

# THE UNIVERSITY OF HONG KONG PUBLIC OPINION PROGRAMME

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## Work Life Balance Survey of the Hong Kong Working Population 2012

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### Final Report

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## *I. Preamble*

- 1.1 The Public Opinion Programme (POP) was established in June 1991 to collect and study public opinion on topics which could be of interest to academics, journalists, policy-makers, and the general public. POP was at first under the Social Sciences Research Centre, a unit under the Faculty of Social Sciences of the University of Hong Kong, it was transferred to the Journalism and Media Studies Centre in the University of Hong Kong in May 2000. In January 2002, it was transferred back to the Faculty of Social Sciences in the University of Hong Kong. Since its establishment, POP has been providing quality survey services to a wide range of public and private organizations, on condition that they allow the POP Team to design and conduct the research independently, and to bear the final responsibilities. POP also insists that the data collected should be open for public consumption in the long run.
- 1.2 In March 2006, the Community Business Limited commissioned POP for the first time to conduct a public opinion poll entitled “Work Life Balance Survey of the Hong Kong Working Population 2006”. The primary objective of the survey was to gauge the current status of Hong Kong people’s work and personal life, their satisfaction of work-life balance as well as their expectation of a balanced life. The survey was repeated every year in 2007, 2008, 2009, 2010 and 2011 to track changes in the local working population over time, yet with slight modifications on the questionnaire design year after year. In June 2012, the Community Business Limited again commissioned POP, for the seventh time, to conduct this “Work Life Balance Survey” to serve exactly the same purpose, also to gauge the working people’s opinion and sentiment under the current economic situation in Hong Kong.
- 1.3 The research instrument used in this study was designed entirely by the POP Team after consulting Community Business Limited, and part of the questions were repeated from previous surveys for direct comparison while other topics were newly added to cater for the latest developments in work-life balance. Fieldwork operations and data analysis were also conducted independently by the POP Team, without interference from any outside party. In other words, POP was given full autonomy to design and conduct the survey, and POP would take full responsibility for all the findings reported herewith.

## II. *Research Design*

- 2.1 This was a random telephone survey conducted by telephone interviewers under close supervision. To minimize sampling bias, telephone numbers were first drawn randomly from the residential telephone directories as “seed numbers”, from which another set of numbers was generated using the “plus/minus one/two” method, in order to capture the unlisted numbers. Duplicated numbers were then filtered, and the remaining numbers were mixed in random order to produce the final telephone sample.
- 2.2 The target population of this survey was **full time workers of age 15 or above who spoke Cantonese, English or Mandarin**, and “full time workers” was defined as those who worked at least 5 days a week, or total working time not less than 40 hours a week. When telephone contact was successfully established with a target household, one person of age 15 or above currently working full time was selected. If more than one subject had been available, selection was made using the “next birthday rule” which selected the person who had his/her birthday next.
- 2.3 Telephone interviews were conducted during the period of **3 to 19 August, 2012**. A total of **1,002 full time workers** of age 15 or above were successfully interviewed. The proportion between white collars and blue collars in this sample was around 77:23 (771 and 224 cases respectively), which was a natural distribution. Had the number of white collar subjects fallen significantly below the expected level, i.e. at least 60%, a booster sampling method would have been used at the final stage of the fieldwork to achieve a minimum quota of 600 cases. This standby procedure was not triggered. As shown from the calculation in Appendix 1, the overall effective response rate of this survey was **69.8%** (Table 1), and the standard sampling error for percentages based on this sample was less than 1.6 percentage points. In other words, the sampling error for all percentages using the total sample was less than plus/minus 3.2 percentage points at 95% confidence level.
- 2.4 As shown in Table 2 of Appendix 1, among the 20,545 telephone numbers sampled for the survey, 9,001 were confirmed to be ineligible, among them 723 were fax or data lines, 6,510 were invalid telephone numbers, 165 were call-forwarding numbers, while another 596 were non-residential numbers. Besides, 45 of them were invalidated due to special technological reasons, while 962 cases were voided because target respondents were unavailable at the numbers provided.

- 2.5 Meanwhile, a total of 6,088 telephone numbers were invalidated before the research team could confirm their eligibility. Among them 493 were busy lines and 4,453 were no-answer calls after making a maximum of 5 times' recalls. 201 cases were diverted to answering devices while another 67 were blocked. Moreover, 117 cases were treated as unsuccessful because of language problems, while 743 interviews were terminated before the screening question and 14 cases were voided for other problems.
- 2.6 On the other hand, 4,454 cases failed to complete the interview. Among them 20 rejected the interview immediately after their eligibility was confirmed, 4,350 were unfinished cases with appointment dates beyond the end of fieldwork period. Besides, 26 cases were incomplete due to unexpected termination of interviews, 58 were classified as miscellaneous due to other non-contact problems, and the remaining 1,002 were successful cases (Table 2).
- 2.7 Statistical tests of “difference-of-proportions” and “difference-of-means” have been applied whenever applicable, in order to check for significant differences between groups. Figures marked with double asterisks (\*\*) indicated that the variation has been tested to be statistically significant at  $p < 0.01$  level, whereas those with single asterisk (\*) denoted statistical significance at  $p < 0.05$  level.
- 2.8 Descriptions of findings marked with a spike (^) are subject to a sub-sample size less than 30, which is very small. It should be noted that the smaller the sample size, the larger the sampling error. Hence, such findings should be treated as rough reference only.

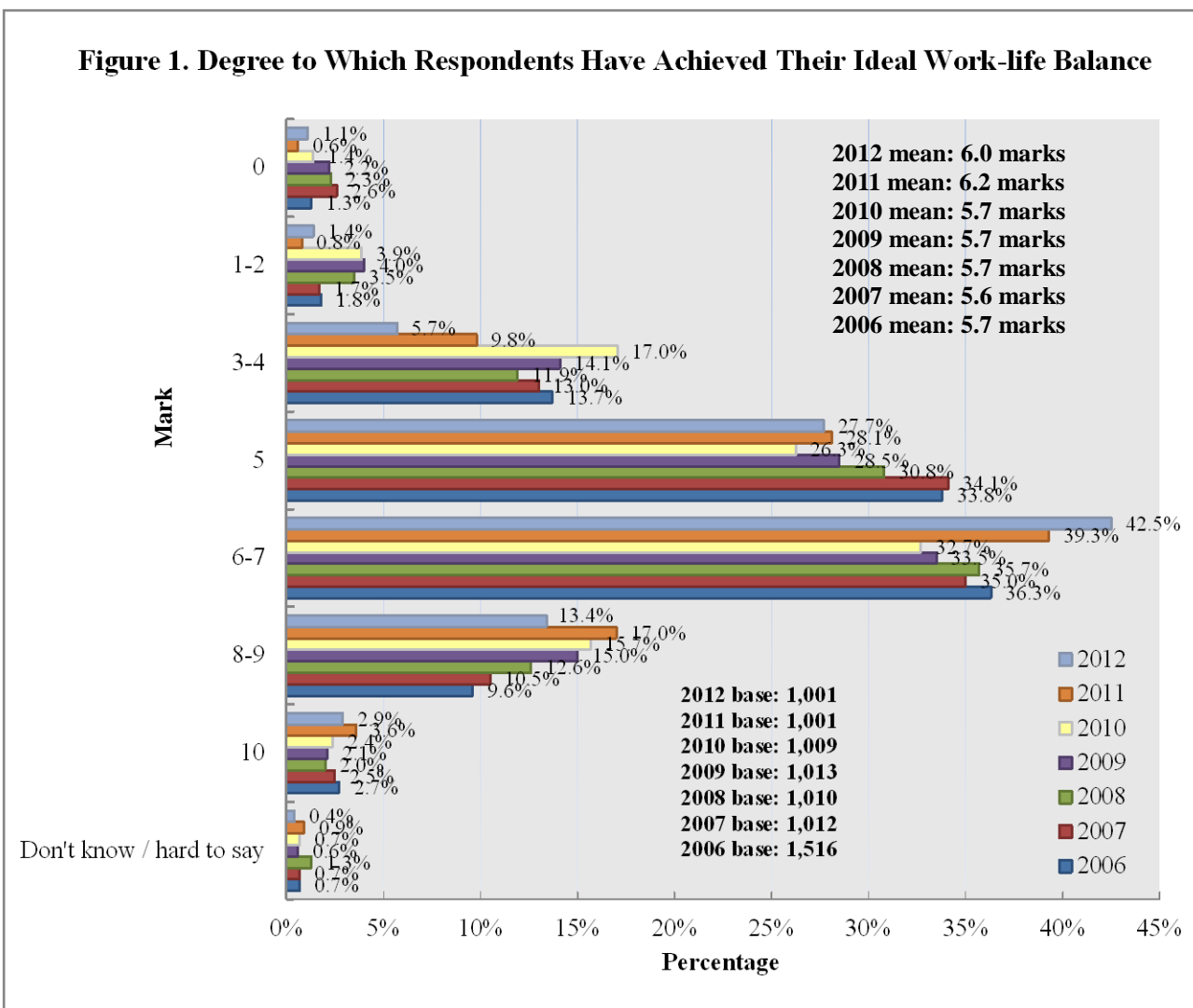
### III. Research Findings

The questionnaire of this year’s survey comprised 10 opinion questions on the respondents’ self-assessed degree of work-life balance, their most desired and currently provided work-life balance initiatives as well as the impact of using technology for work, ended by mapping some standard demographics of the respondents. The key findings are summarized in this section, while all frequency tables referred to in this section can be found in Appendix 2.

#### (A) Self-assessed Degree of Work-life Balance

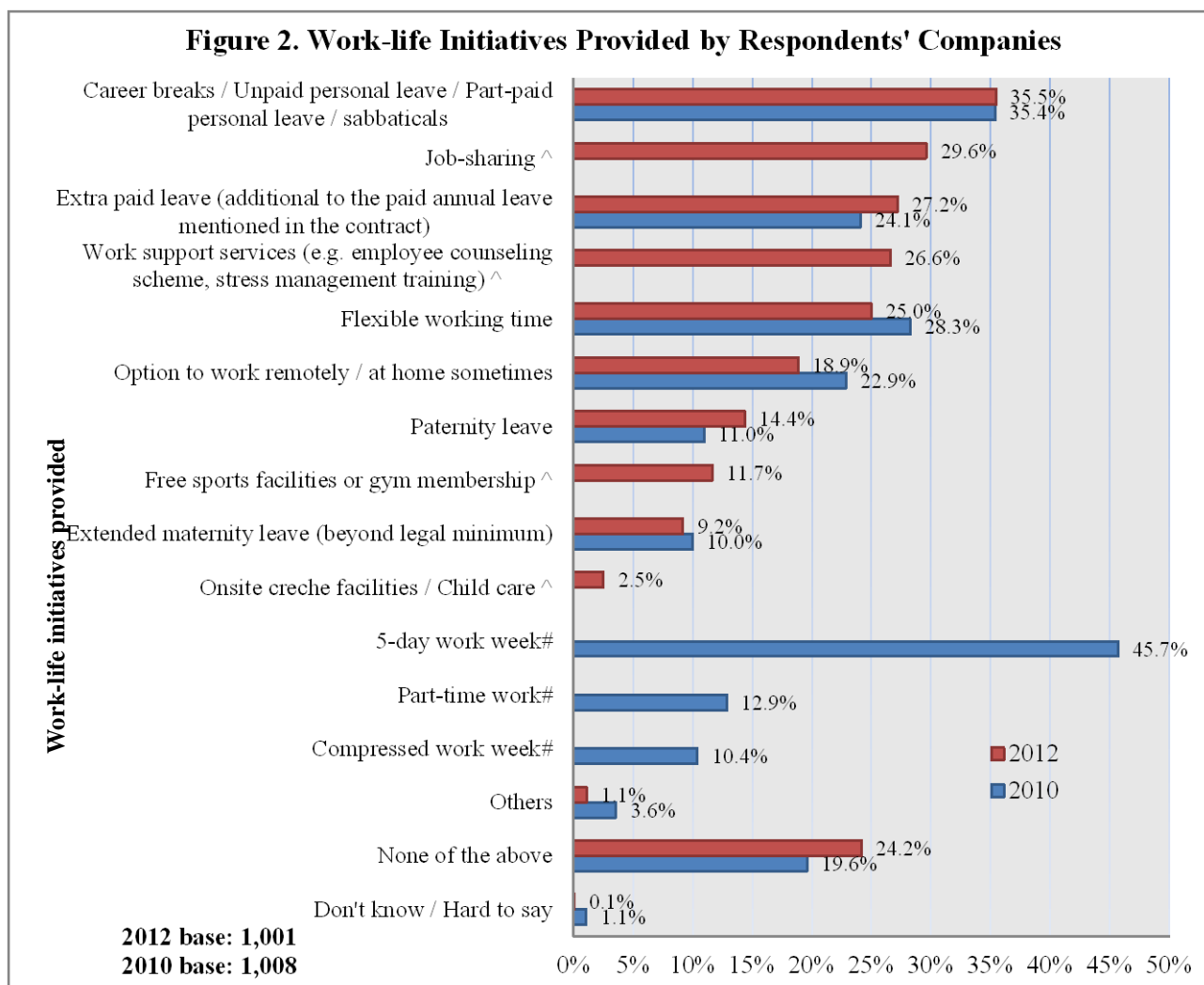
3.1 By use of a rating scale of 0-10, the survey measured, right at the beginning, how far the respondents thought they had achieved in terms of an ideal work-life balance . The higher the score, the closer they were to their ideal situation. Of the total sample, only 1% each gave “0 mark” and “1-2 marks”, 6% gave “3-4 marks” while more than a quarter (28%) opted for the middle ground “5 marks”. Meanwhile, more than half of the sample (56%) chose “6-9 marks” whereas 3% claimed they had already achieved the ideal balance by giving “10 marks”. Excluding those who said “don’t know / hard to say”, the mean score obtained in this year was 6.0 marks, which was slightly lower than the record high of 6.2 marks registered in 2011 but it had been fluctuating within narrow margin over the past 7 years (Table 3 and Figure 1).

**Figure 1. Degree to Which Respondents Have Achieved Their Ideal Work-life Balance**



(B) Current Work-life Initiatives Provided and Usage

3.2 Another question repeated from the 2010 survey was adopted to gauge what work-life initiatives the local companies had offered to their staff. Results revealed that, among the 10 prompted initiatives, “career breaks / unpaid personal leave / part-paid personal leave / sabbaticals” (35%) topped the list with more than one-third of respondents entitled to this benefit at the time of interview, closely followed by “job-sharing” (30%). Then, “extra paid leave” (27%), “work support services” (27%), and “flexible working time” (25%) formed the next tier with percentages ranging from 25% to 27%. Other work-life measures currently available included “option to work remotely / at home sometimes”, “paternity leave”, “free sports facilities or gym membership”, “extended maternity leave” and “onsite crèche facilities / child care” with corresponding percentages of 19%, 14%, 12%, 9% and 2%. In the meantime, close to a quarter of the sample said their company provided “none” of these work-life initiatives (24%, Table 4 and Figure 2).

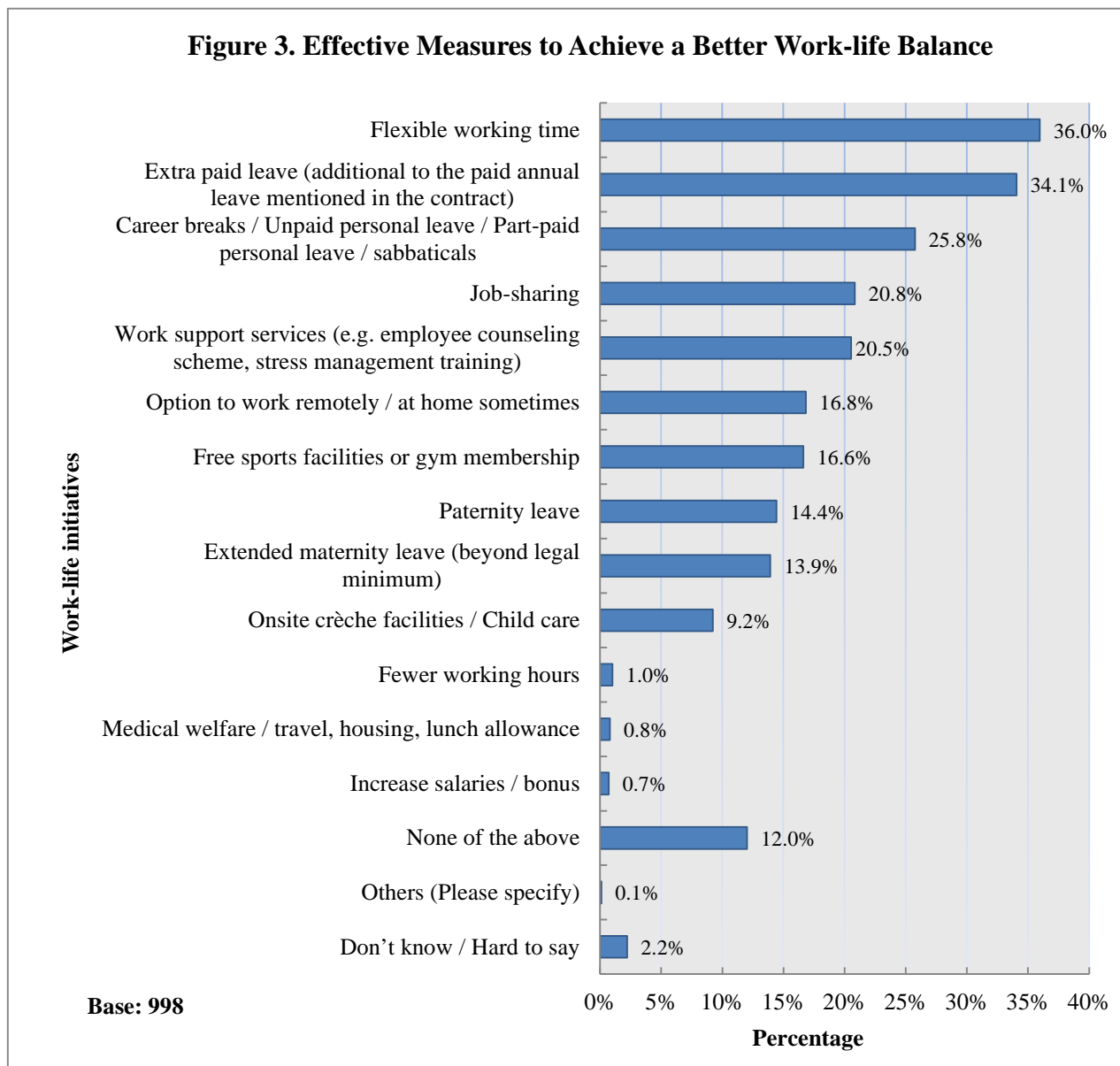


Note: Direct comparison between findings of 2010 and 2012 is not recommended, as the answer items read out in the two surveys were not the same.

# Option read out in the 2010 survey but not in 2012 survey.

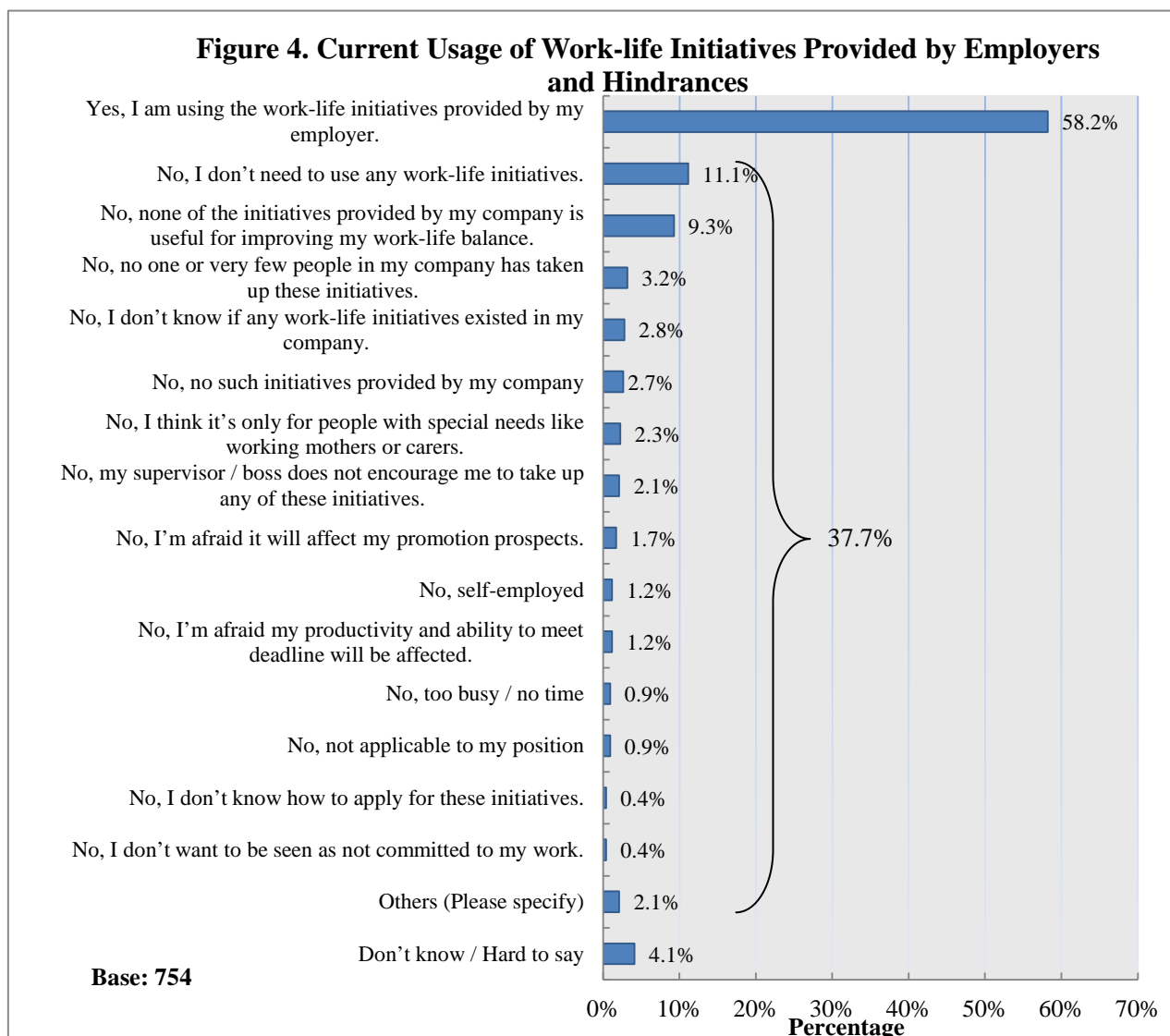
^ Option read out in the 2012 survey but not in 2010 survey.

3.3 The survey continued to ask which of the aforementioned initiatives would be most effective for improving the respondents' work-life balance. Findings indicated that most respondents believed "flexible working time" (36%) and "extra paid leave" (34%) would be effective measures. Followed a distance was "career breaks / unpaid personal leave / part-paid personal leave / sabbaticals" (26%). Then, slightly over one-fifth (21%) each opted for "job-sharing" and "work support services". Other measures that the respondents found effective included "option to work remotely / at home sometimes" (17%), "free sports facilities or gym membership" (17%), "paternity leave" (14%), "extended maternity leave" (14%), "onsite crèche facilities / child care" (9%), "fewer working hours" (1%), "medical welfare / travel, housing, lunch allowance" (1%) and "increase salaries / bonus" (1%). However, around one-eighth of the sample (12%) believed "none" of the mentioned initiatives would be effective in improving one's work-life balance, whereas 2% said "don't know / hard to say" (Table 5 and Figure 3).





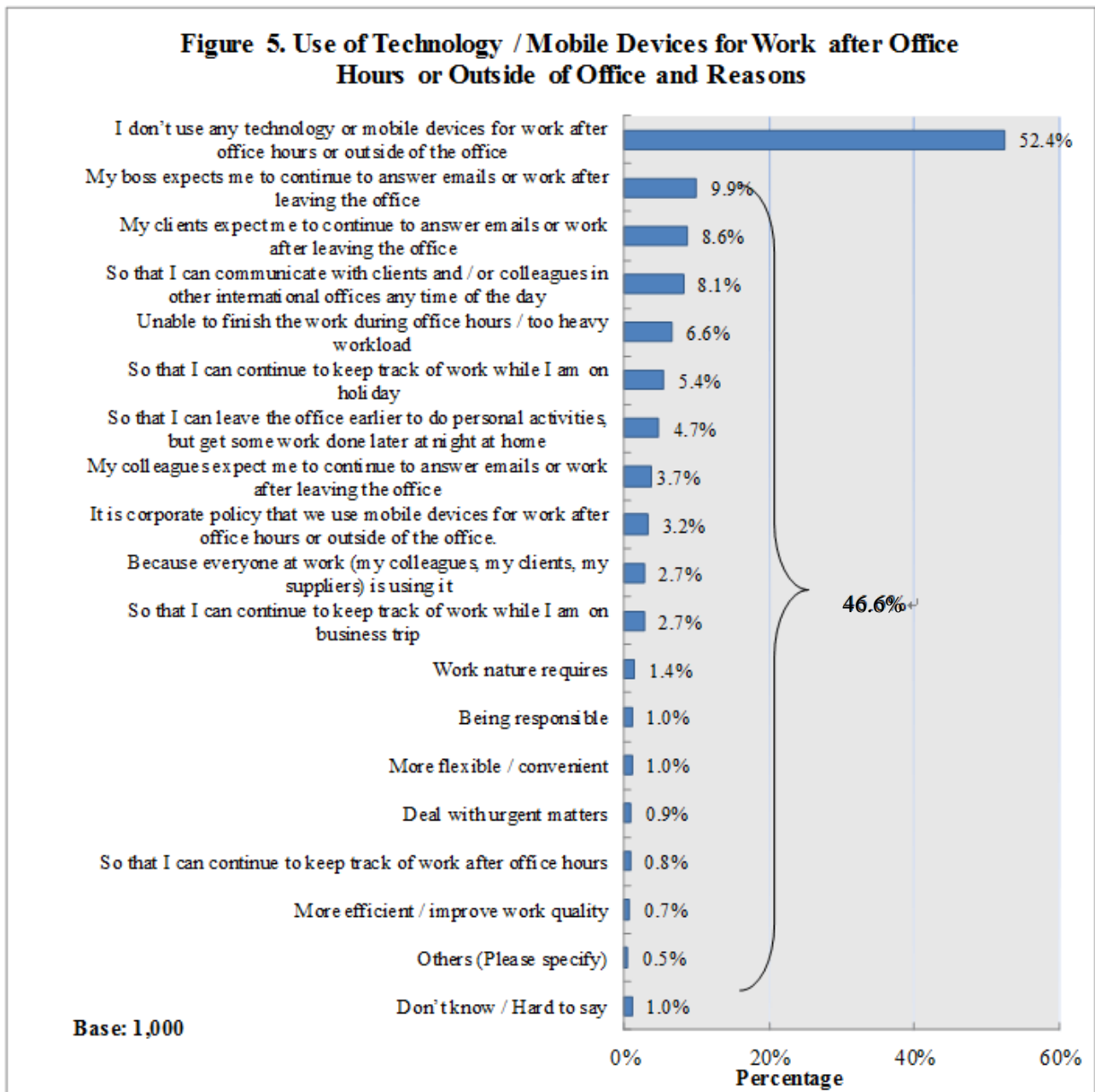
3.4 As for the current usage of work-life initiatives provided by the employers, this year's survey results revealed that, among those who were offered with at least one work-life initiatives at their companies, close to 60% were using them (58%), whereas 38% were not using any of the initiatives offered and another 4% could not give a definite answer. Regarding the reasons for not using the initiatives provided, "no such need" (11%) came first in the list, followed closely by "none of the initiatives provided by their company was useful for improving their work-life balance" (9%). Meanwhile, other less commonly cited reasons included, "no one or very few people in the company had taken up those initiatives" (3%), "did not know if any work-life initiatives existed in the company" (3%), "no such initiatives provided by the company" (3%), "thought it was only for colleagues with special needs, e.g. working mothers or carers" (2%), "supervisor / boss did not encourage colleagues to take up any of the initiatives" (2%), "feared it would affect his/her promotion prospects" (2%), "currently were self-employed" (1%), "feared his/her productivity and ability to meet deadlines will be affected" (1%), "too busy / no time" (1%), "not applicable to his/her position" (1%), "did not want to be seen as not committed to work" (1%) and "did not know how to apply for these initiatives" (1%, Tale 6, Figure 4).



### (C) Use of Technology for Work

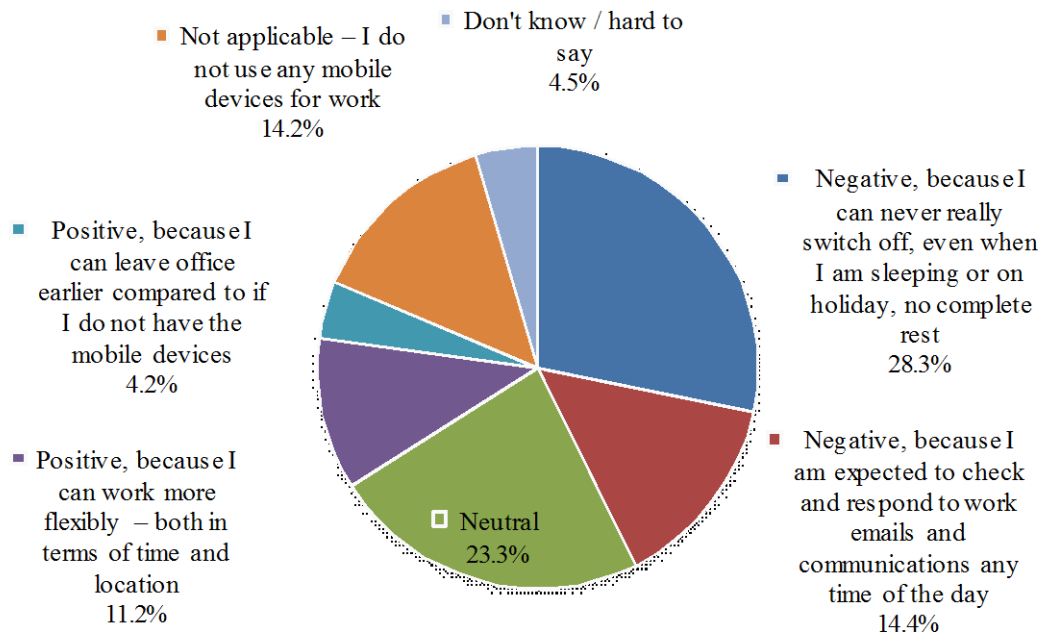
3.5 In view of the ever-changing work culture in Hong Kong, this year's survey also set out to gauge the current usage of technology or mobile devices among the local working population. Results showed that slightly over half of the sample interviewed (52%) did not have to use any technology or mobile devices for work after office hours or outside of the office. On the other hand, 47% said they would use such technologies for work anytime, with the most commonly cited reason being "expected by boss to continue to answer emails or work after leaving the office" (10%). Followed closely were "expected by clients to continue to answer emails or work after leaving office" (9%) and "to communicate with clients and / or colleagues in other international offices any time of the day" (8%). Next, 7% said they used technology / mobile device for work after office hours or outside of office because they were "unable to finish work during office hours / too heavy workload" (7%), while 5% each said they "could then keep track of work while they were at on holiday" and "could leave office earlier to do personal activities, but get some work down later at night at home". Meanwhile, another 4% reported that "their colleagues expected them to continue to answer emails or work after leaving the office", 3% said "it was corporate policy that they used mobile devices for work after office hours or outside of the office", "so that they could continue to keep track of work while on business trip" and "because everyone at work was using it". Other less frequently cited reasons included "work nature required" (1%), "more flexible / convenient" (1%), "being responsible" (1%), "dealt with urgent matters" (1%), "so that they could continue to keep track of work after office hours" (1%) and "more efficient / improve work quality" (1%, Table 7, Figure 5).

**Figure 5. Use of Technology / Mobile Devices for Work after Office Hours or Outside of Office and Reasons**



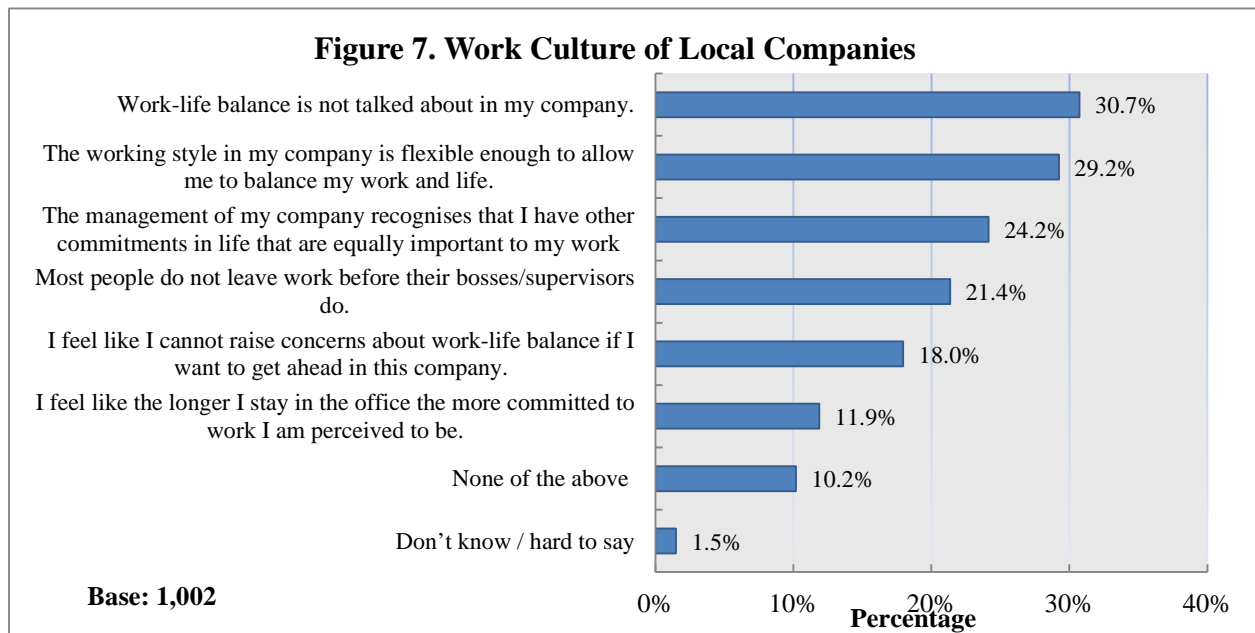
3.6 With regards the impact of using mobile devices for work after office hours or physically outside of office, among the four possible scenarios prompted by interviewers, more than 40% evaluated it negatively, with reasons being “never able to switch off, even when sleeping or on holiday, no complete rest” (28%) and “being expected to check and respond to work emails and communications any time of the day” (14%). On the contrary, one-sixth of the sample (17%) believed there had been a positive effect on their lives by making use of new technologies for work, among which, 11% said it was because “they could work more flexibly, both in terms of time and location” and 4% attributed to the fact that “they could leave office earlier compared to if they did not have the mobile devices”. Meanwhile, 14% could not answer as they did not use any mobile devices for work while 4% did not have an idea whether the effect was positive or negative (Table 8, Figure 6).

**Figure 6. Effect of Using Mobile Devices for Work Outside of Office Hours or Physically Outside of the Office**

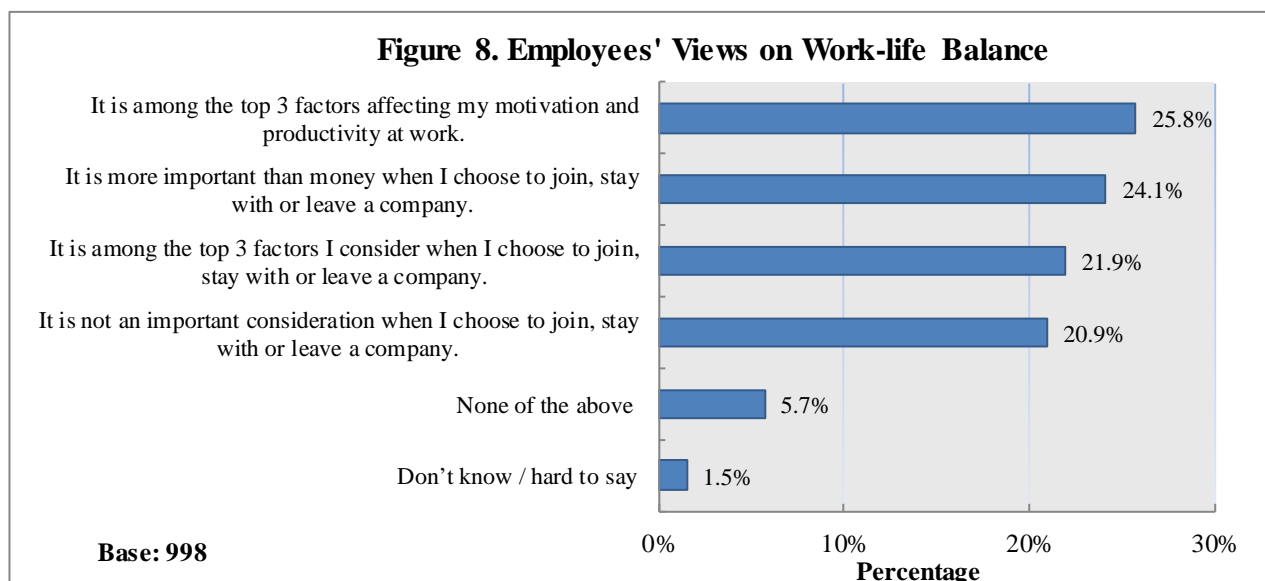


**Base: 1,001**

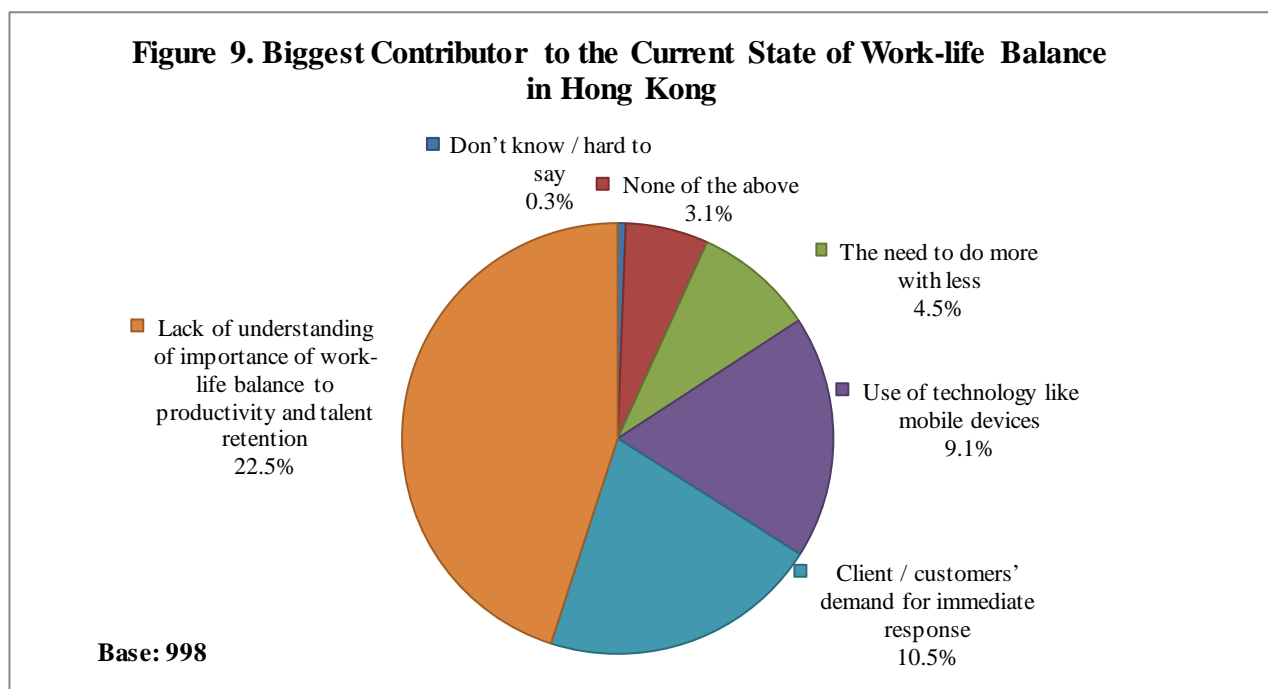
3.7 When it comes to the local work culture vis-à-vis work-life balance, of the six statements prompted to all respondents, “work-life balance was not talked about in my company” ranked first as chosen by 31% of the sample, “the working style in my company was flexible enough to allow me to balance my work and life” followed closely behind with 29% respondents choosing it. At the same time, nearly a quarter of the sample shared the view that “the management of my company recognized that I had other commitments in life that were equally important to my work” (24%) while around one-fifth picked “most people did not leave work before their bosses / supervisors did” (21%). Then, those who opted for “I felt like I could not raise concerns about work-life balance if I wanted to get ahead in this company” and “I felt like the longer I stayed in the office the more committed to work I was perceived to be” accounted for 18% and 12% of the total sample respectively. On the other hand, one-tenth of the sample did not agree to any of the descriptions above (10%) and another 1% opted for “don’t know / hard to say” (Table 9, Figure 7).



3.8 As regards the importance of work-life balance to each individual respondent, when asked to choose among four different descriptions, the distributions were quite even with each taking up one-fifth to one-fourth of the total sample. Specifically, more than a quarter admitted “work-life balance was among the top 3 factors affecting my motivation and productivity at work” (26%), whereas another 24% agreed “work-life balance was more important than money when I chose to join, stay with or leave a company”. Meanwhile, around one-fifth opted for the description “work-life balance was the top 3 factors I considered when I chose to join, stay with or leave a company” (22%) Nevertheless, a comparable amount of respondents confessed that “work-life balance was not an important consideration when I chose to join, stay with or leave a company” (21%). At the same time, 6% of the sample said none of the given statements could describe their views on work-life balance and 2% could not give a definite answer (Table 10, Figure 8).

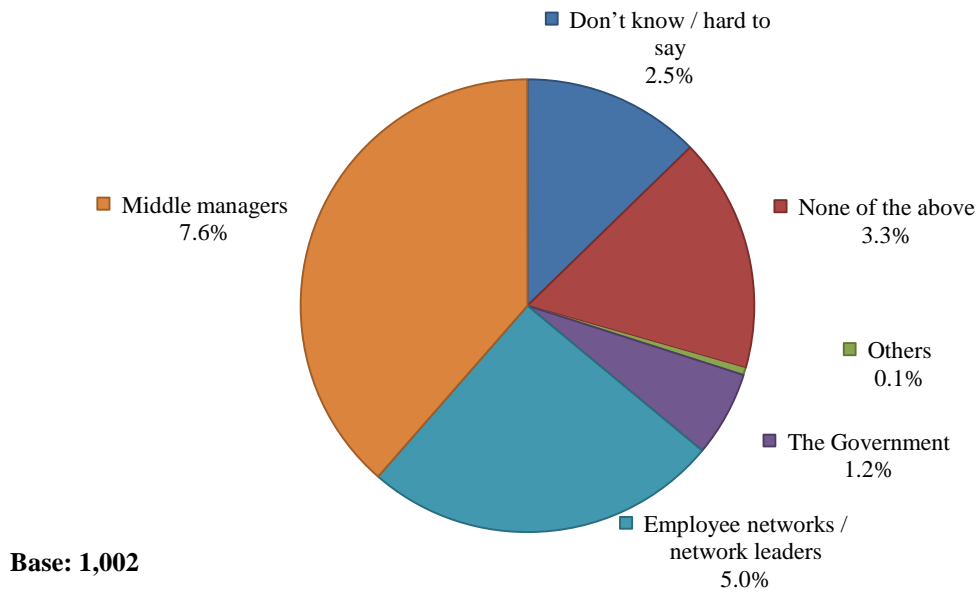


3.9 As to the question what has been the biggest contributor to the current state of work-life balance in Hong Kong, “highly competitive nature of global / international business” (24%), “Kong Kong’s hard work ethics” (23%) and “lack of understanding of importance of work-life balance to productivity and talent retention” (23%) were the most popular answers among the six options provided. Those who pointed their fingers to “client / customers’ demand for immediate response” and “use of technology like mobile devices” accounted for 11% and 9% respectively, while a small proportion of the sample believed “the need to do more with less” had been the biggest contributor to the current state of work-life balance in Hong Kong. In the meantime, 3% each opted for “none” and “don’t know / hard to say” (Table 11, Figure 9).



3.10 The survey ended by asking all respondents, among “senior business leaders”, “middle managers”, “human resources department”, “employee networks / network leaders”, and “every employee”, who should take the primary responsibility for improving work-life balance in their organizations? Results showed that more than half believed “senior business leaders” (52%) should take the lead which represented a clear majority view. Around one-sixth believed that “every employee” (16%) should be responsible for that, whereas one-eighth thought this should be the responsibility of a company’s “human resources department” (13%). Less than one-tenth each went for “middle managers” (8%) and “employee networks / network leaders” (5%), whilst a small number of respondents spontaneously named “Government”, even without prompting, as the major party that should take lead of improving the work-life balance. Nonetheless, 3% believe it should not be the responsibility of any of the given parties, while 2% did not have an idea.

**Figure 10. Who Should Take the Primary Responsibility for Improving Work-life Balance in Organizations?**



## IV. Concluding Remarks

- 4.1 This is the seventh consecutive year that we studied the work-life balance of Hong Kong's working population by means of representative random sample surveys comparable to international standards. In our first benchmark survey conducted in 2006, the sample size was controlled at 1,500+ successful cases. Thereafter it was controlled at 1,000+ successful cases. Sampling errors for percentage figures based on the full sample were therefore controlled to not more than plus/minus 3.2 percentage points at 95% confidence level starting from our second survey. This seventh survey has put more attention on a number of topical issues rather than on compiling tracking indicators.
- 4.2 Our survey shows that respondents' self-assessment of their achievement in attaining work-life balance remains fairly stable over the past 7 years, it stands at 6.0 marks this year. In terms of work-life initiatives provided by the companies, respondents' reported that "career breaks / unpaid personal leave / part-paid personal leave / sabbaticals" and "job-sharing" were most common. However, in terms of effectiveness, respondents considered "flexible working time" and "extra paid leave" to be most effective. This mismatch may partly explain why more than one-third of the sample did not use any of the initiatives provided, as "no such need" and "none was useful" were the top two reasons mentioned.
- 4.3 On the impact of technology, close to half of all respondents were using technology or mobile devices for work after office hours or outside of the office, but more than 40% considered it a negative impact to their work-life balance, because they could "never be able to switch off, even when sleeping or on holiday" and "be expected to check and respond to work emails and communications any time of the day". Only a small portion considered it positive, because they could "work more flexibly, both in terms of time and location" and "leave work earlier as compared to the time with no mobile devices could be used for work".
- 4.4 Despite the high importance which individual respondents paid to work-life balance, it is not a subject frequently discussed in their companies. According to our survey, work-life balance was high on most respondents' priority list affecting their motivation, productivity, and whether to stay with a company, but about one-third said work-life balance was not talked about in their companies. More than half of the respondents considered senior business leaders have the biggest responsibilities in improving the work-life balance of their companies.



4.5 To conclude, this survey has detected three areas of concern. First, there was a mismatch between what the companies provided in terms of work-life balance, and what the staff hoped for. Second, despite the high priority which staff members paid to work-life balance, it is not a topic openly discussed in most companies. This probably explains the first mismatch. Third, technology and mobile devices are meant to increase efficiency, but many staff members considered it a negative impact to their work-life balance, because they could never “switch off” from work. To address these problems, more studies should be conducted, and better communication between employers and employees is recommended.

# **Appendix 1**

## **Contact Information**

**Table 1 Calculation of effective response rate**

Effective response rate	
=	$\frac{\text{Successful cases}}{\text{Successful cases} + \text{Partial interview} + \text{Refusal cases by eligible respondents}^* + \text{Refusal cases by prorated-eligible respondents}^{\wedge}}$
=	$\frac{1,002}{1,002 + 26 + 20 + 743 [(1,002 + 26 + 20) / (1,002 + 26 + 20 + 962)]^{\wedge}}$
=	69.8%

\* Including "household-level refusal" and "known respondent refusal"

^ Figure obtained by prorata

**Table 2 Breakdown of contact information of the survey**

	Frequency	Percentage
<b>Respondents' ineligibility confirmed</b>	<b>9,001</b>	<b>43.8%</b>
<i>Fax / data line</i>	723	3.5%
<i>Invalid number</i>	6,510	31.7%
<i>Call-forwarding / mobile / pager number</i>	165	0.8%
<i>Non-residential number</i>	596	2.9%
<i>Special technological difficulties</i>	45	0.2%
<i>No eligible respondents</i>	962	4.7%
<b>Respondents' ineligibility not confirmed</b>	<b>6,088</b>	<b>29.6%</b>
<i>Line busy</i>	493	2.4%
<i>No answer</i>	4,453	21.7%
<i>Answering device</i>	201	1.0%
<i>Call-blocking</i>	67	0.3%
<i>Language problem</i>	117	0.6%
<i>Interview terminated before the screening question</i>	743	3.6%
<i>Others</i>	14	0.1%
<b>Respondents' eligibility confirmed, but failed to complete the interview</b>	<b>4,454</b>	<b>21.7%</b>
<i>Household-level refusal</i>	0	0.0%
<i>Known respondent refusal</i>	20	0.1%
<i>Appointment date beyond the end of the fieldwork period</i>	4,350	21.2%
<i>Partial interview</i>	26	0.1%
<i>Miscellaneous</i>	58	0.3%
<b>Successful cases</b>	<b>1,002</b>	<b>4.9%</b>
<b>Total</b>	<b>20,545</b>	<b>100.0%</b>

## **Appendix 2**

# **Frequency Tables**

**Note: Figures marked with double asterisks (\*\*) in this section indicate that the variation has been tested to be statistically significant at  $p < 0.01$  level, whereas those with single asterisk (\*) denote statistical significance at  $p < 0.05$  level.**

### A. Problems of Work-Life Balance and Desired Solutions

Table 3 [Q1] Using 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.

	2006 % (Base= 1,516)	2007 % (Base= 1,012)	2008 % (Base= 1,010)	2009 % (Base= 1,013)	2010 % (Base= 1,009)	2011 % (Base= 1,001)	2012 Frequency % (Base=1,001)	
0	1.3%	2.6%*	2.3%	2.2%	1.4%	0.6%	11	1.1%
1-2	1.8%	1.7%	3.5%*	4.0%	3.9%	0.8%	14	1.4%
3-4	13.7%	13.0%	11.9%	14.1%	17.0%	9.8%	107	5.7%
5	33.8%	34.1%	30.8%	28.5%	26.3%	28.1%	277	27.7%
6-7	36.3%	35.0%	35.7%	33.5%	32.7%	39.3%	425	42.5%
8-9	9.6%	10.5%	12.6%	15.0%	15.7%	17.0%	134	13.4%*
10	2.7%	2.5%	2.0%	2.1%	2.4%	3.6%	29	2.9%
Don't know / Hard to say	0.7%	0.7%	1.3%	0.6%	0.7%	0.9%	4	0.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	1,001	100.0%
Missing	3	2	1	--	--	2	1	
Mean	5.7	5.6	5.7	5.7	5.7	6.2**	6.0*	
Standard Error	0.04	0.06	0.06	0.06	0.06	0.05	0.05	
Base	1,505	1,005	997	1,007	1,002	992	997	

\* Statistically significant at  $p < 0.05$  level \*\* Statistically significant at  $p < 0.01$  level

Table 4 [Q2] What types of work-life initiatives does your company currently provide?  
[Read out each answer, order to be randomized by computer, multiple responses allowed]

	2010			2012		
	Freq.	% of total responses (Base=2,269)	% of valid sample (Base=1,008)	Freq.	% of total responses (Base=2,260)	% of valid sample (Base=1,001)
Career breaks / Unpaid personal leave / Part-paid personal leave / sabbaticals	357	15.7%	35.4%	355	15.7%	35.5%
Job-sharing ^	--	--	--	296	13.1%	29.6%
Extra paid leave (additional to the paid annual leave mentioned in the contract)	243	10.7%	24.1%	272	12.0%	27.2%
Work support services (e.g. employee counseling scheme, stress management training) ^	--	--	--	266	11.8%	26.6%
Flexible working time	285	12.6%	28.3%	250	11.1%	25.0%
Option to work remotely / at home sometimes	231	10.2%	22.9%	189	8.4%	18.9%*
Paternity leave	111	4.9%	11.0%	144	6.4%	14.4%*
Free sports facilities or gym membership ^	--	--	--	117	5.2%	11.7%
Extended maternity leave (beyond legal minimum)	101	4.5%	10.0%	92	4.1%	9.2%
Onsite crèche facilities / Child care ^	--	--	--	25	1.1%	2.5%
5-day work week #	461	20.3%	45.7%	--	--	--
Part-time work #	130	5.7%	12.9%	--	--	--
Compressed work week #	105	4.6%	10.4%	--	--	--
Others	36	1.6%	3.6%	11	0.5%	1.1%
None of the above	198	8.7%	19.6%	242	10.7%	24.2%*
Don't know / Hard to say	11	0.5%	1.1%	1	<0.1%	0.1%**
Total	2,269	100.0%		2,260	100.0%	
Missing	1			1		
<u>Other responses that cannot be grouped:</u>						
Medical welfare / travel, housing, lunch allowance				11	0.5%	1.1%
Staff gathering	13	0.6%	1.3%			
Provision of allowance for training and interest courses by the company	4	0.2%	0.4%			
Job sharing	3	0.1%	0.3%			
Provision of a lounge by the company	3	0.1%	0.3%			
Easy to apply leave	3	0.1%	0.3%			
Work support services (e.g. employee counseling scheme, stress management training)	3	0.1%	0.3%			
Medical allowance	3	0.1%	0.3%			
Free sports facilities	2	0.1%	0.2%			
Paid sick leave	1	<0.1%	0.1%			
Can use the company's resort house	1	<0.1%	0.1%			
Off duty on time	1	<0.1%	0.1%			
Sub total	37	1.6%	3.7%	11	0.5%	1.1%

\* Statistically significant at  $p < 0.05$  level \*\* Statistically significant at  $p < 0.01$  level

# Option read out in the 2010 survey but not in 2012 survey.

^ Option read out in the 2012 survey but not in 2010 survey.

Table 5 [Q3] Which of the above work-life initiatives do you think will be most effective for improving your work-life balance? [Does NOT matter if answer to Question 2 above is “None of the above”. Repeat the above options if necessary, multiple responses allowed]

	Frequency	% of total responses (Base=2,246)	% of valid sample (Base=998)
Flexible working time	359	16.0%	36.0%
Extra paid leave (additional to the paid annual leave mentioned in the contract)	340	15.1%	34.1%
Career breaks / Unpaid personal leave / Part-paid personal leave / sabbaticals	257	11.4%	25.8%
Job-sharing	208	9.3%	20.8%
Work support services (e.g. employee counseling scheme, stress management training)	205	9.1%	20.5%
Option to work remotely / at home sometimes	168	7.5%	16.8%
Free sports facilities or gym membership	166	7.4%	16.6%
Paternity leave	144	6.4%	14.4%
Extended maternity leave (beyond legal minimum)	139	6.2%	13.9%
Onsite crèche facilities / Child care	92	4.1%	9.2%
Fewer working hours	10	0.4%	1.0%
Medical welfare / travel, housing, lunch allowance	8	0.4%	0.8%
Increase salaries / bonus	7	0.3%	0.7%
None of the above	120	5.3%	12.0%
Others (See below)	1	<0.1%	0.1%
Don't know / Hard to say	22	1.0%	2.2%
Total	2,246	100.0%	
<i>Missing</i>	4		
<u>Other response that cannot be grouped:</u>			
Self-employed	1	<0.1%	0.1%
Sub total	1	<0.1%	0.1%

Table 6 [Q4] [Only ask those who did NOT answer “none of the above” in Q2, base=760]  
 Are you currently using any of the work-life initiatives provided by your employer? If not, why?  
 [Do not read out answers, multiple responses allowed]

	Frequency	% of total responses (Base=789)	% of valid sample (Base=754)
Yes, I am using the work-life initiatives provided by my employer.	439	55.6%	58.2%
No, I don't need to use any work-life initiatives.	84	10.6%	11.1%
No, none of the initiatives provided by my company is useful for improving my work-life balance.	70	8.9%	9.3%
No, no one or very few people in my company has taken up these initiatives.	24	3.0%	3.2%
No, I don't know if any work-life initiatives existed in my company.	21	2.7%	2.8%
No, no such initiatives provided by my company.	20	2.5%	2.7%
No, I think it's only for people with special needs like working mothers or carers.	17	2.2%	2.3%
No, my supervisor / boss does not encourage me to take up any of these initiatives.	16	2.0%	2.1%
No, I'm afraid it will affect my promotion prospects.	13	1.6%	1.7%
No, I'm afraid my productivity and ability to meet deadline will be affected.	9	1.1%	1.2%
No, self-employed.	9	1.1%	1.2%
No, not applicable to my position.	7	0.9%	0.9%
No, I don't want to be seen as not committed to my work.	7	0.9%	0.9%
No, I don't know how to apply for these initiatives.	3	0.4%	0.4%
Others (See below)	3	0.4%	0.4%
Don't know / Hard to say	16	2.0%	2.1%
<b>Total</b>	789	100.0%	
<i>Missing</i>	6		
<u>Other responses that cannot be grouped:</u>			
No reason	5	0.6%	0.7%
Difficult / inconvenient to arrange	4	0.5%	0.5%
Because the leaves I take do not belong to unpaid leaves / part-paid leaves	1	0.1%	0.1%
Flexible working time	1	0.1%	0.1%
Mutual trust	1	0.1%	0.1%
Not yet birthday	1	0.1%	0.1%
Only the company has facilities needed	1	0.1%	0.1%
Personally not interested	1	0.1%	0.1%
Want to earn more	1	0.1%	0.1%
<b>Sub total</b>	16	2.0%	2.1%



Table 7 [Q5] Do you use technology or mobile devices for work after office hours or outside of the office? If yes, what are the reasons? [Do not read out answer, multiple responses allowed]

	Frequency	% of total responses (Base=1,153)	% of valid sample (Base=1,000)
My boss expects me to continue to answer emails or work after leaving the office	99	8.6%	9.9%
My clients expect me to continue to answer emails or work after leaving the office	86	7.5%	8.6%
So that I can communicate with clients and / or colleagues in other international offices any time of the day	81	7.0%	8.1%
Unable to finish the work during office hours / Too heavy workload	66	5.7%	6.6%
So that I can continue to keep track of work while I am on holiday	54	4.7%	5.4%
So that I can leave the office earlier to do personal activities, but get some work done later at night at home	47	4.1%	4.7%
My colleagues expect me to continue to answer emails or work after leaving the office	37	3.2%	3.7%
It is corporate policy that we use mobile devices for work after office hours or outside of the office	32	2.8%	3.2%
So that I can continue to keep track of work while I am on business trip	27	2.3%	2.7%
Because everyone at work (my colleagues, my clients, my suppliers) is using it	27	2.3%	2.7%
Work nature requires	14	1.2%	1.4%
More flexible / convenient	10	0.9%	1.0%
Being responsible	10	0.9%	1.0%
Deal with urgent matters	9	0.8%	0.9%
So that I can continue to keep track of work after office hours	8	0.7%	0.8%
More efficient / improve work quality	7	0.6%	0.7%
Others (See below)	5	0.4%	0.5%
I don't use any technology or mobile devices for work after office hours or outside of the office	524	45.4%	52.4%
Don't know / Hard to say	10	0.9%	1.0%
Total	1,153	100.0%	
<i>Missing</i>	2		
<u>Other responses that cannot be grouped:</u>			
Personal habit	2	0.2%	0.2%
Need to prepare for work at home	1	0.1%	0.1%
Self improvement	1	0.1%	0.1%
Transfer pictures	1	0.1%	0.1%
Subtotal	5	0.4%	0.5%

Table 8 [Q6] Do you think the use of mobile devices for work outside of office hours or when you are outside of the office has a positive, negative or neutral effect on your overall work-life balance? Please choose **1 statement** that most accurately describes your view: [Interviewer to read out items 1 to 5]

	Frequency	% (Base=1,001)
Negative, because I can never really switch off, even when I am sleeping or on holiday, no complete rest.	283	28.3%
Neutral	233	23.3%
Negative, because I am expected to check and respond to work emails and communications any time of the day.	144	14.4%
Positive, because I can work more flexibly – both in terms of time and location.	112	11.2%
Positive, because I can leave office earlier compared to if I do not have the mobile devices.	42	4.2%
Not applicable – I do not use any mobile devices for work.	142	14.2%
Don't know / hard to say	45	4.5%
Total	1,001	100.0%
<i>Missing</i>	<i>1</i>	

Table 9 [Q7] Which of the following statements most accurately describe the work culture in your company when it comes to work-life balance? Please choose the top 2. [Interviewer to read out items 1 to 4, items to be randomized by computer]

	Frequency	% of total responses (Base=1,473)	% of valid sample (Base=1,002)
Work-life balance is not talked about in my company.	308	20.9%	30.7%
The working style in my company is flexible enough to allow me to balance my work and life.	293	19.9%	29.2%
The management of my company recognises that I have other commitments in life that are equally important to my work.	242	16.4%	24.2%
Most people do not leave work before their bosses / supervisors do.	214	14.5%	21.4%
I feel like I cannot raise concerns about work-life balance if I want to get ahead in this company.	180	12.2%	18.0%
I feel like the longer I stay in the office the more committed to work I am perceived to be.	119	8.1%	11.9%
None of the above	102	6.9%	10.2%
Don't know / Hard to say	15	1.0%	1.5%
Total	1,473	100.0%	
<i>Missing</i>	--		

Table 10 [Q8] Which of the following statement most accurately describes your view on work-life balance? [Interviewer to read out items 1 to 4, items to be randomized by computer, single answer only]

	Frequency	% (Base=998)
It is among the top 3 factors affecting my motivation and productivity at work.	257	25.8%
It is more important than money when I choose to join, stay with or leave a company.	241	24.1%
It is among the top 3 factors I consider when I choose to join, stay with or leave a company.	219	21.9%
It is not an important consideration when I choose to join, stay with or leave a company.	209	20.9%
None of the above	57	5.7%
Don't know / hard to say	15	1.5%
Total	998	100.0%
<i>Missing</i>	4	

Table 11 [Q9] What do you think has been the biggest contributor to the current state of work-life balance in Hong Kong? [Interviewer to read out items 1 to 6, items to be randomized by computer, single answer only]

	Frequency	% (Base=998)
Highly competitive nature of global / international business	239	23.9%
Hong Kong's hard work ethics	226	22.6%
Lack of understanding of importance of work-life balance to productivity and talent retention	225	22.5%
Client / customers' demand for immediate response	105	10.5%
Use of technology like mobile devices	91	9.1%
The need to do more with less	45	4.5%
Others (See below)	3	0.3%
None of the above	31	3.1%
Don't know / hard to say	33	3.3%
Total	998	100.0%
<i>Missing</i>	4	
<u>Other responses that cannot be grouped:</u>		
A city of high density, high property prices which push Hong Kong people to work all the time	1	0.1%
Standard working hours	1	0.1%
Unequal wealth distribution in society	1	0.1%
Subtotal	3	0.3%

Table 12 [Q10] Finally, who do you think should take the primary responsibility for improving work-life balance in your organisation? [Interviewer to read out items 1 to 5, items to be randomized by computer, single answer only]

	Frequency	% (Base=1,002)
Senior business leaders	521	52.0%
Every employee	157	15.7%
Human Resources Department	127	12.7%
Middle managers	76	7.6%
Employee networks / network leaders	50	5.0%
The Government (un-prompted item)	12	1.2%
Others (See below)	1	0.1%
None of the above	33	3.3 %
Don't know / hard to say	25	2.5%
Total	1,002	100.0%
<i>Missing</i>	--	
<u>Other responses that cannot be grouped:</u>		
Culture	1	0.1%
Subtotal	1	0.1%

## **Appendix 3**

# **Demographics**

## Demographics

Table 13 Gender

	2006 % (Base= 1,519)	2007 % (Base= 1,014)	2008 % (Base= 1,011)	2009 % (Base= 1,013)	2010 % (Base= 1,009)	2011 % (Base= 1,003)	2012 Frequency % (Base=1,002)	
Male	54.0%	51.3%	54.0%	51.7%	50.8%	50.0%	481	48.0%
Female	46.0%	48.7%	46.0%	48.3%	49.2%	50.0%	521	52.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	1,002	100.0%

Table 14 Age Group\*

	2006 % (Base= 1,511)	2007 % (Base= 1,004)	2008 % (Base= 965)	2009 % (Base= 997)	2010 % (Base= 982)	2011 % (Base= 995)	2012 Frequency % (Base=990)	
15-29 years old / 15-30 years old	18.4%	23.8%	16.9%	20.6%	29.3%	22.9%	221	22.3%
30-39 years old / 31-40 years old	26.5%	23.3%	22.3%	22.3%	23.1%	18.9%	236	23.8%
40-49 years old / 41-50 years old	35.3%	33.0%	35.8%	30.2%	27.7%	31.4%	290	29.3%
50-59 years old / 51-60 years old	17.5%	17.3%	20.9%	21.3%	18.0%	22.8%	202	20.4%
60 years old or above / 61 years old above	2.3%	2.6%	4.1%	5.7%	1.8%	4.0%	41	4.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	990	100.0%
Missing	8	10	46	16	27	8	12	

\*Prior to 2010 survey, the age groups were categorized as "15-29", "30-39", "40-49", "50-59" and "60 years old or above".

Table 15 Education Attainment

	2006	2007	2008	2009	2010	2011	2012	
	% (Base= 1,513)	% (Base= 1,007)	% (Base= 993)	% (Base= 1,008)	% (Base= 985)	% (Base= 994)	Frequency	% (Base=996)
Primary school or below	6.1%	6.4%	8.1%	7.7%	6.7%	8.2%	56	5.6%
Secondary school	48.2%	47.6%	47.1%	41.7%	39.0%	43.0%	348	34.9%
Matriculated	7.4%	7.4%	6.7%	6.6%	8.6%	6.3%	67	6.7%
Tertiary, non-degree course	8.2%	6.2%	6.6%	6.4%	8.0%	7.4%	71	7.1%
Tertiary, degree course	23.8%	23.8%	23.9%	27.6%	29.9%	27.0%	357	35.8%
Master's Degree	6.0%	7.5%	7.6%	9.1%	7.0%	7.4%	95	9.5%
Doctor's Degree	0.3%	1.1%	0.0%	0.8%	0.7%	0.6%	2	0.2%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>996</b>	<b>100.0%</b>
<i>Missing</i>	<i>6</i>	<i>7</i>	<i>18</i>	<i>5</i>	<i>24</i>	<i>9</i>	<i>6</i>	

Table 16 Position

	2006	2007	2008	2009	2010	2011	2012	
	% (Base =1,493)	% (Base=998)	% (Base=998)	% (Base=993)	% (Base=978)	% (Base=986)	Frequency	% (Base=995)
<b>White collar</b>	<b>69.4%</b>	<b>70.0%</b>	<b>71.1%</b>	<b>69.3%</b>	<b>72.9%</b>	<b>67.7%</b>	<b>771</b>	<b>77.5%</b>
Professional / Manager / Executive	25.1%	27.9%	24.0%	28.5%	31.3%	26.7%	333	33.5%
Trader / Proprietor	6.0%	5.2%	5.2%	2.3%	4.0%	5.2%	45	4.5%
Office: skilled	21.6%	18.7%	22.5%	22.1%	17.8%	19.2%	202	20.3%
Office: unskilled	16.7%	18.2%	19.3%	16.4%	19.8%	16.7%	191	19.2%
<b>Blue collar:</b>	<b>30.6%</b>	<b>30.0%</b>	<b>28.9%</b>	<b>30.7%</b>	<b>27.1%</b>	<b>32.3%</b>	<b>224</b>	<b>22.5%</b>
Factory / Shop / Outdoor: skilled Manual worker	14.5%	14.1%	15.7%	15.1%	14.2%	16.3%	114	11.5%
Factory / Shop / Outdoor: unskilled Manual worker	16.1%	15.8%	13.1%	15.6%	12.9%	15.9%	110	11.1%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>995</b>	<b>100.0%</b>
<i>Missing</i>	<i>26</i>	<i>16</i>	<i>13</i>	<i>20</i>	<i>31</i>	<i>17</i>	<i>7</i>	

Table 17 Industry

	2006	2007	2008	2009	2010	2011	2012	
	% (Base= 1,487)	% (Base= 1,002)	% (Base= 988)	% (Base= 983)	% (Base= 970)	% (Base= 963)	Frequency	% (Base=991)
Commercial Service	7.9%	7.5%	9.9%	7.2%	9.5%	7.2%	106	10.7%
Education	8.9%	8.4%	9.6%	10.2%	9.7%	8.6%	98	9.9%
Import / Export Trade	7.8%	7.6%	7.5%	7.4%	7.4%	7.3%	85	8.6%
Banks and Finance Sector	7.0%	7.2%	6.6%	7.9%	9.2%	6.2%	75	7.6%
Medical, Hygiene and Welfare Sector	5.6%	6.9%	6.7%	5.5%	6.8%	8.2%	72	7.3%
Government / Public Affairs	8.7%	6.0%	7.4%	6.2%	6.3%	7.9%	70	7.1%
Construction Industry	9.3%	7.6%	9.7%	7.6%	8.1%	9.3%	67	6.8%
Manufacturing Industry	10.3%	10.1%	8.7%	8.5%	6.1%	7.8%	60	6.1%
Wholesale / Retail	5.1%	6.4%	4.8%	6.7%	5.5%	7.5%	59	6.0%
Transportation Industry	6.4%	7.7%	7.2%	6.5%	6.2%	7.2%	56	5.7%
Information Technology (IT)	3.2%	3.6%	3.2%	3.3%	2.7%	3.0%	44	4.4%
Law, Accountancy, Professional Information Services	1.6%	3.4%	2.6%	3.6%	3.7%	1.7%	41	4.1%
Restaurants / Hotels	4.8%	5.2%	4.8%	5.3%	5.7%	5.0%	39	3.9%
Other Personal Services	5.3%	4.6%	3.8%	5.2%	3.4%	8.3%	34	3.4%
Media	1.1%	1.4%	2.0%	1.7%	2.2%	0.4%	17	1.7%
Property	2.2%	2.2%	0.9%	1.9%	2.0%	1.7%	17	1.7%
Insurance	1.6%	1.0%	1.1%	1.5%	0.8%	0.7%	15	1.5%
Telecommunication	0.8%	1.1%	1.7%	1.3%	1.5%	0.4%	9	0.9%
Warehouse Duties	0.5%	0.8%	0.4%	0.6%	0.9%	0.4%	9	0.9%
Film / Entertainment Industry	0.9%	0.5%	0.5%	0.4%	1.5%	0.9%	5	0.5%
Oil, Energy, Resources and Utilities	0.7%	0.4%	0.2%	0.5%	0.2%	0.3%	2	0.2%
Others	0.0%	0.6%	0.6%	0.8%	0.6%	0.0%	11	1.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	991	100.0%
<i>Missing</i>	<i>32</i>	<i>12</i>	<i>23</i>	<i>30</i>	<i>39</i>	<i>40</i>	<i>11</i>	



Table 18 Personal monthly income

	2006	2007	2008	2009	2010	2011	2012	
	% (Base= 1,459)	% (Base= 971)	% (Base= 947)	% (Base= 930)	% (Base= 885)	% (Base= 885)	Frequency	% (Base=933)
HK\$ 10,000 or below	28.4%	27.1%	28.8%	27.0%	32.3%	28.6%	172	18.4%
HK\$ 10,001~20,000	40.4%	42.2%	38.4%	36.2%	35.3%	34.4%	332	35.6%
HK\$ 20,001~30,000	14.1%	13.3%	14.3%	14.9%	14.0%	13.8%	175	18.8%
HK\$ 30,001~40,000	6.9%	6.5%	5.7%	9.0%	8.2%	8.6%	89	9.5%
HK\$ 40,001~50,000	3.6%	3.6%	3.6%	4.0%	3.3%	4.4%	56	6.0%
HK\$ 50,001 or above	6.6%	7.3%	9.2%	8.8%	6.9%	10.3%	109	11.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	933	100.0%
Missing	60	43	64	83	124	117	69	

Table 19 Language of interview

	2006	2007	2008	2009	2010	2011	2012	
	% (Base= 1,519)	% (Base= 1,014)	% (Base= 1,011)	% (Base= 1,013)	% (Base= 1,009)	% (Base= 1,003)	Frequency	% (Base= 1,002)
Cantonese	95.5%	94.5%	95.0%	94.7%	94.2%	94.9%	952	95.0%
Putonghua	0.1%	0.2%	0.2%	0.0%	0.0%	0.3%	3	0.3%
English	4.5%	5.3%	4.8%	5.3%	5.8%	4.8%	47	4.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	1,002	100.0%

Table 20 Employer

	Frequency	% (Base=988)
Hong Kong / Chinese company	426	43.1%
International company	216	21.9%
Government / Public sector	145	14.7%
Self-employed	89	9.0%
Charitable organization / non-governmental organization	106	10.7%
Others (See below)	6	0.6%
Total	1,002	100.0%
<i>Missing</i>	14	
<u>Other responses that cannot be grouped:</u>		
Company of other countries	3	0.3%
Private company	2	0.2%
Refuse to answer	1	0.1%
Subtotal	6	0.6%

Table 21 Have kid(s), parent(s) or other family member(s) that need to be taken care of during non-working hours

	Frequency	% (Base=989)
Yes	491	49.6%
No	498	50.4%
Total	989	100.0%
<i>Missing</i>	13	

**Appendix 4**  
**In-depth Analysis: Cross-tabulation**  
**for 2012 findings**

**Note: The results of in-depth analyses described in this appendix should be read in addition to the analyses described in the research findings in the main part of this research report. Items marked with (^) are subject to a sub-sample size <30. As the smaller the sample size, the larger the sampling error, findings of these items can be for rough reference only. When looking at the sub group analyses by industry, “other industries” is excluded as the nature of different items within this group can vary a lot.**

**Highlighted Findings of Cross-tabulation by Demographic Variables for 2012** *(The differences of the listed items are proved to be statistically significant.)*

## **1 Degree to which respondents have achieved their ideal work-life balance**

- 1.1 **Industry** - People working in the “telecommunication”<sup>^</sup> (7.33 marks), “education” (6.53 marks) and “government / public affairs” (6.49 marks) industries gave themselves relatively higher ratings when compared with those in other industries. On the other hand, people working in “warehouse duties”<sup>^</sup> (5.11 marks), “property”<sup>^</sup> (5.20 marks), “wholesale / retail” (5.44 marks), were far lagging behind in this aspect,  $p < 0.01$ .
- 1.2 **Income** - People in the highest income group (HK\$50,000 or above: 6.72 marks) gave themselves significantly higher self-ratings when compared with other groups especially the lower income ones (HK\$10,000 or below: 5.56 marks and HK\$10,001~20,000: 5.72 marks),  $p < 0.01$ .
- 1.3 **Type of employers** - People working in “government / public sector” (6.72 marks) gave themselves significantly higher marks than those working for other employers like “Hong Kong / Chinese company” (5.76 marks) and “international company” (5.86 marks),  $p < 0.01$ .

## **2 Work-life initiatives offered**

- 2.1 **Age** - “Career breaks / unpaid personal leave / part-paid personal leave / sabbaticals” was the most common work-life initiative offered by respondents’ companies across almost all age groups (aged 15-30: 38%; aged 31-40: 39%; aged 41-50: 36%), whereas the majority of respondents in the age group “51 years or above” said they were provided “none” (35%) of the initiatives being mentioned,  $p < 0.01$ .
- 2.2 **Industry** - Similarly, “career breaks / unpaid personal leave / part-paid personal leave / sabbaticals” was the most commonly offered work-life measures in most of the subgroups which included “property” (44%), “other personal services” (44%), “law, accountancy, professional information” (44%), “government / public affairs” (43%), “medical, hygiene and welfare sector” (40%), “transportation industry” (39%),

“commercial service” (34%), “construction industry” (33%), and “information technology” (32%). However, most of those in “construction” (33%), “insurance” (33%) and “manufacturing” (42%) industries reported “none” of the mentioned measures were provided,  $p < 0.01$ .

- 2.3 **Income** - It is noteworthy that “career breaks / unpaid personal leave / part-paid personal leave / sabbaticals” was the most commonly offered work-life measures for respondents in almost all income groups (HK\$10,001~HK\$20,000: 34%; HK\$20,001~30,000:42%; HK\$40,001~HK\$50,000: 36%; HK\$50,001 or above: 50%) but most respondents in the lowest income group reported that “none” of those prompted measures was provided in their companies (HK\$10,000 or below: 39%),  $p < 0.01$ .
- 2.4 **Type of employers** - “Work support services” was offered to most respondents who worked for the “government / public sector” (62%), while the most common type of measures offered by other employers was “career breaks / unpaid personal leave / part-paid personal leave / sabbaticals” (Hong Kong / Chinese company: 33%; international company: 40%, charitable organization / non-governmental: 40%),  $p < 0.01$ .

### 3 Effective work-life initiatives

- 3.1 **Age** – Respondents aged “15-30” (43%) and “31-40” (38%) were more likely than their counterparts to regard “flexible working time” as the most effective work-life measure. Meanwhile, respondents aged “50 years or above” were more likely than those in other age groups to believe that “none” (21%) of the mentioned measures would be effective,  $p < 0.01$ .
- 3.2 **Type of employers** - While most people working for “Hong Kong / Chinese companies” (38%) and “government / public sector (35%) believed “flexibly working time” was an effective work-life measure, most of those working for “international companies” (38%) and “charitable organization / non-governmental” (34%) believed “extra paid leave” was effective,  $p < 0.01$ .

### 4 Use of technology or mobile devices for work after office hours or outside of the office

- 4.1 **Gender** - Sub-group analysis showed that close to 60% of females (57%) did not use technology or mobile devices for work after office hours or outside of the office, while the corresponding figure for males was 48%,  $p < 0.01$ .

- 4.2 **Age** - Not surprisingly, significantly higher proportion of respondents in the oldest age group reported that they did *not* use technology or mobile devices for work after office hours or outside of the office as compared to other age groups (“51 or above”: 70% vs “41-50”: 46%; “31-40”: 42%; “15-30: 52%),  $p < 0.01$ .
- 4.3 **Industry** - “Education” (27%), “information technology” (25%), and “insurance” (13%) were industries with significantly less respondents who reported they did *not* use technology or mobile devices after office hours or outside of the office as compared to other industries (ranging from 36% to 79%),  $p < 0.01$ .
- 4.4 **Income** - People earning more than HK\$30,000 were found to be significantly less likely to have reported they did *not* use technology or mobile devices after work or outside of the office (“HK\$50,001 or above”: 27%; “HK\$40,001~HK\$50,000”: 21%; “HK\$30,001~ HK\$40,000”, 27%), as compared to their lower income counterparts (“HK\$20,001~HK\$30,000”: 44%; “HK\$10,001~HK\$20,000”: 64%; “HK\$10,000 or below”, 82%),  $p < 0.01$ .
- 4.5 **Type of employers** - Those worked for “international companies” (40%) and “charitable organization / non-governmental” (45%) were less likely than their counterparts (ranging from 56% to 62%) to have reported that they did *not* use technology or mobile devices after office hours or outside of the office,  $p < 0.01$ .

## 5 Effect of using mobile devices for work after office hours or outside of the office on overall work-life balance

- 5.1 **Age** - Younger respondents were more likely to believe using mobile devices for work after office hours or outside of the office would have negative impact on their overall work-life balance because they “could never really switch off” (“15-30”: 37% & “31-40”: 37% vs “41-50”: 22% & “51 or above”: 19%),  $p < 0.01$ .

## 6 Work culture of companies

- 6.1 **Age** – A relatively higher proportion of respondents aged below 40 reported “work-life balance was not talked about in my company” (“15-30”: 30% & “31-40”: 40%), whereas their older counterparts tended to think “the working style in my company was flexible enough to allow me to balance my work and live” (“41-50”: 31% & “51 or above”: 31%),  $p < 0.01$ .
- 6.2 **Income** - People in the highest income group (“HK\$50,001 or above”, 39%) were significantly more likely than those in lower income groups (ranging from 16% to 27%)

to have reported that “the management of my company recognized that I had other commitments in life that were equally important to my work”,  $p < 0.01$ .

- 6.3 **Type of employers** – A great deal of respondents working for practically all types of employers tended to think “work-life balance was not talked about in my company” (arranging from 31% to 37%) whereas those who were “self-employed” tended to have recognized that “the working style in my company was flexible enough to allow me to balance my work and life” (40%),  $p < 0.01$ .

## 7 Personal views on work-life balance

- 7.1 **Age** - The younger the respondents, the more likely they would agree “work-life balance was among the top 3 factors affecting my motivation and productivity at work” (“15-30”: 38%; “31-40”: 27%; “41-50”: 24%; “51 or above”: 17%),  $p < 0.01$ .
- 7.2 **Income** - Those earning “HK\$50,001 or above” (28%) were significantly more likely than other income groups (ranging from 18% to 21%) to have admitted “work-life balance was not an important consideration when I choose to join, stay with or leave a company”,  $p < 0.01$ .

# **Appendix 5**

## **Bilingual Questionnaires**



**Work Life Balance Survey of the Hong Kong  
Working Population 2012**  
**香港在職人士的生活及工作平衡調查 2012**

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**Questionnaire**  
**問卷**

**August 3, 2012**

2012年8月3日

## Part I Introduction

### 第一部分 自我介紹

Good evening, sir/madam, my name is X, an interviewer from the Public Opinion Programme (POP) of the University of Hong Kong. We are conducting a survey on people's opinions on work life issue. I would like to invite you to participate in an interview which will take only a few minutes, and you can choose to terminate the interview any time. I would like to stress that your telephone number was randomly selected by our computer and all information you provide will be kept strictly confidential and used for aggregate analysis only. If you have any questions about the research, you can call 3921-2703 to talk to our supervisor. If you want to know more about the rights as a participant, please contact the Human Research Ethics Committee for Non-Clinical Faculties of the University of Hong Kong at 2241-5267 during office hours. For quality control purpose, our conversation may be recorded but will be destroyed shortly after our quality control process is complete. Is it okay for us to start this survey?

喂，先生/小姐/太太你好，我姓 X，我係香港大學民意研究計劃既訪問員黎既，我地宜家做緊一項有關個人生活及工作問題既調查，想訪問下你既意見，我地只會阻你幾分鐘時間，期間你亦可以隨時終止訪問。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既，並只會用作綜合分析。如果你對今次既調查有任何疑問，你可以打 3921-2703 同我地既督導員聯絡。如果你想知多 D 關於參與研究既權利，你可以喺辦公時間致電 2241-5267 向香港大學非臨床研究操守委員會查詢。為左保障數據既真確性，我地既訪問可能會被錄音，但只會用作內部參考，並會係短期內銷毀。請問可唔可以開始訪問呢？

Yes

No (skip to end)

可以

唔可以 (skip to end)

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 II 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 III Opinion Questions

### 第三部分 意見部分

[Q1] 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

[Q2] What types of work-life initiatives does your company currently provide? (Read out each answer, order to be randomized by computer, multiple responses allowed) [Interviewers read out: I am going to read out a few options, and you can choose multiple answers]

請問你公司而家有乜野安排或措施以提昇員工既生活及工作平衡呢？【訪員依照電腦排序讀出首 10 項答案，可選多項】(訪員讀出：我宜家會讀出一 D 答案，你可以選出多項)

Work support services (e.g. employee counseling scheme, stress management training)

Free sports facilities or gym membership

Job-sharing

Onsite crèche facilities / Child care

Flexible working time

Option to work remotely / at home sometimes

Paternity leave

Extended maternity leave (beyond legal minimum)

Career breaks / Unpaid personal leave / Part-paid personal leave / sabbaticals

Extra paid leave (additional to the paid annual leave mentioned in the contract) (e.g. Birthday / Marriage / Condolence Leave)

Others (Please specify)

None of the above

Don't know / Hard to say

Refuse to answer

工作支援服務 (例如：員工輔導、壓力管理訓練等)

免費運動設施或健身會籍

職務分擔

辦公室托兒所設施／托兒服務

彈性上班時間

間中在家或其他地方工作

男士產假

享有比法例規定更長既女士產假 (現法例規定產假為 10 星期)

短暫休假／無薪假期／半有薪假期／停薪留職

享有比合約訂明更多既有薪假期 (例如：生日／結婚／喪事假期)

其他 (請註明)

以上皆否  
 唔知／難講  
 拒答

[Q3] Which of the above work-life initiatives do you think will be most effective for improving your work-life balance? [Does NOT matter if answer to Question 2 above is “None of the above”. Repeat the above options if necessary.]

你認為上述邊D 安排或措施可以最有效提高您既工作和生活平衡呢？ [如果上述問題2 的答案是「以上皆否」，請重複以上的選項。]

Work support services (e.g. employee counseling scheme, stress management training)  
 Free sports facilities or gym membership  
 Job-sharing  
 Onsite crèche facilities / Child care  
 Flexible working time  
 Option to work remotely / at home sometimes  
 Paternity leave  
 Extended maternity leave (beyond legal minimum)  
 Career breaks / Unpaid personal leave / Part-paid personal leave / sabbaticals  
 Extra paid leave (additional to the paid annual leave mentioned in the contract) (e.g. Birthday / Marriage / Condolence Leave)  
 Others (Please specify)  
 None of the above  
 Don't know / Hard to say  
 Refuse to answer  
 工作支援服務 (例如：員工輔導、壓力管理訓練等)  
 免費運動設施或健身會籍  
 職務分擔  
 辦公室托兒所設施／托兒服務  
 彈性上班時間  
 間中在家或其他地方工作  
 男士產假  
 享有比法例規定更長既女士產假 (現法例規定產假為 10 星期)  
 短暫休假／無薪假期／半有薪假期／停薪留職  
 享有比合約訂明更多既有薪假期 (例如：生日／結婚／喪事假期)  
 其他 (請註明)  
 以上皆否  
 唔知／難講  
 拒答

[Q4] [Only ask those who did NOT answer “none of the above” in Q2] Are you currently using any of the work-life initiatives provided by your employer? If not, why? [Do not read out answers, multiple responses allowed]

[只問在 Q2 中沒有回答「以上皆否」者] 你宜家有無用緊僱主提供俾你既工作和生活平衡措施? 如果無，點解唔用呢？ [不讀答案，可選多項]

Yes, I am using the work-life initiatives provided by my employer.  
 No, I'm afraid it will affect my promotion prospects.  
 No, I don't want to be seen as not committed to my work.

No, I'm afraid my productivity and ability to meet deadline will be affected.  
 No, I think it's only for people with special needs like working mothers or carers.  
 No, my supervisor / boss does not encourage me to take up any of these initiatives.  
 No, I don't know how to apply for these initiatives.  
 No, I don't know if any work-life initiatives existed in my company.  
 No, no one or very few people in my company has taken up these initiatives.  
 No, I don't need to use any work-life initiatives.  
 No, none of the initiatives provided by my company is useful for improving my work-life balance.  
 No, others reasons (Please specify)  
 Don't know / hard to say  
 Refuse to answer  
 有，宜家用緊僱主提供既工作和生活平衡措施  
 無，怕會影響晉升機會  
 無，怕會被看成懶於工作  
 無，怕會影響生產力及趕限期的能力  
 無，認為只適合有需要人士如現職母親和照顧者  
 無，我上司並不鼓勵使用這些措施  
 無，不知道如何申請這些措施  
 無，不知道公司有否這些措施  
 無，公司沒有人或很少人申請這些措施  
 無，不需要工作和生活平衡措施  
 無，公司提供既措施對平衡工作和生活沒有幫助  
 無，其他原因（請註明）  
 唔知／難講  
 拒答

[Q5] Do you use technology or mobile devices for work after office hours or outside of the office? If yes, what are the reasons? (Mobile devices means Blackberry, phones / smartphones (e.g. iPhones), VPN, remote dial-in, tablet personal computers etc.) [Do not read out answer, multiple responses allowed]

你係放工之後或者辦公室以外會唔會用科技或流動電子產品做公司野？如果會，點解呢？  
 （流動電子產品指黑莓(Blackberry)，手提電話／智能電話如 iPhone，虛擬私人網絡，搖控撥號，個人平板電腦等） [不讀答案，可選多項]

My boss expects me to continue to answer emails or work after leaving the office  
 My clients expect me to continue to answer emails or work after leaving the office  
 My colleagues expect me to continue to answer emails or work after leaving the office  
 So that I can leave the office earlier to do personal activities, but get some work done later at night at home  
 So that I can continue to keep track of work while I am on business trip  
 So that I can continue to keep track of work while I am on holiday  
 So that I can communicate with clients and / or colleagues in other international offices any time of the day  
 Because everyone at work (my colleagues, my clients, my suppliers) is using it  
 It is corporate policy that we use mobile devices for work after office hours or outside of the office.  
 Other reasons (Please specify)  
 I don't use any technology or mobile devices for work after office hours or outside of the office.  
 Don't know / hard to say  
 Refuse to answer

我上司期望我能在辦工時間後仍回覆電郵或工作  
 客戶期望我能在辦工時間後仍回覆電郵或工作  
 同事期望我能在辦工時間後仍回覆電郵或工作  
 這樣我能提早離開公司進行私人活動，但回到家中仍可繼續工作  
 這樣我能在出差時仍能繼續工作  
 這樣我能在休假時仍能繼續工作  
 這樣我能隨時隨地在其他辦公室與客戶及同事聯絡  
 因為所有工作伙伴（同事、客戶、供應商）也這樣做  
 公司規定在辦工時間後使用科技或流動電子產品工作  
 其他原因（請註明）  
 我不會在辦工時間後使用科技或流動電子產品工作  
 唔知／難講  
 拒答

[Q6] Do you think the use of mobile devices for work outside of office hours or when you are outside of the office has a positive, negative or neutral effect on your overall work-life balance? Please choose **1 statement** that most accurately describes your view: [Interviewer to read out items 1 to 5]

你覺得係放工之後或者辦公室以外用科技或流動電子產品做公司野對你既工作和生活平衡有無影響？如有，係正面定係負面影響？請係下列句子中揀出一句最能描述你睇法既句子。[訪員讀出選項 1 至 5]

Positive, because I can leave office earlier compared to if I do not have the mobile devices

Positive, because I can work more flexibly – both in terms of time and location

Negative, because I am expected to check and respond to work emails and communications any time of the day, including late at night

Negative, because I can never really switch off, even when I am sleeping or on holiday, no complete rest

Neutral

Not applicable – I do not use any mobile devices for work

Don't know / hard to say

Refuse to answer

正面，因為相比沒有使用流動電子產品時，我可以提早下班

正面，因為我可以係時間同地點方面較彈性地上班

負面，因為其他人會預期我任何時間，包括深夜，都可以回覆工作上既電郵或查詢

負面，因為即使係睡覺或休假時，我都唔可以關掉電話或其他電子產品，缺乏真正休息

無影響

不適用，因為我唔用流動電子產品工作

唔知／難講

拒答

[Q7] Which of the following statements most accurately describe the work culture in your company when it comes to work-life balance? Please choose the top 2. [Interviewer to read out items 1 to 6, items to be randomized by computer]

請問下列邊句句子最能夠準確形容你公司係工作和生活平衡方面既文化？請選出最多兩項。[訪員讀出選項 1-6，次序經電腦隨機排列]

The management of my company recognises that I have other commitments in life that are equally important to my work and provide support for people to achieve work-life balance.

I feel like I cannot raise concerns about work-life balance if I want to get ahead in this company.

Work-life balance is not talked about in my company.

The working style in my company is flexible enough to allow me to balance my work and life.

Most people do not leave work before their bosses/supervisors do.

I feel like the longer I stay in the office the more committed to work I am perceived to be.

None of the above

Don't know / hard to say

Refuse to answer

公司管理層認識到工作以外，我既其他生活亦同樣重要，佢地亦好樂意提供支援平衡我既工作同生活

我覺得如果我要係公司晉升，就唔可以對平衡工作同生活方面提出要求

我公司內部唔會就平衡工作同生活作出討論

我公司既工作具彈性，足夠使我能平衡我既工作同生活

多數同事都唔會係老闆或上司放工前離開

我認為如果逗留係公司時間愈長，其他人愈會覺得我投入工作

以上皆否

唔知／難講

拒答

[Q8] Which of the following statement most accurately describes your view on work-life balance? [Interviewer to read out items 1 to 4, items to be randomized by computer, single answer only]

以下邊句句最準確描述你對工作和生活平衡既睇法？[訪員讀出選項 1-4，次序由電腦隨機排列，只選一項]

Work-life balance is among the top 3 factors I consider when I choose to join, stay with or leave a company.

Work-life balance is more important than money when I choose to join, stay with or leave a company.

Work-life balance is among the top 3 factors affecting my motivation and productivity at work.

Work-life balance is not an important consideration when I choose to join, stay with or leave a company, nor does it affect my motivation and productivity at work.

None of the above

Don't know / hard to say

Refuse to answer

工作和生活平衡係我選擇加入或係一間公司既去留頭三個考慮因素之一

工作和生活平衡比薪酬更能影響我選擇加入或係一間公司既去留

工作和生活平衡係影響我工作動力同埋生產力既頭三個原因之一

工作和生活平衡唔係我選擇加入或係一間公司既去留既原因之一，亦唔會影我既工作動力同埋生產力

以上皆否

唔知／難講

拒答

[Q9] What do you think has been the biggest contributor to the current state of work-life balance in Hong Kong? [Interviewer to read out items 1 to 6, items to be randomized by computer, single answer only]

你認為咩野係導致宜家香港既平衡工作和生活模式既最大因素？[訪員讀出選項 1-6，次序由電腦隨機排列，只選一項]



Highly competitive nature of global / international business  
 Lack of understanding of importance of work-life balance to productivity and talent retention  
 Client / customers' demand for immediate response  
 Hong Kong's hard work ethics  
 The need to do more with less  
 Use of technology like mobile devices  
 None of the above  
 Others (Please specify)  
 Don't know / hard to say  
 Refuse to answer  
 環球／國際高度競爭既商業環境  
 不懂得工作和生活平衡對挽留人才及提高生產力的重要性  
 客戶要求即時回應  
 香港的勤力工作文化  
 工作事半工倍的主張  
 使用科技或流動電子產品工作的現象  
 以上皆否  
 其他（請註明）  
 唔知／難講  
 拒答

[Q10] Finally, who do you think should take the primary responsibility for improving work-life balance in your organisation? [Interviewer to read out items 1 to 5, items to be randomized by computer, single answer only]

最後，你覺得邊個最應該負責改善你公司既工作和生活平衡模式？[訪員讀出選項 1-5，次序由電腦隨機排列，只選一項]

Senior business leaders  
 Middle managers  
 Human Resources Department  
 Employee networks / network leaders  
 Every employee  
 None of the above  
 Others (Please specify)  
 Don't know / hard to say  
 Refuse to answer  
 公司高層管理人員  
 中層經理  
 人力資源管理部  
 僱員組織／僱員領袖  
 全體僱員  
 以上皆否  
 其他（請註明）  
 唔知／難講  
 拒答

## Part IV 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	男
Female	女

[DM2a] Age 年齡

_____ (Exact age)	_____ (準確數字)
Do not want to tell	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	15-20 歲
21-25	21-25 歲
26-30	26-30 歲
31-35	31-35 歲
36-40	36-40 歲
41-45	41-45 歲
46-50	46-50 歲
51-55	51-55 歲
56-60	56-60 歲
61 years old above	61 歲或以上
Do not want to tell	唔肯講

[DM3] Education Attainment 教育程度

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

辦公室:技術白領人士

辦公室:非技術白領人士

**藍領:**

工廠/鋪位/戶外:技術藍領人士

工廠/鋪位/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] 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\$ 10,000或以下
HK\$ 10,001~20,000	HK\$ 10,001~20,000
HK\$ 20,001~30,000	HK\$ 20,001~30,000
HK\$ 30,001~40,000	HK\$ 30,001~40,000
HK\$ 40,001~50,000	HK\$ 40,001~50,000
HK\$ 50,001 or above	HK\$ 50,001或以上
Refuse to answer	拒答

[DM7] Which of these best describes your current employer?  
以下邊一項最適合形容您目前既僱主?

Hong Kong / Chinese company	香港 / 中國公司
International company	跨國公司
Government / Public sector	政府 / 公營機構
Self-employed	自僱
Charitable organization / non-governmental organization	非牟利機構 / 非政府組織
Other, please specify:	其他, 請註明:
<hr/>	
Refuse to answer	拒答

[DM8] Do you have kid(s), parent(s) or other family member(s) that need you to take care of during your non-working hours?

請問你有冇小朋友, 父母或有其他家人需要你嘅工餘時間照顧?

Yes  
No  
Refuse to answer  
有  
冇  
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\*\*\*\*\*

## **Appendix 6**

# **Definition of Occupation Categories**

## **Definition of Occupation Categories:**

### **Working:**

#### **Prof (Professional)/ Mgr (Manager)/ Exec (Executive) 專業人士／經理／行政人員**

- company directors and managers
- members of recognised professions/ university and secondary school teachers
- administrative and executive officers in the civil service
- gazetted officers in the uniformed services
- editors/ journalists
- technologists
- artists/ actors/ musicians/ designers

#### **Trad (Trader)/ Prop (Proprietor) 商人／東主**

- self-employed merchants
- owners of shops and other properties

#### **Office: skilled 技術白領人士**

- office supervisors
- secretaries
- nurses
- kindergarten and primary school teachers/ private tutors
- inspectors and sergeants in public services
- reporters
- models
- singers
- sales representatives
- auditing, account and surveyor clerks

#### **Office: unskilled 非技術白領人士**

- general clerks
- receptionists
- typists

#### **Factory/Shop/Outdoor : skilled 技術藍領人士**

- factory supervisors
- carpenters
- cooks
- drivers
- foremen
- farmers/ fishermen/ gardeners

- blacksmiths/ mechanics
- policemen/ soldiers
- tailors/ shoemakers/ barbers
- photographers
- captains (hotel/ restaurant)
- monks
- outdoor sales
- life guards
- soccer players
- detectives
- escorts/ tourist guides
- jockeys
- herbalists

**Factory/ Shop/ Outdoor: unskilled 非技術藍領人士**

- factory workers
- cleaners
- labourers
- messengers
- postmen
- seamen
- servants
- waiters
- shop assistants
- hawkers
- security guards
- shop sales
- cashiers

***Non-working:***

Retired/ Unemployed

- exclude non-working housewives

**Student**

- includes full-time students only
- those that claim to be full-time students but have part-time jobs are also considered in this category

**Full-time housewife**

- not working