

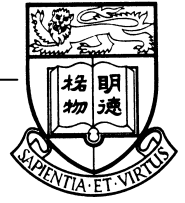
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PUBLIC OPINION PROGRAMME 民意研究計劃

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## *Survey on Employee Job Satisfaction 2011 – W2*

### 香港在職人士對現時工作滿意度調查

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Questionnaire

問卷

**14 September, 2011**

**2011 年 9 月 14 日**

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The Public Opinion Programme (POP) was established in June 1991 at the Social Sciences Research Centre under the Faculty of Social Sciences of the University of Hong Kong. It was transferred to the Journalism and Media Studies Centre of the University of Hong Kong in May 2000, and then back to the Faculty of Social Sciences in January 2002.

香港大學民意研究計劃在一九九一年六月成立，初時隸屬香港大學社會科學學院的社會科學研究中心，二零零零年五月轉往香港大學新聞及傳媒研究中心，二零零二年一月再轉回香港大學社會科學學院管轄。

## 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：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)? 因為我哋要隨機抽樣，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9月或未來三個月內生日嘅人係度?』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。

**S1** Are you an employer, employee or self-employed? An employer has recruited staff to work for him while self-employed does not. 請問你係僱主、自僱人士定係僱員？僱主係有員工既，而自僱人士係無僱用/受聘於其他人

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

Employee 僱員 → ask Q1 → Q2

Self employed 自僱人士 → S2 (被訪員追問：請問你係咪保險從業員？如係，請改選「僱員」)

Refuse to answer 拒答 → Skip to End

**S2** Do you have any subordinates? 請問你有冇下屬？

Yes 有 → ask Q1i (in italic) → Q2i (in Italic)

No 冇 → ask Q1 → Q18

拒答

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

整體而言，你滿唔滿意現時嘅工作？

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

整體而言，你認為你既員工滿唔滿意現時嘅工作？

**Q2-17:** In the following, I would read out some statements. (Interviewer to prompt the degree of satisfaction.

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

(b.) Are you satisfied 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重唔重要？

(b.) 同埋，你滿唔滿意你公司現時係呢方面嘅表現呢？

**Q2i-17i)** In the following, I would read out some statements. (Interviewer to prompt the degree of satisfaction. “

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

(b) do you think your staff are satisfied 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重唔重要？

(b) 同埋，你認為你既員工滿唔滿意你公司現時係呢方面嘅表現呢？

**Public Opinion Programme, the University of Hong Kong**  
**Survey on Employee Job Satisfaction Survey 2011 – H2 – Questionnaire**

			(a.) Importance to Me 對我工作的重要性				(b.) Company's Performance 公司現時表現					
			Important 重要	Half-half 一半半／一般	Not important 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	Relationship with Supervisor/Management 與上司嘅關係	3	2	1	9	5	4	3	2	1	9
( )	Q3	Management Recognition 管理層對員工嘅認同及重視	3	2	1	9	5	4	3	2	1	9
( )	Q4	Full play to potentials and autonomy 個人發揮嘅機會及自主決策權	3	2	1	9	5	4	3	2	1	9
( )	Q5	Professional development 重視專業/技能發展及培訓	3	2	1	9	5	4	3	2	1	9
( )	Q6	Career advancement opportunities 晉升機會	3	2	1	9	5	4	3	2	1	9
( )	Q7	Safe working environment 安全嘅工作環境	3	2	1	9	5	4	3	2	1	9
( )	Q8	Job Security 工作保障 (如：工作穩定性)	3	2	1	9	5	4	3	2	1	9
( )	Q9	Salary 薪酬	3	2	1	9	5	4	3	2	1	9
( )	Q10	Benefits 福利 (如：醫療保險、進修津貼)	3	2	1	9	5	4	3	2	1	9
( )	Q11	Work Flexibility 工作彈性 (如：彈性上班時間)	3	2	1	9	5	4	3	2	1	9
( )	Q12	Job Nature and its meaningfulness 工作性質及意義	3	2	1	9	5	4	3	2	1	9
( )	Q13	Job Variety 工作多元性	3	2	1	9	5	4	3	2	1	9
( )	Q14	Corporate Culture 公司文化	3	2	1	9	5	4	3	2	1	9

( )	Q15	Relationship with co-worker 同事關係	3	2	1	9	5	4	3	2	1	9
( )	Q16	Contribution to the organization 對公司嘅貢獻	3	2	1	9	5	4	3	2	1	9
( )	Q17	Networking 與同行之間嘅人際網絡	3	2	1	9	5	4	3	2	1	9

Q18. 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 Q20).....2

Refuse to answer 拒絕作答 (Skip to Q20).....99

Q19. Via what channel will you search for a new job? **[MA]**

你會透過乜嘢途徑搵工？ **[複選] (employers and self employed: skip to demo)**

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

Don't know/hard to say 唔知/難講.....8

Refuse to answer 拒絕作答.....99

### **Ad Hoc Questions [Ask All People]**

Q20: 跟住，我會讀出九類型格，你認為邊一類型最適合形容你嘅工作風格？ **[SA]** [訪員順序讀出首 9 項答案，無須為任何一項作補充或解釋，只選一項]

第一型：改革型 (The Reformer).....1

第二型：助人者 (The Helper) .....2

第三型：實踐型 (The Achiever) .....3

第四型：自我型 (The Individualist) .....4

第五型：觀察者 (The Investigator) .....5

第六型：忠誠型 (The Loyalist).....6

第七型：享樂型 (The Enthusiast) .....7

第八型：挑戰型 (The Challenger).....8

第九型：和平型 (The Peacemaker).....9

其他： \_\_\_\_\_ .....10

以上皆否 .....	11
唔知/難講.....	12
拒絕作答.....	99

[Below are for POP's internal reference only]

第一型完美主義者 (The Reformer)：完美主義者、改革者、原則者、改進型、秩序大使

佢哋力圖保持高嘅標準同埋質量，注重細節，希望提高生產率。

第二型助人者 (The Helper)：全愛型、助人型、成就他人者、博愛型

佢哋對其他人嘅需要好敏感，總係試圖滿足其他人嘅需要，擅長交際。

第三型成就者 (The Achiever)：事業型、成就型、實踐型

佢哋知道點樣按照顧客嘅期望更有效率咁完成工作，有好強嘅察覺力。

第四型藝術型 (The Individualist)：浪漫者、自我型、感覺憑藉者

佢哋鍾意反省，有藝術才能。佢哋散發出獨特嘅魅力，唔會妥協對好嘅詞語、創意同埋個人對產品嘅標準。

第五型智慧型 (The Investigator)：觀察者、思想型、理性分析者、思考型

佢哋係精力充沛嘅學習者同埋實驗家，特別係喺專業技術領域。佢哋鍾意跟從佢哋嘅好奇心去理解細節，探索原理。

第六型忠誠型 (The Loyalist)：忠誠型、尋找安全者、謹慎型

佢哋勤奮、可靠，能夠建立工作聯盟令到工作更加有效咁完成。佢哋能夠評定其他人嘅動機同埋優點，喺工作環境之中尋找潛在嘅問題。

第七型快樂主義型 (The Enthusiast)：豐富型、活躍型、創造可能者、享樂型

佢哋有才藝、樂觀、積極主動、才藝廣泛、衝動、精力分散。非常擅長變化、多樣性、刺激同埋創新。佢哋表達清楚，有幽默感，能夠令其他人支持佢哋嘅說法。

第八型領袖型 (The Challenger)：能力型、挑戰者、保護者、權威型

佢哋好清楚自己想要做乜嘢，而且總係有能力將佢做好。佢哋能夠做困難嘅決定，並將嚴重嘅問題當係對佢哋嘅挑戰，克服當中嘅困難。

第九型和平型 (The Peacemaker)：和平者、和諧型、維持和諧者

佢哋通過強調團隊入面嘅正面事物去創造協調嘅團隊，咁樣就能夠緩和衝突同埋緊張嘅狀態。佢哋支援、包容其他人，能夠同其他人一齊工作，謙卑。

Q21：你認為一個”好老闆/好上司”要具備以下邊D條件呢？【MA】[訪員讀出首6項答案，次序由電腦隨機排列，可選多項]

同員工打成一遍.....	1
有老闆/上司嘅威嚴.....	2
同員工分享公司嘅策略.....	3
令員工明白佢哋嘅工作同公司策略	
有乜嘢關係.....	4
清晰咁令員工明白公司對佢哋嘅要求.....	5
定期同員工會面，了解員工狀況.....	6
其他：_____.....	7
沒有.....	8
唔知/難講.....	9
拒絕作答.....	99

Q22：有意見認為而家一般嘅薪金調整都追唔上通脹，你覺得公司可以提供啲乜嘢措施去補償俾員工呢？請喺以下選擇最多3項措施。【MA】[訪員讀出首6項答案，次序由電腦隨機排列，可選多項]

喺辦公時間之內提供同工作有關嘅培訓	1
喺辦公時間之內提供興趣班.....	2
喺辦公時間之內去旅行/舉辦聯誼活動.....	3
提供員工優惠，例如禮券、購物折扣.....	4
提供一日額外嘅假期，俾員工喺生日當日	
或者附近嘅日子休息.....	5
喺公司設立健身/運動設備或娛樂設施.....	6
其他：_____.....	7
沒有.....	8
唔知/難講.....	9
拒絕作答.....	99

Q23：你通常每日返工前會用幾多時間裝扮自己呢？包括著衫、化妝等。【SA】

10分鐘以內.....	1
11-15分鐘.....	2
16-29分鐘.....	3
30-44分鐘.....	4
45-59分鐘.....	5
60分鐘或以上.....	6
不定/無所謂.....	7
唔知/難講.....	8
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  
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..... 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 any children aged under 16? 請問你有冇 16 歲以下嘅子女?

Yes 有 .....	1
No 冇 .....	2
Refuse to answer 拒絕作答.....	99

D6. 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/Tourism 飲食、酒店業/旅遊業 .....	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

D7. 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
Security 保安.....	14
Education 教育.....	15
Cleaning 清潔.....	16
Transport & Logistics 運輸物流.....	17
Medical support/Counseling 醫護/輔導.....	18
Disciplined Force 紀律部隊.....	19
Others (Please specify) 其他 (請註明).....	20
Refuse to answer 拒絕作答.....	99

D8. 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
Associate professionals 輔助專業人員.....	6
Manager/ Department Head 經理/ 部門主管.....	7
Executive/ Supervisor/ Officer 主任.....	8
Clerk/ Administrator 一般文職人員.....	9
Technician 技術員.....	10
Servicing Staff/ Shop Sales 營業員/ 服務員.....	11
Self employed 自僱人士.....	12
Non-skilled worker 非技術人員.....	13
Others (Please specify) 其他 (請註明).....	14
Refuse to answer 拒絕作答.....	99

D9. Including you, what is your company size in Hong Kong? 包括你在內，你公司係香港嘅總員工人數大概係幾多少? **【單選】** 如被訪者為自僱人士，但回答“2-49 人”，請追問「你既公司係咪以合伙形式(partnership)組成」

1 1 人.....	0
2-49 2 至 49 人.....	1
50-99 50-99 人.....	2
100-199 100-199 人.....	3
200-499 200-499 人.....	4
500-999 500-999 人.....	5
1,000 or more 1,000 人或以上.....	6
Refuse to answer 拒絕作答.....	99

