



Survey on Employee Job Satisfaction 2008

香港在職人士對現時工作滿意度調查

Questionnaire (Final Draft)

問卷 (定稿)

15 February, 2008

2008 年 2 月 15 日

Part I: Self-Introduction 介紹

Good evening, sir / madam, this is _____, calling from the Public Opinion Programme of the University of Hong Kong. We would like to ask for your opinion on some job satisfaction issues. Can you spare a few minutes? Please be rest assured that your information provided will be kept strictly confidential.

喂，先生/小姐，你好！我姓_____，係「香港大學民意研究計劃」嘅訪問員。我哋宜家做緊一項有關香港在職人士對工作滿意程度嘅調查，請問可唔可以阻你少少時間做個訪問呢？請你放心，你所提供嘅答案只會用作分析用途而且絕對保密，多謝合作。

- [Cont'd 繼續訪問] — Yes 可以..... 1
[Skip to End 終止訪問] — No 唔可以 2

Part II: Screening Question 甄別問題

Target: Full time worker of age 18 or above who speak Cantonese

訪問對象: 係18歲以上操粵語嘅香港全職人士

S1. Is there any full time worker in your household of age 18 or above (Domestic helpers are not counted)? Since we need to conduct random sampling, if there is more than one available, I would like to ask the one who will have his/her birthday next. [Interviewers: if the target is not available at the moment, make an appointment for follow-up call]

S1. 請問你屋企有冇18歲或以上嘅在職人士喺度呢(但唔包括家庭傭工)? 因為我地要隨機抽樣, 如果有多過一位, 請你叫即將生日果位嚟聽電話。【訪問員可舉例說明: 『即係有冇2月或未來三個月內生日既人係度?』如果被選中的家庭成員不在家, 訪員請預約時間再致電。】

- [Cont'd 繼續訪問] — Yes 有 1
[Skip to End 終止訪問] — No 冇 2

S2. Are you currently working full time? (Interviewers read out: "Full time workers" can be defined as those who work at least 5 days a week, or total working time not less than 35 hours a week.)

S2. 請問閣下而家係唔係全職工作人士? 【訪員讀出: 全職嘅定義為每星期最少工作5天, 或1星期總工作時間不少於35小時】

- [Cont'd 繼續訪問] — Yes 係..... 1
[Skip to End 終止訪問] — No 唔係..... 2

Part III: Main Question 主要問題

Thank you! Actually this interview is to understand how satisfied the working class are with their existing job.
多謝你接受訪問。呢個訪問其實係想了解上班一族對現時工作有幾滿意。

Are you an employer, self-employed or employee? 請問你僱主、自僱人士定係僱員?

僱主 → ask Q1i (in italic) → Q2i (in Italic)

僱員 → ask Q1 → Q2

自僱人士 → ask Q2 → demo

Refuse to answer 拒答 → ask Q1 → Q2

Q1: Overall, how satisfied are you with your current post of work?

整體而言，你有幾滿意現時嘅工作？

Q1i) Overall, how satisfied do you think are your staff with their current post of work?

整體而言，你認為你既員工有幾滿意現時嘅工作？

Q2-23: In the following, I would read out some statements. (Interviewer to prompt the degree of importance. “Refuse to answer” is to be added to both “a” and “b”.)

(a.) please rate the importance of each statement to your job satisfaction, and

(b.) how satisfied are you with your company on each statement?

跟住落離，我會讀出一啲項目：（訪問員追問程度）

(a.) 請你話俾我聽，每個項目對你衡量工作既滿意程度有幾重要？

(b.) 同理，你有幾滿意你公司現時係呢方面嘅表現呢？

Q2i) In the following, I would read out some statements. (Interviewer to prompt the degree of importance. “Refuse to answer” is to be added to both “a” and “b”.)

(a) please rate the importance of each statement to the job satisfaction of your staff, and

(b) how satisfied do you think are your staff with your company on each statement?

跟住落離，我會讀出一啲項目：（訪問員追問程度）

(a) 請你話俾我聽，每個項目對你既員工衡量工作既滿意程度有幾重要？

(b) 同理，你認為你既員工有幾滿意你公司現時係呢方面嘅表現呢？

	(a.) Importance to Me 對我工作的重要性	(b.) Company's Performance 公司現時表現
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			Very important 非常重要	Quite important 幾重要	Half-half 一半半 / 一般	Not quite important 唔係幾重要	Not important at all 完全唔重要	No Opinion / DK 不知道、沒意見	Very satisfied 非常滿意	Quite satisfied 幾滿意	Half-half 一半半 / 一般	Not quite satisfied 幾唔滿意	Not satisfied at all 非常唔滿意	No Opinion / DK 不知道、沒意見
()	Q1	Overall Satisfaction 整體滿意程度							5	4	3	2	1	9
()	Q2	Career advancement opportunities 晉升機會	5	4	3	2	1	9	5	4	3	2	1	9
()	Q3	Career development opportunities for learning and professional growth 員工成長及提升專業技能嘅發展機會	5	4	3	2	1	9	5	4	3	2	1	9
()	Q4	Job-specific training 工作崗位培訓	5	4	3	2	1	9	5	4	3	2	1	9
()	Q5	Networking with others who have similar backgrounds and interests 與同業之間嘅人際關係網路	5	4	3	2	1	9	5	4	3	2	1	9
()	Q6	Opportunities to use skills and abilities in work 喺工作上發揮個人技巧及能力嘅機會	5	4	3	2	1	9	5	4	3	2	1	9
()	Q7	The organization's commitment to professional development 公司對專業發展嘅重視及承諾	5	4	3	2	1	9	5	4	3	2	1	9
()	Q8	Paid training and tuition reimbursement programs 進修津貼	5	4	3	2	1	9	5	4	3	2	1	9
()	Q9	Communication between employees and senior management 與管理層嘅溝通渠道	5	4	3	2	1	9	5	4	3	2	1	9
()	Q10	Autonomy and independence to make decision 工作上嘅自主及獨立決策權	5	4	3	2	1	9	5	4	3	2	1	9
()	Q11	Management recognition of employee job performance (feedback, incentives, rewards) 管理層對員工工作表現嘅認同及重視 (如回應、鼓勵、獎勵)	5	4	3	2	1	9	5	4	3	2	1	9
()	Q12	Relationship with immediate supervisor	5	4	3	2	1	9	5	4	3	2	1	9

		與直屬上司嘅關係												
()	Q13	Benefits (medical, dental, life insurance etc.) 員工福利 (醫療、牙科、保險等)	5	4	3	2	1	9	5	4	3	2	1	9
()	Q14	Compensation/ pay (salary, bonuses) 薪酬 (包括薪金、花紅)	5	4	3	2	1	9	5	4	3	2	1	9
()	Q15	Employee flexibility to balance life and work issues (job sharing, flex schedules) 幫助員工平衡工作及生活嘅彈性安排 (如工作共享、彈性工作時間)	5	4	3	2	1	9	5	4	3	2	1	9
()	Q16	Feeling safe in the work environment 提供安全嘅工作環境	5	4	3	2	1	9	5	4	3	2	1	9
()	Q17	Job security 工作安全感	5	4	3	2	1	9	5	4	3	2	1	9
()	Q18	Meaningfulness of job (contribution to society as a while) 有工作意義 (如：對社會嘅貢獻)	5	4	3	2	1	9	5	4	3	2	1	9
()	Q19	Overall corporate culture (organization's reputation, work ethics, value) 整體嘅機構文化 (如：公司嘅形象、宗旨、價值觀)	5	4	3	2	1	9	5	4	3	2	1	9
()	Q20	Relationships with co-workers 同事之間嘅關係	5	4	3	2	1	9	5	4	3	2	1	9
()	Q21	The contribution of the employee's work to the overall business goal of the organization 員工嘅表現對公司整體業務目標嘅貢獻	5	4	3	2	1	9	5	4	3	2	1	9
()	Q22	The variety of the employee's work (working on different projects, using different skills) 工作多元性 (可參與唔同嘅項目、表現員工多方面嘅技能)	5	4	3	2	1	9	5	4	3	2	1	9
()	Q23	The work itself (it is interesting, challenging, exciting) 工作性質 (如有趣及富挑戰性)	5	4	3	2	1	9	5	4	3	2	1	9

Q24. Will you consider looking for a new job in the coming 3 months? [SA]

你在未來 3 個月，有冇打算搵另一份工？ [單選]

Yes 有..... 1

No 冇(Skip to demo)..... 2

Refuse to answer 拒絕作答..... 99

Q25. Via what channel will you search for a new job? [MA]

你會透過乜嘢途徑搵工? **【複選】**

Newspaper 報章.....	1
Recruitment Magazine 求職雜誌.....	2
Recruitment Website 求職網站 (不包括勞工署網站).....	3
Recruitment Agent 求職中介人.....	4
Personal network 私人網絡 (如朋友、同學).....	5
Labour Department 勞工署.....	6
Others 其他(請註明: _____).....	7
Refuse to answer 拒絕作答.....	99

Part IV: Personal Information 個人資料

【Ask all respondents 問所有人】

Finally, I would like to ask you some personal information for analysis use. All information provided would be kept confidential. 最後，我想問你一啲基本嘅個人資料作為分析用途。你所提供嘅所有資料都會絕對保密。請你放心。

D1. Gender [record] 記錄性別 **【訪問員記錄】【單選】**

Male 男.....	1
Female 女.....	2

D2. What is your Age? 請問你今年幾多歲呢? **【單選】**

Aged 18 – 24 歲.....	1
Aged 25 – 29 歲.....	2
Aged 30 – 34 歲.....	3
Aged 35 – 39 歲.....	4
Aged 40 – 44 歲.....	5
Aged 45 – 49 歲.....	6
Aged 50 – 54 歲.....	7
Aged 55 – 59 歲.....	8
Aged 60 – 64 歲.....	9
Aged 65 – 69 歲.....	10
Aged 70 歲或以上.....	11
Refuse to answer 拒絕作答.....	99

D3. What is your highest Education Attainment? 請問你嘅教育程度係? **【單選】**

Primary or below 小學或以下.....	1
Secondary (Form 1-3) 初中 (中一至三).....	2
Secondary (Form 4-7) 高中 (中四至七).....	3
Tertiary, non-degree course 專上非學位.....	4

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	Tertiary, degree course 專上學位.....	5
	Postgraduate or above 碩士或以上.....	6
	Refuse to answer 拒絕作答.....	99
D4.	What is your marital status? 請問你嘅婚姻狀況係點呢? [單選]	
	Single 單身 (Skip to D6)	1
	Married/ Cohabited 已婚/ 同居	2
	Divorced/ Separated/ Widowed 離婚/ 分居/ 喪偶.....	3
	Refuse to answer 拒絕作答.....	99
D5.	Do you have children? 請問你有冇子女? If yes, how many? 如果有, 子女數目:	
	Yes, _____ children 有, _____個子女.....	1
	No 有	2
	Refuse to answer 拒絕作答.....	99
D6.	What is your job position? 你現任嘅職位係? [單選]	
	CEO/ Chairman/ Managing Director/ President 首席行政總裁/ 董事長	1
	Owner / Partner/ Proprietor 僱主	2
	COO/ CFO/ CIO/ CTO/ CMO/ Other C-Suite 首席營運/財務/技術/市場總裁	3
	Director/ General Manager/ Vice President 總監/ 總經理/ 副總裁	4
	Professional 專業人士.....	5
	Manager/ Department Head 經理/ 部門主管.....	6
	Executive/ Supervisor/ Officer 主任	7
	Clerk/ Administrator 一般文職人員.....	8
	Technician 技術員	9
	Servicing Staff/ Shop Sales 營業員/ 服務員	10
	Others (Please specify) 其他 (請註明)	11
	Refuse to answer 拒絕作答.....	99
D7.	What is your working industry? 你現時嘅工作行業係? [單選]	
	Manufacturing 製造業	1
	Education 教育	2
	Construction 建造業	3
	Banking/ Finance 銀行、金融	4
	Wholesale/ Retail 批發、零售	5
	Government / Public Administration 政府、社會	6
	Business Services 商用服務業	7
	Import/ Export 進出口貿易	8
	Movie/ Entertainment 電影、娛樂	9

Real Estate 房地產	10
Insurance 保險	11
Media (Radio, TV, Press) 傳播媒介	12
IT 資訊科技	13
Transportation 運輸/交通	14
Communications (Adv, PR) 通訊業	15
Restaurant/ Hotel 飲食、酒店業	16
Medical, Health & Welfare 醫療、健康及福利	17
Telecommunication 電子通訊業	18
Social Service 社會服務業	19
Others (Please specify) 其他 (請註明)	20
Refuse to answer 拒絕作答	99

D8. What is your main job discipline? 你主要嘅工作性質係? **【單選】**

Accounting / Auditing 會計/ 核數	1
Legal / Company Secretary 法律/ 公司秘書	2
Design 設計	3
Engineering 工程	4
Management 管理	5
Administration 行政	6
Human Resources 人事部	7
Marketing 市場部	8
Purchasing/ Merchandising 採購部	9
Sales 營業部	10
Operation / Production 製作部/ 生產部	11
Public Relation 公共關係	12
Internal / Business Support 內部支援	13
Others (Please specify) 其他 (請註明)	14
Refuse to answer 拒絕作答	99

D9. What is your company size in Hong Kong? 你公司係香港嘅總員工人數大概係幾多少? **【單選】**

Less than 50 少於 50 人	1
50-99 50-99 人	2
100-199 100-199 人	3
200-499 200-499 人	4
500-599 500-999 人	5
1,000 or more 1,000 人或以上	6
Refuse to answer 拒絕作答	99

D10. What is your tenure of work 你有幾多年同現職相關嘅工作經驗呢? (半年以上當一年計)

		Years 年
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Refuse to answer 拒絕作答 99

D11. How many days do you work per week 你通常一星期工作幾多天? **[單選]**

- 5-Day Work 5 天工作 1
- 5 1/2-Day Work (Long Short Week) 5 天半工作 (長短周) 2
- 5 1/2-Day Work 5 天半工作 3
- 6-Day Work 6 天工作 4
- 7-Day Work 7 天工作 5
- No particular 冇定 6
- Refuse to answer 拒絕作答 99

D12. What is your total working hours a week on average 你通常一星期工作幾多小時?

			Hours 小時
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Refuse to answer 拒絕作答 99

D13. What is your monthly personal income, including part time and bonus? 請問你嘅個人每月收入大約係幾多嘍呢? 請您計埋兼職收入及花紅。 **[單選]**

- Less than HK\$6,000 以下 1
- HK\$6,000-7,999 2
- HK\$8,000-9,999 3
- HK\$10,000-11,999 4
- HK\$12,000-14,999 5
- HK\$15,000-19,999 6
- HK\$20,000-24,999 7
- HK\$25,000-29,999 8
- HK\$30,000-39,999 9
- HK\$40,000-49,999 10
- HK\$50,000-69,999 11
- HK\$70,000-99,999 12
- More than HK\$100,000 或以上 13
- Refuse to answer 拒絕作答 99

D14. What is your monthly household income? 請問你嘅每月家庭總收入大約係幾多嘍呢? **[單選]**

- Less than HK\$6,000 以下 1
- HK\$6,000-7,999 2
- HK\$8,000-9,999 3
- HK\$10,000-11,999 4
- HK\$12,000-14,999 5

HK\$ 15,000-19,999	6
HK\$20,000-24,999	7
HK\$ 25,000-29,999	8
HK\$30,000-39,999	9
HK\$ 40,000-49,999	10
HK\$ 50,000-69,999	11
HK\$ 70,000-99,999	12
HK\$ 100,000-119,999.....	13
HK\$ 120,000-149,999	14
More than HK\$ 150,000 或以上	15
Refuse to answer 拒絕作答.....	99

D15. Which is your living district? 你現時居住邊一區呢?

Central & Western 中西區	1
Wan Chai 灣仔	2
Eastern 東區	3
Southern 南區	4
Hong Kong Islands 香港島	5
Yau Tsim Mong 油尖旺	6
Sham Shui Po 深水埗	7
Kowloon City 九龍城	8
Wong Tai Sin 黃大仙	9
Kwun Tong 觀塘	10
Kowloon 九龍區	11
Kwai Tsing 葵青	12
Tsuen Wan 荃灣	13
Tuen Mun 屯門	14
Yuen Long 元朗	15
North 北區	16
Tai Po 大埔	17
Sha Tin 沙田	18
Sai Kung 西貢	19
Islands 離島	20
New Territories 新界區	21
Refuse to answer 拒絕作答.....	99

~ Thank you for your time 多謝被訪者及結束訪問 ~