attracting experienced staff and filling the talent gap will require innovative strategies. HR's role will shift from a focus on administration to strategic business partnering to support technological advancements and operational efficiency.
- To combat the talent war, HR in banking will introduce various strategies, such as flexible work arrangements, wellness programmes, and promoting staff wellbeing through sports teams. Structured training and continuous learning opportunities will also be provided to support career development and retention of employees.

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Hong Kong Institute of Human Resource Management  
Units 1810-15, 18/F, Millennium City 2, 378 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong  
Tel : (852) 2837-3826 / 2837-3828 | Email : pr@hkihrm.org | Website : www.hkihrm.org

