



# Work Life Balance Survey of the Hong Kong Working Population 2011

## 香港在職人士的生活及工作平衡調查 2011

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Questionnaire (Final draft)  
問卷(定稿)

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## Part 1 Introduction 第一部分 自我介紹

Good evening, sir/madam, this is Mr/Ms X, an interviewer from the Public Opinion Programme of the University of Hong Kong. We would like to ask for your opinion on some work life issues which would only take you a couple of minutes. Please rest assured that your phone number is randomly selected by our computer and your information provided will be kept strictly confidential.

你好，我姓 X，我係香港大學民意研究計劃既訪問員，我地宜家做緊一項意見調查，想訪問你一 D 有關個人生活及工作既問題，我地只會阻你幾分鐘時間，請你放心，你既電話號碼係經由我地既電腦隨機抽樣抽中既，而你提供既資料係會絕對保密，請問可唔可以呢？

(R1) Verification of telephone number

(R2) Living district

(R3) Household size

[R1] 核實電話號碼

[R2] 居住地區

[R3] 住戶人數

The target of this interview is **full time worker of age 15 or above who speak Cantonese, English or Mandarin.**

呢個調查既訪問對象係 **15 歲或以上操粵語、國語或英語既香港全職人士。**

## Part 2 Selection of Respondents 第二部分 選出被訪者

[S1] Is there any full time worker in your household of age 15 or above? Since we need to conduct random sampling, if there is more than one available, I would like to speak to the one who will have his / her birthday next. (If the target is not available at the moment, make an appointment to recall.)

請問你屋企有冇 15 歲或以上既全職人士係度，因為我地要隨機抽樣，如果多過一位，請你叫即將生日果位黎聽電話。(如被訪者暫未能接受訪問，訪問員另約時間再致電。)

Yes

No

Refuse to answer



Terminate interview, skip to end.

有

冇

拒答



訪問完成，多謝合作，拜拜。(結束訪問)

[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 40 hours a week.)

請問閣下宜家係唔係全職工作人士？【訪員讀出：全職的定義為每星期最少工作 5 天，或一星期總工作時間不少於 40 小時】

Yes

No

Refuse to answer



Terminate interview, skip to end.

係

唔係

拒答



訪問完成，多謝合作，拜拜。(結束訪問)

### Part 3 Opinion Questions 第三部分 意見部分

[Q1a] **In the past 12 months**, have you ever felt that you are overloaded at work? [E.g. Having too much to do, not having enough time to perform required tasks within working hours, given more work than you can handle, or not having enough resources to do the work well.]

**過去 12 個月內**，你有冇曾經覺得自己工作負擔過重？[例如：於辦公時間內未能完成所有工作，工作多於可應付的程度，或欠缺足夠資源以順利完成工作。]

Yes

No (Skip to Q3)

Don't know / hard to say (Skip to Q3)

Refuse to answer (Skip to Q3)

有

冇 (跳至 Q3)

唔知／難講 (跳至 Q3)

拒答 (跳至 Q3)

[Q1b] What do you think are the major causes of your work overload? [Do not read out, multiple answers allowed]

咁你認為導致你工作負擔過重既主要原因係乜野？[不讀答案，可選多項]

My company's top priority is to maximise profits without regard for employees' workload, therefore my company takes on more projects and assignments than we can deal with.

My company has insufficient manpower / is under-staffed.

Inefficient internal processes in my company.

We are not able to openly talk about our workload in my company, and therefore cannot express our workload concern to the supervisor.

In order to succeed in my company I need to take on more work to show my commitment.

This is the culture in my company - everyone is overloaded at work.

My supervisor allocates work unevenly between my team.

Others, please specify: \_\_\_\_\_

Don't know / hard to say

Refuse to answer

我公司只係想賺多 d 錢，並冇考慮員工的工作量，而所承接的工作項目數量遠比我地可以應付既為多。

我公司唔夠人手去應付工作  
我公司既內部工作流程缺乏效率  
我同我既同事唔能夠係公司坦誠討論我地既工作量，所以唔能夠向上司反映我地既工作量問題  
為左爭取表現，我要做額外既工作  
呢個係公司文化，所有人都係咁  
上司分配工作不平均  
其他，請註明： \_\_\_\_\_  
唔知／難講  
拒答

[Q2] **In the past 12 months**, have you experienced any of the following situations due to being overloaded at work? (Interviewer to read out option, order to be randomized by computer, multiple answers are allowed)

**過去 12 個月內**，你有冇曾經因為工作負擔過重而遇過以下情況？(訪員讀出答案，次序由電腦隨機排列，可選多項)

I have had to take sick leave because I have been very tired from work.

My relationship with colleagues has gotten worse.

I made mistakes that I could have avoided if I am not so overworked at work.

I spent time on activities not related to work to de-stress during office hours e.g. surfing the internet, visiting social network websites.

It makes me less efficient in the day as I know I will have to work till late.

I had to postpone deadlines of my work.

Others: please specify: \_\_\_\_\_

None of the above

Don't know / hard to say

Refuse to answer

我因為工作過勞而需要請病假

我與同事關係變差

我犯下一 d 可以避免既錯誤，如果我唔係工作過量就唔會發生

我係辦公時間進行與工作無關既活動為求減壓，例如：瀏覽網頁，上社交網站

因為知道會夜收工，令我日頭既工作效率減低

我需要延遲工作既期限

其他，請註明： \_\_\_\_\_

以上皆否

唔知／難講

拒答

[Q3] Would you consider to do or take any of the following actions in order to achieve a better work-life balance? (Interviewer to read out option, order to be randomized by computer, multiple answers are allowed)

你會唔會考慮採取以下行動以達到較佳既生活及工作平衡？(訪員讀出答案，次序由電腦隨機排列，可選多項)

Accept a pay cut in exchange for a role with less workload or working hours

Leave Hong Kong

Quit my current job / change job / Consider taking a career break

Give up a promotion

Use flexible working options (if available in the company)

Consider moving to other companies where flexible work options are available

Others, please specify \_\_\_\_\_

None of the above

Don't know / hard to say

Refuse to answer

減人工以換取一個較少工作量或工時既職位

離開香港

辭職／轉工／考慮暫停工作一陣

放棄升職的機會

採用彈性上班時間（如公司許可）

考慮轉去可選用彈性上班時間的公司

其他，請註明：\_\_\_\_\_

以上皆否

唔知／難講

拒答

[Q4] On a scale of 0-10, how much have YOU achieved in terms of an ideal work-life balance? 0 represents the worst case possible, 10 represents already ideal, and 5 being half-half. 請用 0-10 分評價一下你自己，達到最理想生活及工作平衡方面既邊個階段？0 分代表現時情況非常差，10 分代表已達到非常理想階段、5 分代表一半半。

\_\_\_\_\_ (Exact figure from 0-10)

Don't know / Hard to say

Refuse to answer

\_\_\_\_\_ [入實數]

唔知／難講

拒答

## Part 4 Demographics 第四部分 個人資料

We would like to ask you some personal information for further analyses.  
我想問你些少個人資料，方便分析。

[DM1] Gender 性別

Male  
Female  
男  
女

[DM2a] Age 年齡

\_\_\_\_\_ (Exact age)  
Do not want to tell  
\_\_\_\_\_ (準確數字)  
唔肯講

[DM2b] 【For those who do not want to tell their exact age】Age interval (Interviewer can read out the intervals)

【只問不肯透露準確年齡被訪者】年齡 (範圍)[訪問員可讀出範圍]

15-20  
21-25  
26-30  
31-35  
36-40  
41-45  
46-50  
51-55  
56-60  
61 years old or above  
Do not want to tell

15-20 歲  
21-25 歲  
26-30 歲  
31-35 歲  
36-40 歲  
41-45 歲  
46-50 歲  
51-55 歲

56-60 歲  
61 歲或以上  
唔肯講

[DM3] Education Attainment 教育程度

Primary school or below  
Secondary school  
Matriculated  
Tertiary, non-degree course  
Tertiary, degree course  
Master's degree  
Doctor's degree  
Refuse to answer  
小學或以下  
中學  
預科  
專上非學位  
專上學位  
碩士學位  
博士學位  
拒答

[DM4] Position 職位(Pls refer to attached "occupation" sheet for detailed categorizations)

**White collar:**

Professional / Manager / Executive  
Trader / Proprietor  
Office: skilled  
Office: unskilled

**Blue collar:**

Factory/Shop/Outdoor: skilled Manual worker  
Factory/ Shop/Outdoor: unskilled Manual worker  
Refuse to answer

**白領:**

專業人士／經理／行政人員  
商人／東主

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辦公室:技術白領人士

辦公室:非技術白領人士

**藍領:**

工廠/舖位/戶外:技術藍領人士

工廠/舖位/戶外:非技術藍領人士

拒答

[DM5] Industry 行業

Banks and Finance Sector

Commercial Service

Construction Industry

Education

Film / Entertainment Industry

Government / Public Affairs

Import / Export Trade

Information Technology (IT)

Insurance

Law, Accountancy, Professional Information Services

Manufacturing Industry

Media

Medical, Hygiene and Welfare Sector

Oil, Energy, Resources and Utilities

Other Personal Services

Property

Restaurants / Hotels

Telecommunication

Transportation Industry

Warehouse Duties

Wholesale / Retail

Others (Please specify)

Refuse to answer

銀行及金融

商業服務

建造業

教育

電影／娛樂事業

政府／公共事務  
出入口貿易  
資訊科技  
保險  
法律、會計、專業資訊服務  
製造業  
傳媒  
醫療、衛生及福利  
石油及能源  
其他個人服務  
房地產  
食肆／酒店  
通訊業  
運輸  
倉務  
批發／零售  
其他(請註明)  
拒答

[DM6] Size of company (Employees based in HK only) 機構規模 [只計(駐)本地員工]

1-50 employee(s)  
51-100 employees  
101-200 employees  
201-500 employees  
501-1000 employees  
Over 1000 employees  
Refuse to answer  
1-50名員工  
51-100名員工  
101-200名員工  
201-500名員工  
501-1000名員工  
多於1000名員工  
拒答

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[DM7] Your personal monthly income, including bonus, is...? 請問你既個人每個月既平均收入大約係....? (包括花紅)

HK\$ 10,000 or below

HK\$ 10,001~20,000

HK\$ 20,001~30,000

HK\$ 30,001~40,000

HK\$ 40,001~50,000

HK\$ 50,001 or above

Refuse to answer

HK\$ 10,000 或以下

HK\$ 10,001~20,000

HK\$ 20,001~30,000

HK\$ 30,001~40,000

HK\$ 40,001~50,000

HK\$ 50,001 或以上

拒答

*Thank you for your time. If you have any questions regarding this interview, you can call xxxx-xxxx to talk to our supervisor, or the Human Research Ethics Committee for Non-Clinical Faculties of the University of Hong Kong at xxxx-xxxx during office hours to verify this interview's authenticity and confirm my identity. Good-bye!*

問卷已經完成，多謝你接受訪問。如果你對呢個訪問有任何疑問，可以打熱線電話 xxxx-xxxx 同我地既督導員聯絡，或者係辦公時間打 xxxx-xxxx 向香港大學操守委員會查詢今次訪問既真確性同埋核對我既身分。拜拜！

\*\*\*\*\* **End of questionnaire** \*\*\*\*\*

\*\*\*\*\* **問卷完** \*\*\*\*\*