

# THE UNIVERSITY OF HONG KONG PUBLIC OPINION PROGRAMME

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## Work Life Balance Survey of the Hong Kong Working Population 2006

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### Final Report

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## Contents

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I.	Preamble	1
II.	Research Design	2
III.	Research Findings	5
	Respondents' Work and Living Patterns	5
	Satisfaction with Work and Life	6
	Problems with Work-life Balance	7
IV.	Concluding Remarks	10

## Appendices

1.	Calculation of Response Rate and Detailed Breakdown of Contact Information
2.	Frequency Tables
3.	Demographics of the Respondents
4.	In-depth Analysis: Cross-tabulations by White vs Blue Collars
5.	In-depth Analysis: Cross-tabulation of Current Work Life Balance Situation by Demographic Variables
6.	In-depth Analysis: Cross-tabulation of Work Life Balance Challenges by Demographic Variables
7.	Questionnaire (Bilingual)
8.	Definition of Occupation Categories

## *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 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 research instrument used in this study was designed entirely by the POP Team after consulting Community Business Limited. 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 worker of age 15 or above who speak Cantonese, English or Mandarin, and “full time workers” is defined as those who work 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 who was 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 17 July to 9 August 2006. A total of 1,519 full time workers of age 15 or above who speak Cantonese, English or Mandarin were successfully interviewed. The percentage distribution between white collars and blue collars in this sample was roughly 70:30 (1,036 and 457 cases respectively). Had the number of blue collar subjects fallen significantly below this level, a bolster sampling method would have been used at the final stage of the fieldwork. This standby procedure was not triggered. As shown from the calculation in Appendix 1, the overall effective response rate of this survey was 61.9% (Table 1), and the standard sampling error for percentages based on this sample was less than 1.3 percentage points. In other words, the sampling error for all percentages using the total sample was less than plus/minus 2.6 percentage points at 95% confidence level.
- 2.4 As shown in Table 2 of Appendix 1, among the 14,208 telephone numbers sampled for the survey, 5,120 were confirmed to be ineligible, among them 509 were fax or data lines, 2,906 were invalid telephone numbers, 102 were call-forwarding numbers, while another 530 were non-residential numbers. Besides, 184 of them were invalidated due to special technological reasons, while 889 cases were voided because target respondents were unavailable at the numbers provided.
- 2.5 Meanwhile, a total of 4,791 telephone numbers were invalidated before the research team could confirm their eligibility. Among them 322 were busy lines and 2,358 were no-answer

calls after making a maximum of 5 times' recalls. 62 cases were diverted to answering devices while another 218 were blocked. Moreover, 109 cases were treated as unsuccessful because of language problems, while 1,311 interviews were terminated before the screening question and 411 cases were voided for other problems.

- 2.6 On the other hand, 2,778 cases failed to complete the interview. Among them 17 were rejected at the household level, another 28 rejected the interview immediately after their eligibility was confirmed, 2,582 were unfinished cases with appointment dates beyond the end of fieldwork period. Besides, 47 cases were incomplete due to unexpected termination of interviews, 104 were classified as miscellaneous due to other non-contact problems, and the remaining 1,519 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.

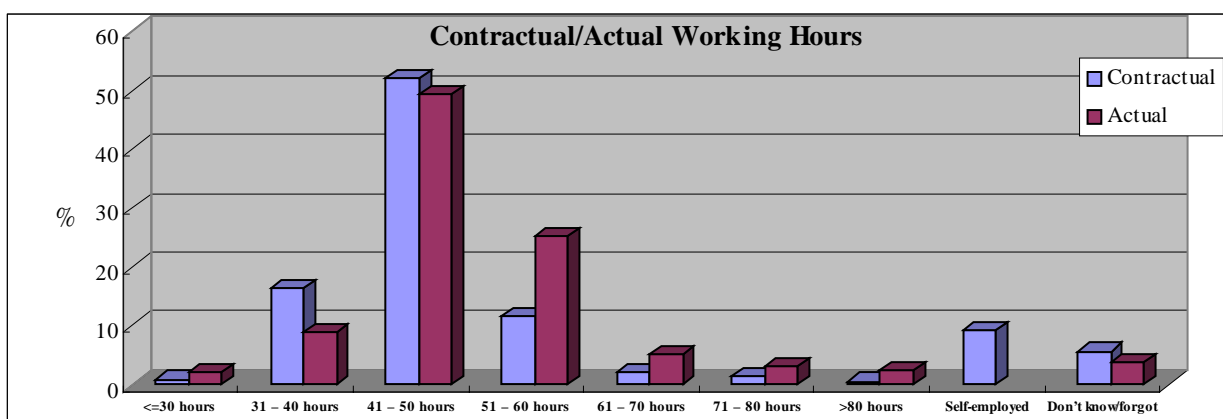
### III. Research Findings

The questionnaire comprised three major topics, namely, “respondents’ work and living patterns”, “satisfaction with work and life and importance of work-life balance”, “problems of work-life balance and desired solutions” and ended by mapping some standard demographics of the respondents. The key findings are summarized below under these three main topics. All tables referred to in this section can be found in Appendix 2.

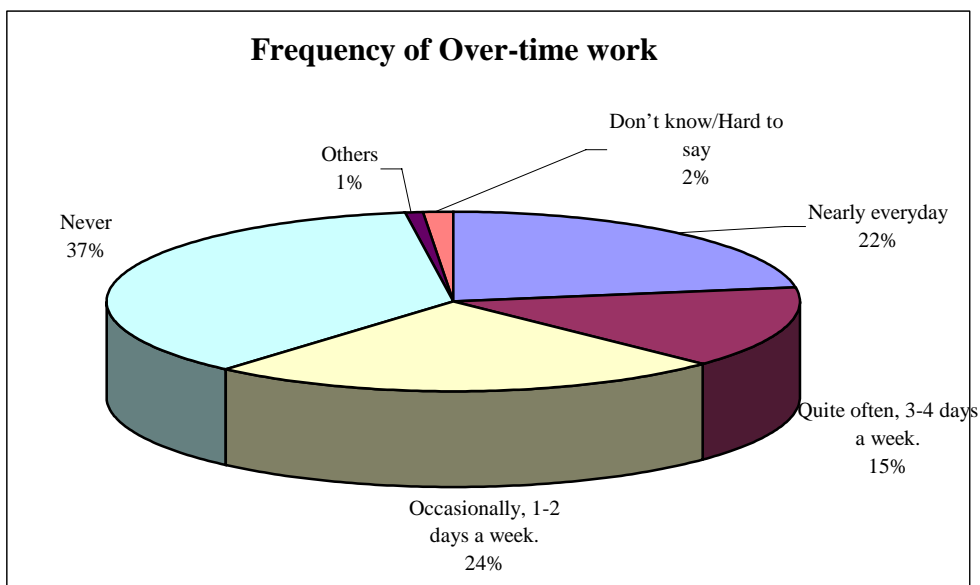
#### (A) Respondents’ work and living patterns

3.1 In order to understand the respondents’ current working status, the survey began by asking their contractual working hours, as contrast to their actual working hours per week in the month past. Results showed that over half of the respondents (52%) were required to work for 41-50 hours a week. For the rest of the respondents, 16% of them had to work not more than 30 hours to 40 hours while 16% of them were obligated to work longer than 50 hours. Another 9% of the total sample claimed they were self-employed, hence no contractual working hours could be provided. Finally, 6% said they did not know or had forgotten about what was stipulated in their employment contract (Table 3). As regards their actual working hours they engaged per week, the patterns obtained were similar that half of them (50%) said they worked for 41-50 hours on average. But this time only 11% worked not more than 30 hours to 40 hours whilst 36% had worked for longer than 50 hours (Table 4). Putting these two questions together, the respective mean working time obtained was 47.3 hours (contractual) and 51.3 hours (actual). In other words, the full time workers in Hong Kong generally worked approximately 4 hours more than obligated a week (Table 5). Nevertheless, when directly asked how often they had to work overtime in the month past, results showed that a total of 61% had to, of which 22% said “nearly every day”, 15% said “quite often (3-4 days a week)” while another quarter (24%) said “occasionally (1-2 days a week)”. On the other hand, 37% of them never had overtime work (Table 6). Also see Figures 1 and 2.

**Figure 1 Contractual and Actual Working Hours**

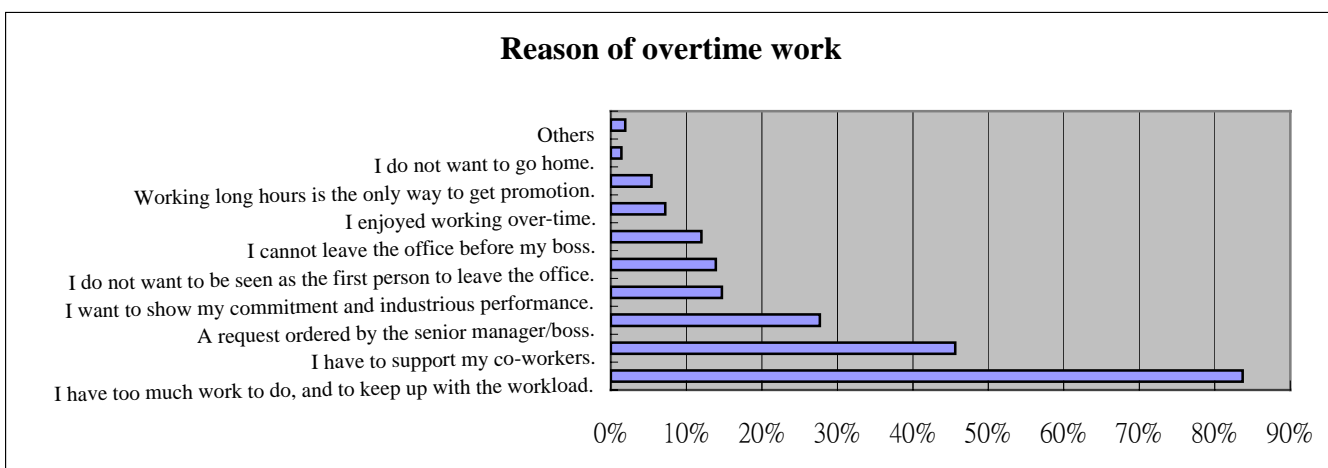


**Figure 2 Frequency of Over-time work**



3.2 The questionnaire continued to probe into the reasons for their overtime work. Among those 932 respondents who had such experience, a large majority (84%) reported that the heavy workload assigned to them was the main reason. Besides, nearly half of them (46%) said they stayed behind in order to show support to their co-workers. Another popular reason cited was “a request ordered by the senior manager or boss” (28%). Apart from these, some respondents said that overtime work could show their commitment and industrious performance to their boss or company (15%), whereas others simply did not want to be seen as the first person to leave the office or could not leave before their boss (14% and 12%). Also see Figure 3.

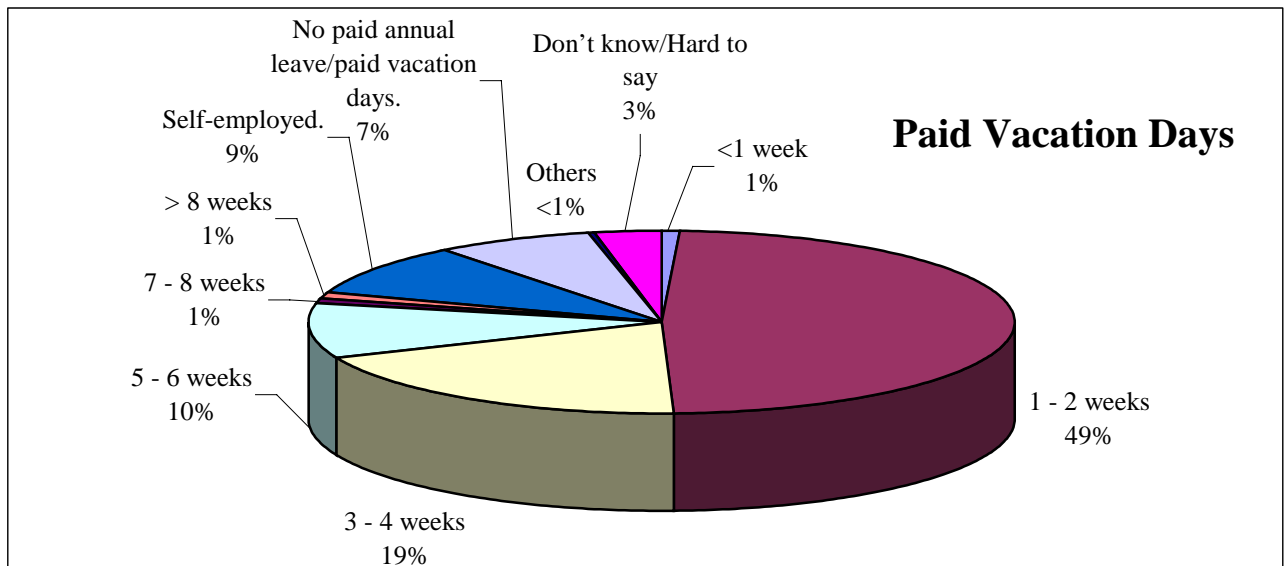
**Figure 3 Reason of Over-time work**



3.3 According to the regulations stated by the Labour Department of the HKSARG, a full time worker should normally be entitled to at least 7 days paid annual leaves per year, and the number of paid leave will increase according to the years of services. In this survey, apart from those 9% self-employed respondents who could not tell an exact number, it was found that 7% of the respondents were not entitled to any paid leaves and 1% had less than 7 days

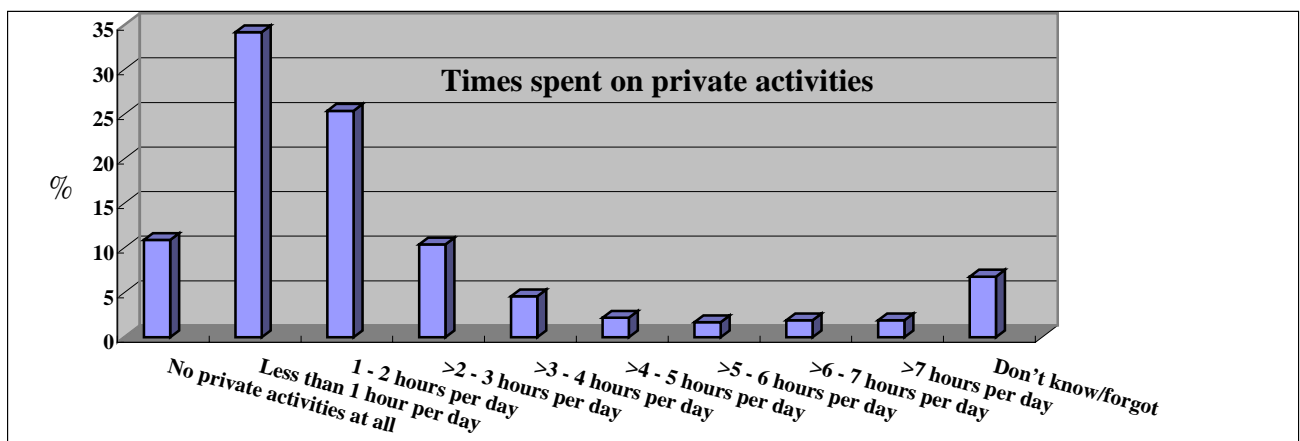
paid leaves. Meanwhile, about 20% of the respondents (21%) had 7-10 days paid leaves a year, whereas over a quarter (27%) had 11-14 days. Another 20% of them (18%) had 15-22 days (approximately 3-4 weeks) paid vacation days while the remaining 13% even had 23 days or more (Table 8 & 9). Taking a rough average, the respondents interviewed in this survey could enjoy up to 15 days paid leaves as granted by their workplace (Table 11). Also see Figure 4.

**Figure 4 Number of Paid Vacation Days/Annual Leaves**



3.4 All respondents were further asked about their actual amount of time spent on their personal or private activities, such as meeting friends and engaging in activities for leisure like sports and traveling. Findings indicated that about 10% of the respondents (11%) did not participate in any leisure activities at all in the month past. Even for those who did, about one-third of them (34%) spent less than 1 hour a day on these personal events, while one quarter (25%) could afford 1-2 hours a day (Table 10). On average, each respondent could spare 1.6 hours a day (or 11 hours a week) on their personal and re-energizing activities (Table 11). As reflected from these figures, personal time and leisure activities could be regarded as a luxury to most full time workers in Hong Kong. Also see Figure 5.

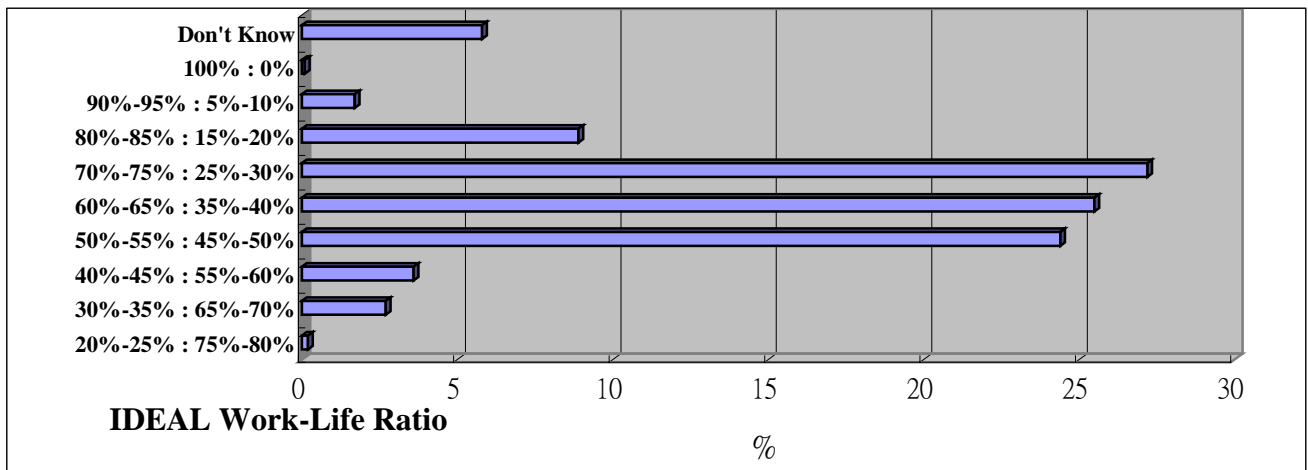
**Figure 5 Actual time spent on private activities**





3.5 Regardless of their current situation, the survey continued to ask the respondents what would be their preferred but realistic ratio between the time they wanted to spend on working and on private activities. Results found that the 3 most popular work-life ratios were 70-75% to 25-30% (27%), 60-65% to 35-40% (26%) and 50-55% to 45-50% (24%, Table 12). In terms of the overall mean ratio as provided by 1,424 workers, the ideal distribution of time between work and life was found to be 60:40 (61% to 39%; Table 13). When it was compared with the actual ratio (calculated by dividing the actual work hours reported in Q2 by their leisure hours in Q6), a significant discrepancy was found that their actual work-life time distribution was in a rough ratio of 85:15 (Table 14). Also see Figure 6.

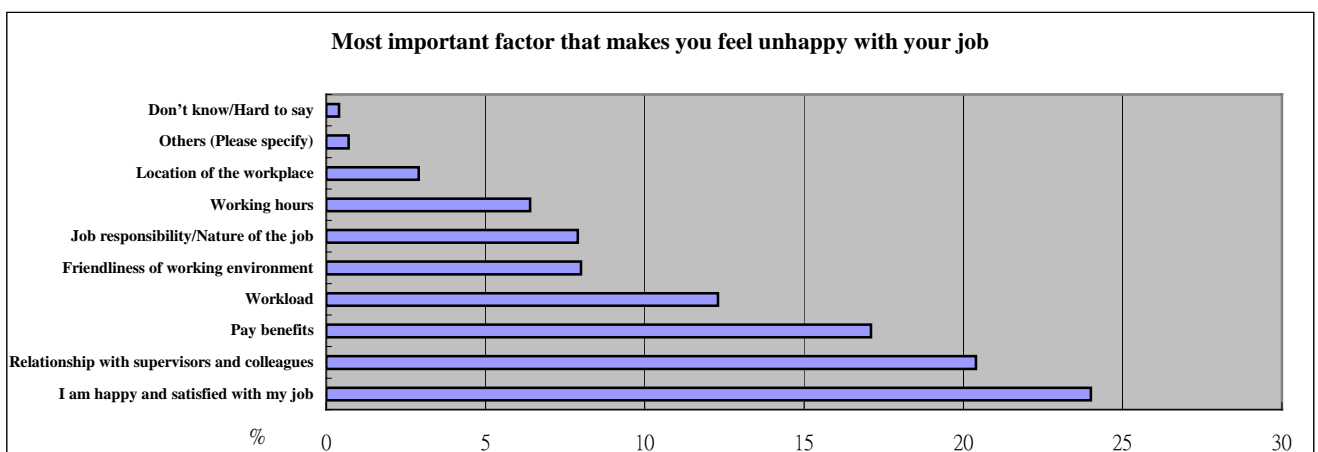
**Figure 6 Ideal Work-Life Ratio**



**(B) Satisfaction with work and life**

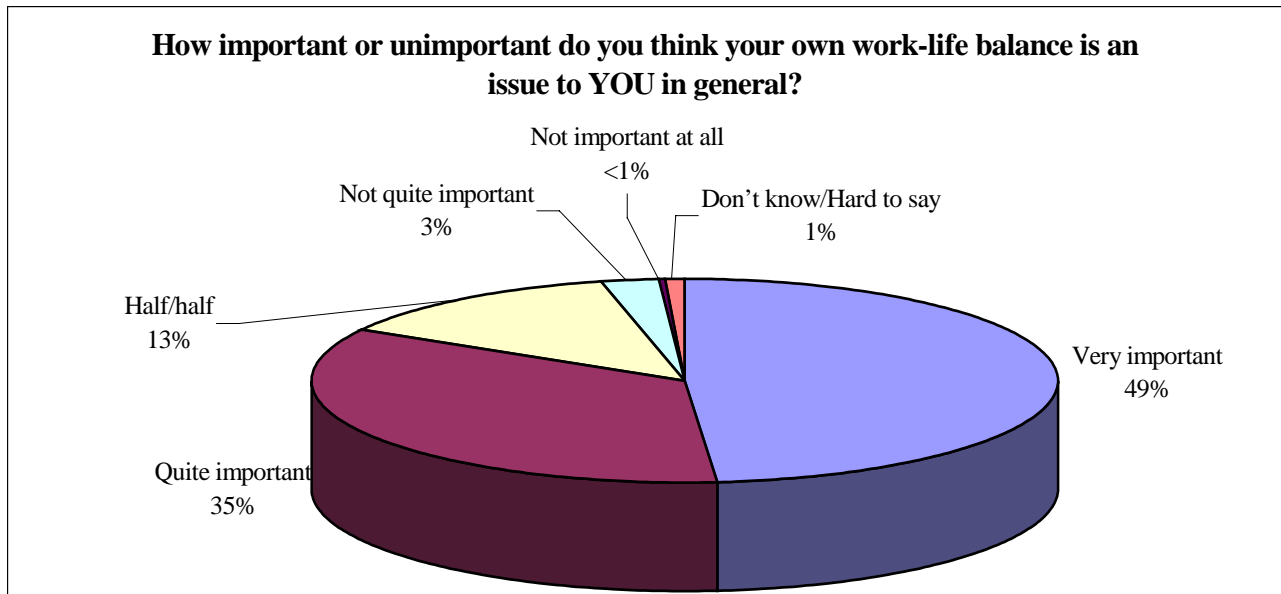
3.6 The second topic covered in this survey was related to the satisfaction level of work and life as well as the perceived importance of work-life balance by the local working class. It began by asking what would be the most important factor which made the respondents feel unhappy with their job. Of all the valid answers provided, “relationship with supervisors and colleagues” (20%) topped the list. “Pay benefits” (17%) and “workload” (12%) were also named as the major discontented areas, followed by “friendliness of working environment” (8%), “job responsibility” (8%), “working hours” (6%) and “location of workplace” (3%). Surprisingly, 24% of the respondents admitted that they were very happy and satisfied with their current job, so no unpleasant element at work was identified (Table 15). Also see Figure 7.

**Figure 7 Core Factor of Dissatisfaction with the respondents’ job**



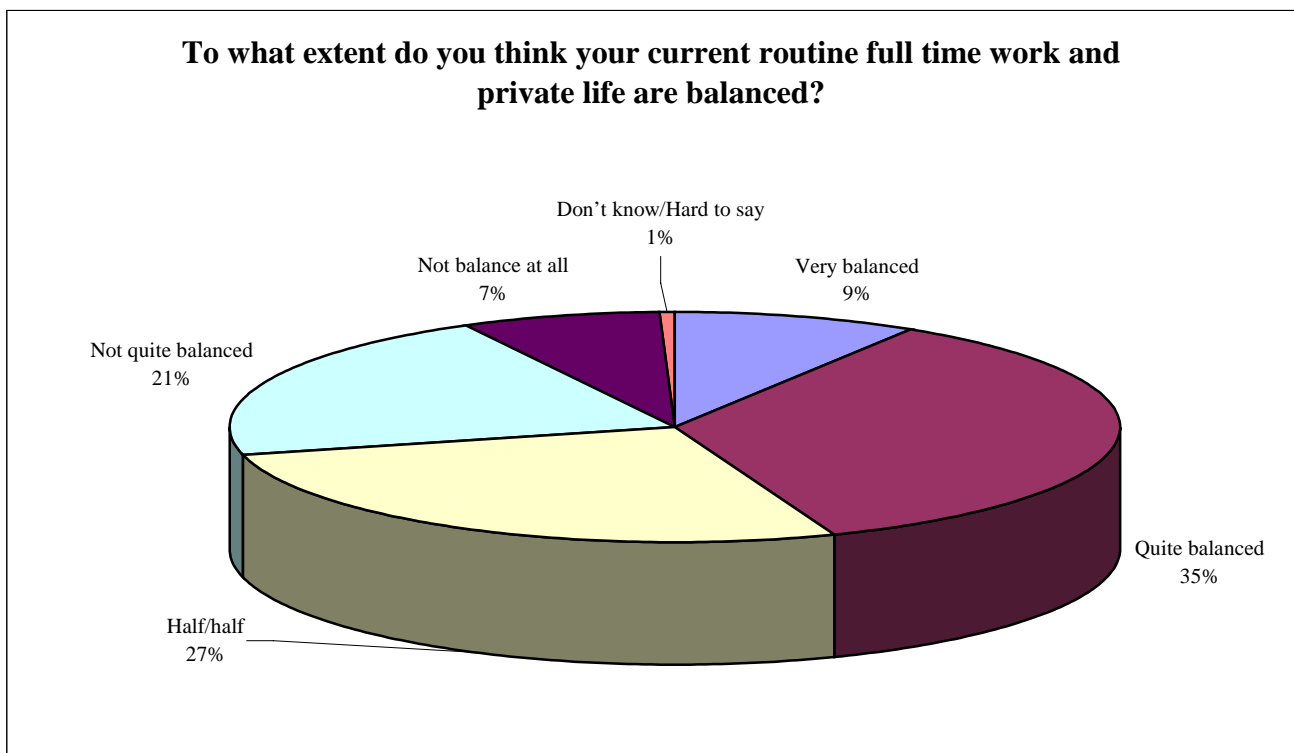
3.7 Survey results also showed that over 80% of the respondents (83%) believed that achieving a work-life balance was a salient issue to them in general. Only a very tiny proportion thought it was not important (3%) and more than one-tenth expressed a neutral stance (13%; Table 16). Also see Figure 8.

**Figure 8 Importance of WLB**



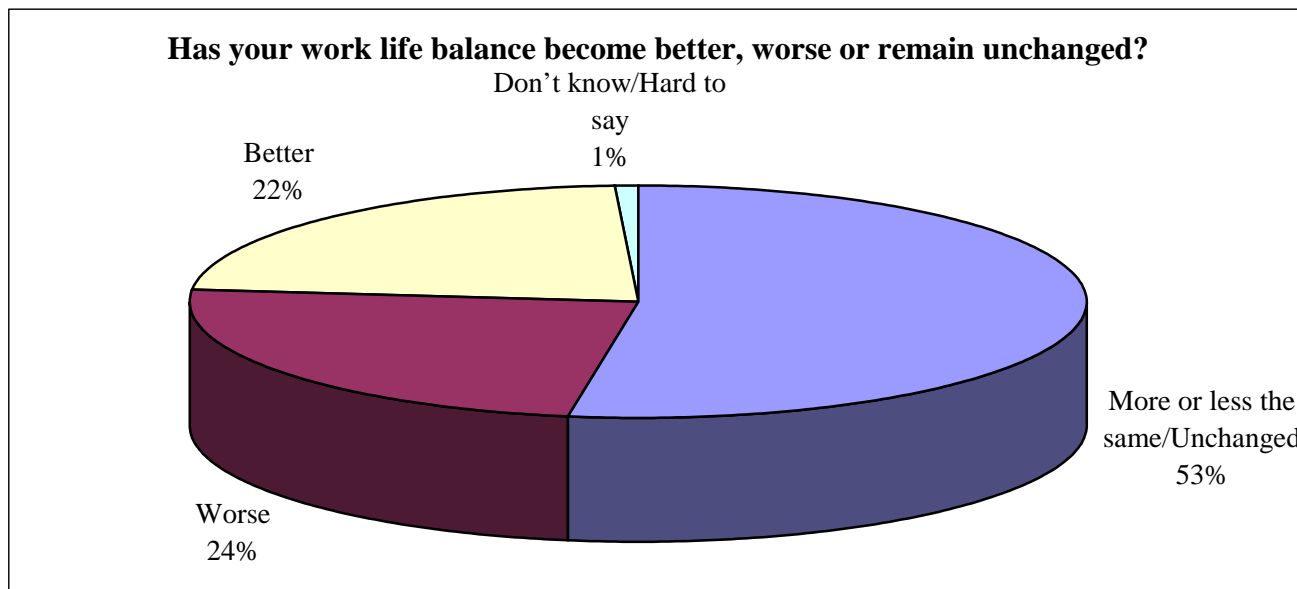
3.8 Regarding whether respondents’ current routine full time work and private life were balanced, 44% said it was, 28% considered it un-balanced, and 27% opted for “half-half” (Table 17). Also see Figure 9.

**Figure 9 Balance of Current Work and Life**



3.9 When asked to compare their work life balance with the previous year, about half of the respondents (53%) said it was more or less the same, while more than 20% thought that they had achieved a better balance this year (22%) while another quarter said it had gone worse (24%, Table 18). Also see Figure 10.

**Figure 10 Change of WLB compared with previous year**



3.10 By use of a rating scale of 0-10 to measure the efforts and resources paid by the workplace/boss to promote work-life balance, with 0 representing no effort being made and 10 all possible efforts made, 27% of the working class interviewed gave a mid-point of 5 marks, while a quarter of them (25%) gave 1-4 marks and nearly 30% of them (29%) gave 6-9 marks. Relatively fewer respondents gave the extreme values of zero (11%) and ten (3%), 4% could not give a definite answer. Overall speaking, of the 1,513 raters, the mean score obtained by the workplace/boss was 4.7 marks, with a standard error of 0.07 (Table 19). Also see Figure 11.

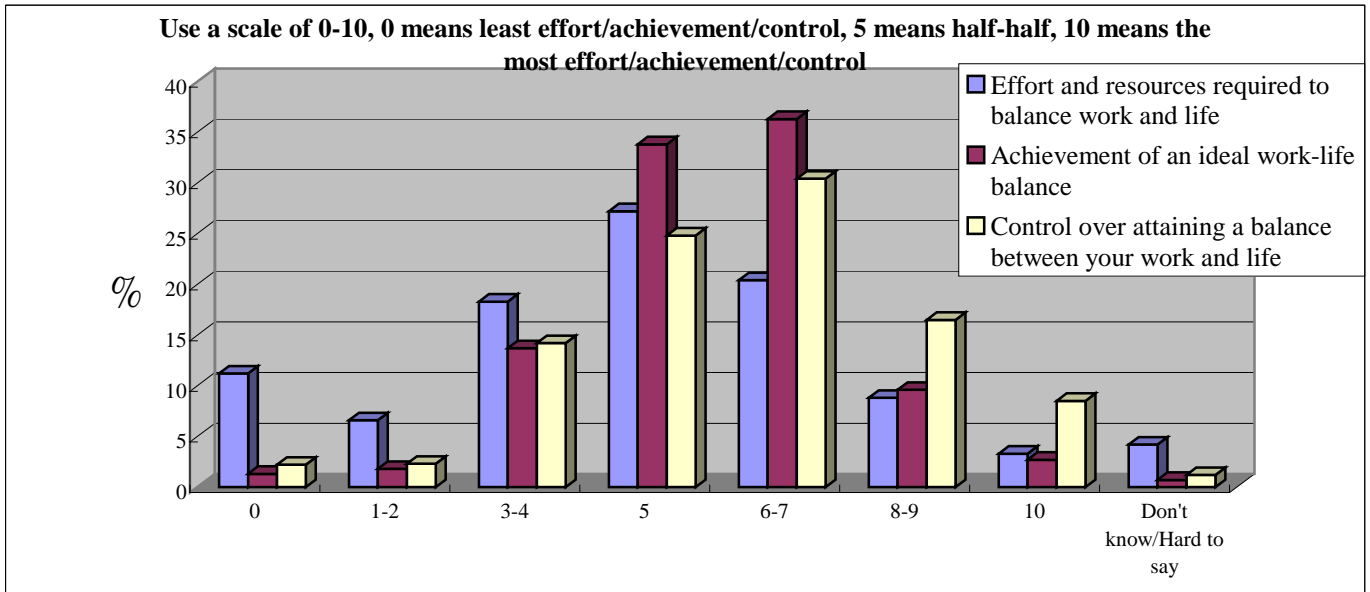
### (C) Problems with work-life balance

3.11 The last section of the questionnaire focused on the problems faced by the full time workers in Hong Kong with respect to their work-life balance and their desired solutions to tackle those problems. In line with the design of previous section, it began by asking how far the respondents had achieved in terms of an ideal work-life balance by means of the 0-10 scale. The higher the score, the closer they were to their ideal situation. Among the 1,516 raters, 46% of them opted for a score between 6-9, while about one-third of them (34%) gave a score of 5 (meaning half-half). Only 16% of the respondents scored 1-4 marks. Again, very few of them gave the extreme score of 0 (1%) and 10 (3%). The overall mean score attained was 5.7 marks,

with a standard error of 0.04 (Table 20). Also see Figure 11.

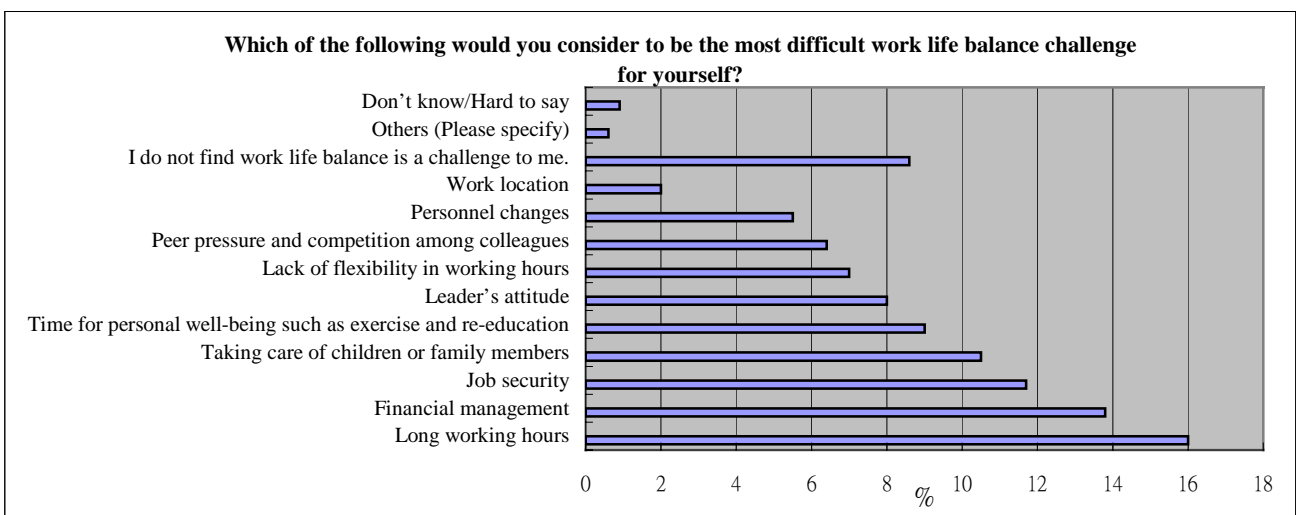
3.12 This subsequent question went on to measure how much control the respondents had in terms of attaining a balance between their work and life, or making free choices on how to make use of their own time. The same rating scale of 0-10 was used. Findings showed that nearly 50% (47%) of the raters gave a score between 6-9, roughly a quarter of them (25%) gave 5 marks, and 17% would give 1-4 marks. Consistently across, not many respondents gave 0 mark (2%) and 10 marks (9%). Taking an average of the 1,518 raters, the mean score was 6.0 marks, with standard error of 0.06 (Table 21). Also see Figure 11.

**Figure 11 Effort paid to promote WLB, Achievement of WLB and Control over one’s WLB**



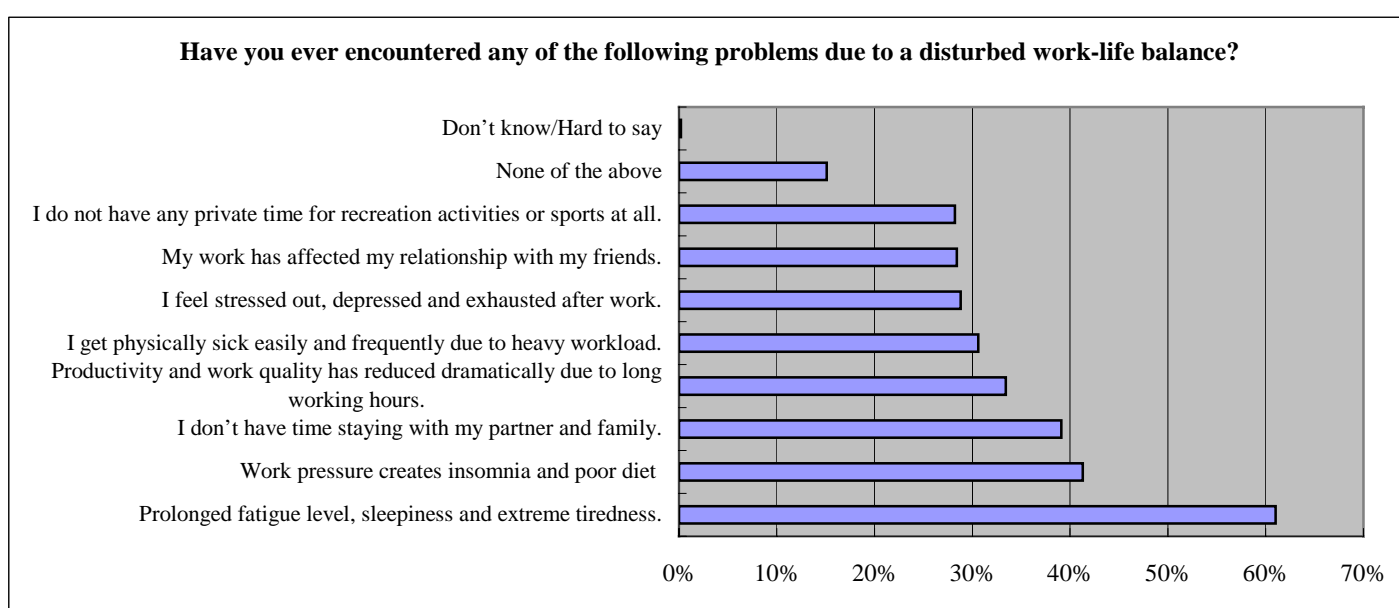
3.13 When it came to the most difficult work life balance challenge, relatively more respondents chose “long working hours” (16%) and “financial management” (14%). They were followed closely by “job security” (12%) and “taking care of children and family members” (11%). Meanwhile, “time for personal well-being such as exercise and re-education” (9%), “leader’s attitude” (8%), “lack of flexibility in working hours” (7%), “peer pressure and competition among colleagues” (6%) and “personnel changes” (6%) were also considered to be posing challenges to achieving one’s work life balance. Besides, 9% did not find work-life balance was a challenge to them at all (Table 22). Also see Figure 12.

**Figure 12 The most difficult WLB challenge**



3.14 Have they ever encountered any physical and social disturbances due to a problematic work-life balance? More than 60% (61%) of the sample claimed that “prolonged fatigue and extreme tiredness” was a major issue, followed at a distance by “insomnia and poor diet caused by work pressure” (41%) and “insufficient time with partner and family” (39%). Other problems encountered by a significant proportion of the working class included “reduced productivity and work quality” (33%), “frequent physical sickness due to heavy workload” (31%), “exhaustion and depression” (29%), “impact on relationship with friends” (28%) and “lack of private time for recreation activities and sports” (28%). Only 15% of them were not bothered by any of these problems (Table 23). Also see Figure 13.

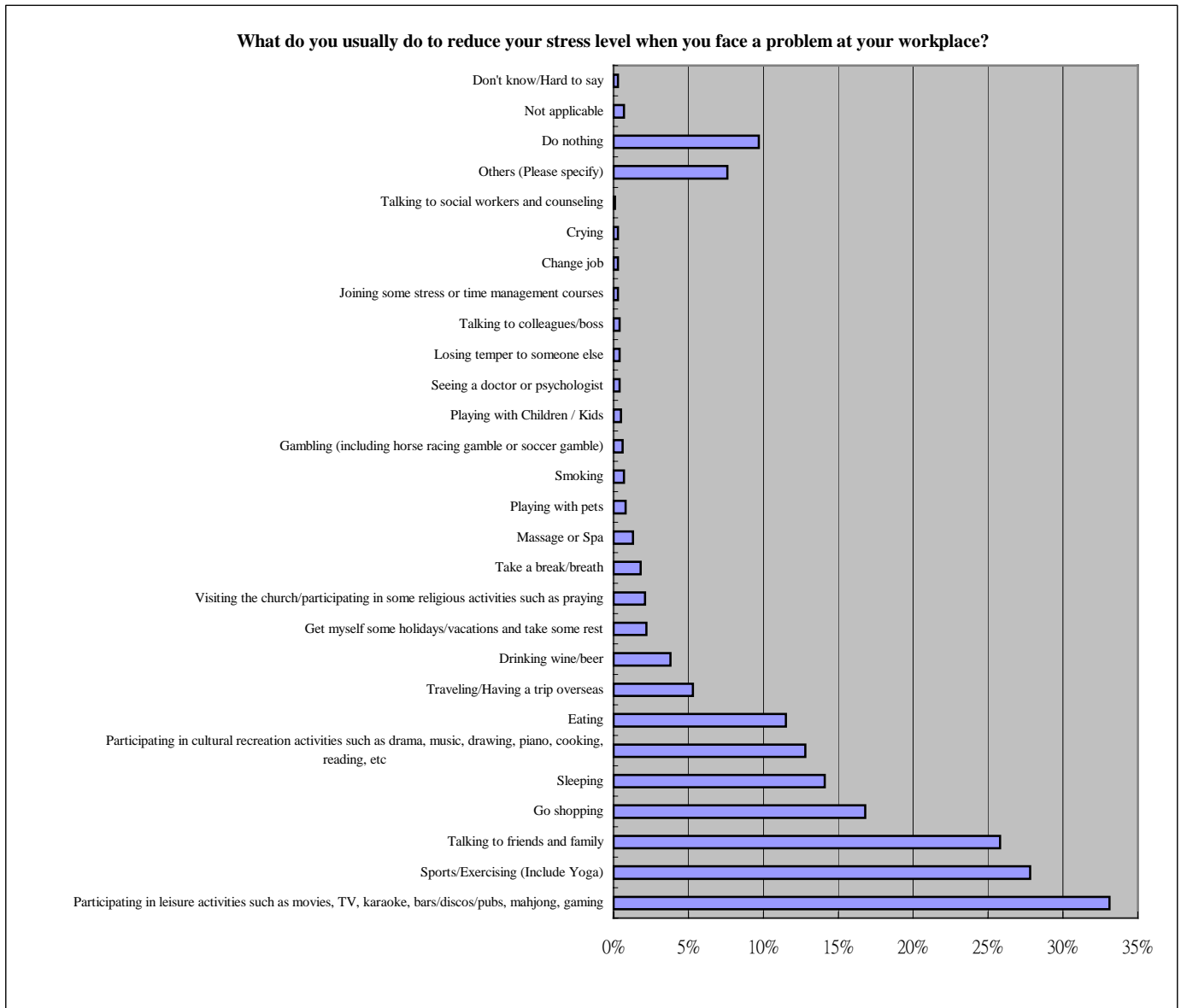
**Figure 13 Encountered problems due to disturbed WLB**



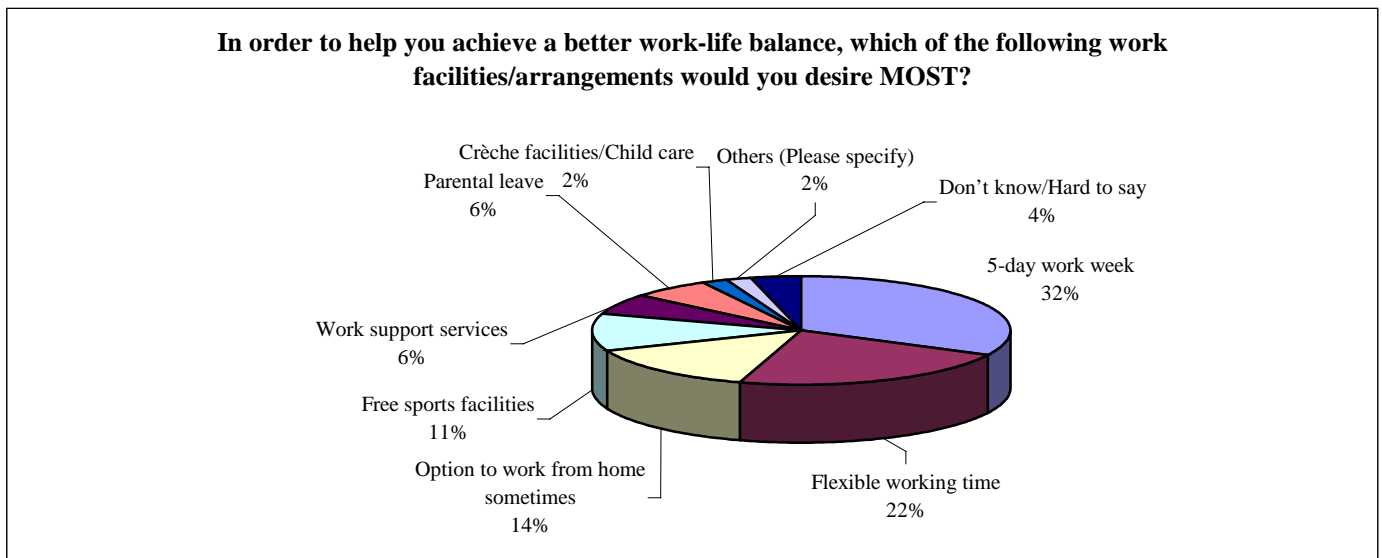
3.15 In order to reduce their stress level at their workplace, one-third of the respondents (33%) would choose to participate in some leisure activities, such as watching movies and TV, playing mahjong, dancing/going to bars/pubs and gaming. About 30% of them (28%) would engage in sports and exercises while a quarter would talk to friends and family (26%). Other popular stress-relief activities were shopping (17%), sleeping (14%), participating in cultural recreational activities such as drama, music and reading (13%) and also eating (12%). There were quite a variety of preferences as suggested by the respondents, please refer to Table 24 for more details. Also see Figure 14.

3.16 Looking ahead, about one-third of the respondents (32%) wished that “5-day work week” could be implemented at the workplace such that a better work-life balance would be achieved in future. Meanwhile, 22% opted for “flexible working hours”, whilst more than 10% preferred “option to work from home sometimes” (14%) and “free sports facilities” (11%; Table 25). Also see Figure 15.

**Figure 14 Stress Reduction Methods**

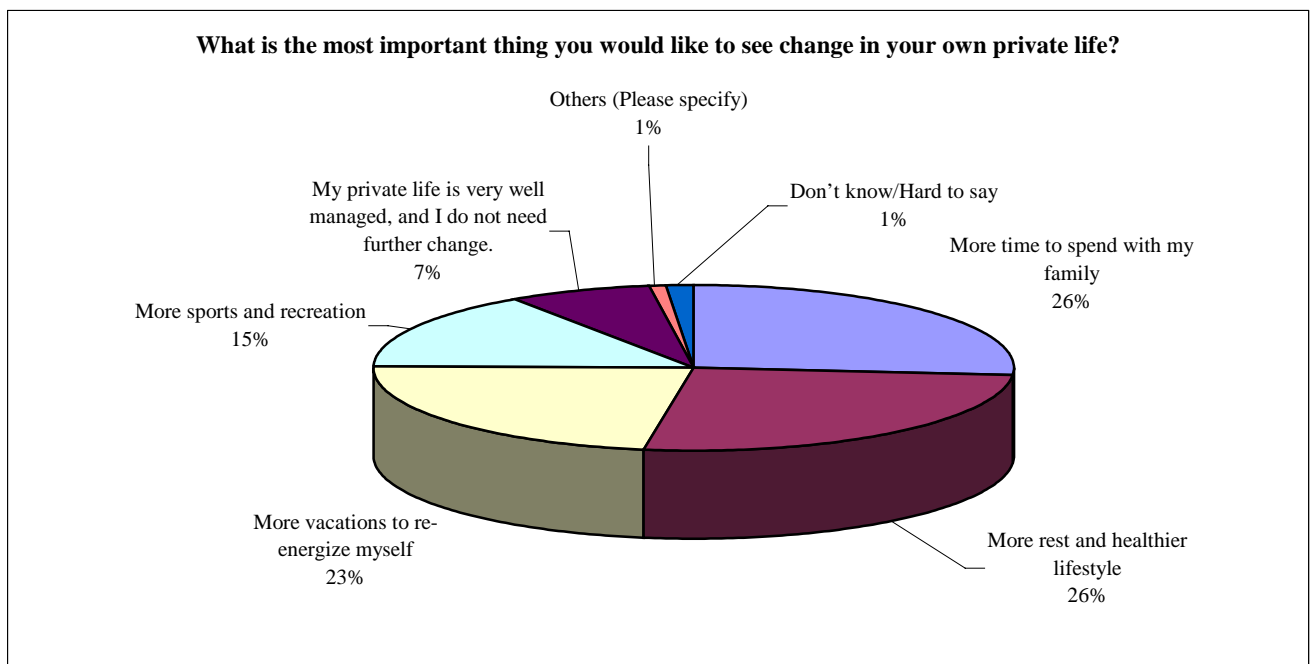


**Figure 15 Most Desired Facilities/Arrangements to achieve better WLB**



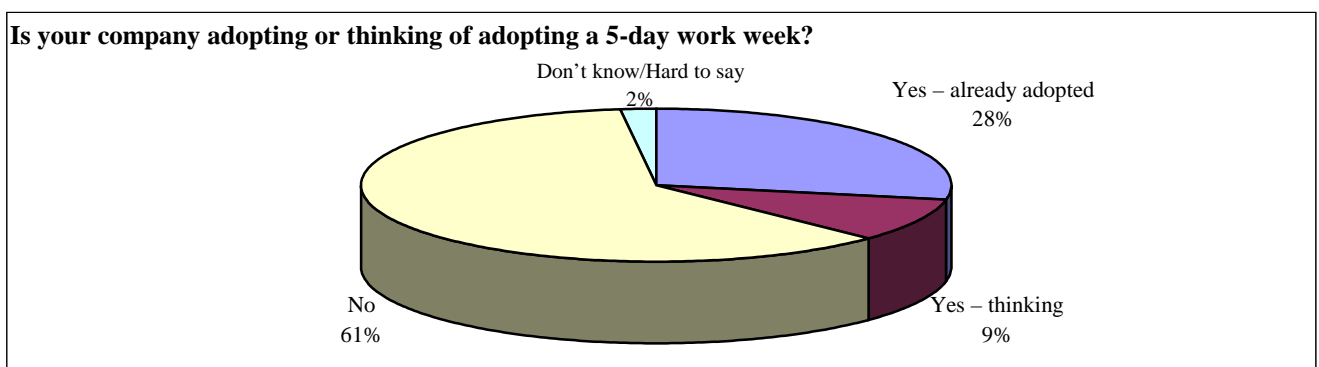
3.17 When asked to name the most important thing that Hong Kong workers would like to see change in their private life, an equal split between the options “spending more time with family” and “more rest and healthier lifestyle” (both accounted for 26%) was observed. “More vacations to re-energize myself” ranked 3<sup>rd</sup> in the list as 23% of the respondents would very much like to see this change happening in their life. Finally, 15% of them opted for “more sports and recreation” while 7% believed that their private life was already very well managed and they did not need to put forward any further change (Table 26). Also see Figure 16.

**Figure 16 Most important change respondents would like to see in their private life**



3.18 With the recent promotion of 5-day work week by the government, the last question in this survey was set out to gauge how many respondents’ employers had already adopted, or was considering to adopt 5-day work week. It was found that more than 60% of the employers (61%, but which may have overlapped one another) had not yet adopted nor considered to adopt this policy, while 37% gave a positive reply in which 28% had already adopted and 9% was still under consideration (Table 27). Also see Figure 17.

**Figure 17 Adoption of 5-day work week**



## IV. Concluding Remarks

- 4.1 This survey of over 1,500 full time workers in Hong Kong, which is representative of the local working population down to error margins of few percentage points, has found that working overtime has become a common phenomenon among our working population. Using "last month" as the time frame, slightly over one-third of all full time workers did not work overtime. While the average contractual working hours of the working population is found to be 47.3 hours per week, the actual working hours on the whole is actually 51.3 hours. If we exclude those self-employed who obviously do not have any contractual working hours, the labour force on average is actually working at 8% in excess of their contractual hours. Moreover, approximately 8% reported they did not enjoy the 7 days annual pay leaves which is part of their legal rights.
- 4.2 To most members of the labour force, personal time and leisure activities are regarded as luxuries. While the ideal ratio of work-life balance in terms of activity hours reported by the respondents is about 60:40, the actual ratio is around 85:15. However, although over 83% of the respondents considered work-life balance to be important, only 28% complaint that their current routine full time work and private life are un-balanced. Hong Kong workers have got used to the situation, and complaints are rarely heard, even though the actual balance is quite far from the ideal, and the efforts and resources spent by their organizations on this aspect is not satisfactory. Business leaders should be the driving force to improve the situation.
- 4.3 Probably because of this complacent attitude, most respondents give themselves a positive score when asked to rate their own achievement and control in terms of an ideal work-life balance. However, about 40% to 60% have experienced the following problems due to a disturbed work-life balance: prolonged fatigue, insomnia and poor diet, and insufficient family time. Looking ahead, about 32% wished their organization to adopt a "5-day work week", another 22% wished for "flexible working hours", which together constitute more than half of the working population. The government's recent introduction of the 5-day work week seems to fit people's expectation very well. However, according to this survey conducted between 17 July and 9 August, about 60% of our respondents' employers (which may overlap with one another) have not taken any move along this direction.
- 4.4 To conclude, although the work-life balance of Hong Kong's work force is far from satisfactory, the workers are on the whole quite complacent about the current situation but would nevertheless wished for the better. Judging from these findings alone, the issue is not a pressing one. However, academics, economists and business leaders, can move ahead of public opinion in this regard, to study and discuss the benefits of a proper work-life balance, both in the short-term and long-terms basis, as well as on the direct and indirect benefits to individuals, corporations and society as a whole.



# **Appendix 1**

## **Contact Information**

**Table 1 Calculation of effective response rate**

Effective response rate
Successful cases
= Successful cases + Partial interview + Refusal cases by eligible respondents* + Refusal cases by prorated-eligible respondents^
1,519
= $1,519 + 47 + 45 + 1,311 [(1,519 + 47 + 45) / (1,519 + 47 + 45 + 889)]^{\wedge}$
= 61.9%

\* 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>5,120</b>	<b>36.1</b>
<i>Fax/ data line</i>	509	3.6
<i>Invalid number</i>	2,906	20.5
<i>Call-forwarding/ mobile/ pager number</i>	102	0.7
<i>Non-residential number</i>	530	3.7
<i>Special technological difficulties</i>	184	1.3
<i>No eligible respondents</i>	889	6.3
<b>Respondents' ineligibility not confirmed</b>	<b>4,791</b>	<b>33.7</b>
<i>Line busy</i>	322	2.3
<i>No answer</i>	2,358	16.6
<i>Answering device</i>	62	0.4
<i>Call-blocking</i>	218	1.5
<i>Language problem</i>	109	0.8
<i>Interview terminated before the screening question</i>	1,311	9.2
<i>Others</i>	411	2.9
<b>Respondents' eligibility confirmed, but failed to complete the interview</b>	<b>2,778</b>	<b>19.5</b>
<i>Household-level refusal</i>	17	0.1
<i>Known respondent refusal</i>	28	0.2
<i>Appointment date beyond the end of the fieldwork period</i>	2,582	18.2
<i>Partial interview</i>	47	0.3
<i>Miscellaneous</i>	104	0.7
<b>Successful cases</b>	<b>1,519</b>	<b>10.7</b>
<b>Total</b>	<b>14,208</b>	<b>100.0</b>

# Appendix 2

## Frequency Tables

### A. Respondents' Work and Living Patterns

Table 3 Q1. How many hours a week are you REQUIRED to work for your full time job, according to your employment contract?

	Frequency	% (Base=1,516)
<=30 hours	14	0.9
31 – 40 hours	247	16.3
41 – 50 hours	788	52.0
51 – 60 hours	178	11.7
61 – 70 hours	31	2.0
71 – 80 hours	22	1.5
>80 hours	9	0.6
I do not have any required working hours because I am self-employed	141	9.3
Don't know/forgot	86	5.7
Total	1,516	100.0
<i>Missing</i>	3	

Table 4 Q2. Take the last month as an example, how many hours a week do you ACTUALLY work on average for your full time job?

	Frequency	% (Base=1,512)
<=30 hours	31	2.1
31 – 40 hours	133	8.8
41 – 50 hours	748	49.5
51 – 60 hours	382	25.3
61 – 70 hours	77	5.1
71 – 80 hours	45	3.0
>80 hours	37	2.4
Don't know/forgot	59	3.9
Total	1,512	100.0
<i>Missing</i>	7	

Table 5 Q1 & Q2. The distribution of contractual and actual working hours per week

	Mean	Standard error	Base	Missing
REQUIRED working hours per week	47.3	0.25	1,289	230
ACTUAL working hours per week	51.3	0.32	1,453	66

Table 6 Q3. Take the last month as an example, how often do you have over-time work for your full time job? (Interviewers to read out first 4 answers)

	Frequency	% (Base=1,516)
Nearly everyday	339	22.4
Quite often, 3-4 days a week.	224	14.8
Occasionally, 1-2 days a week.	366	24.1
Never (Skip to Q5)	554	36.5
Others (Please specify)	10	0.7
Don't know/Hard to say (Skip to Q5)	23	1.5
Total	1,516	100.0
Missing	3	

Table 7 Q4. [Only for those who have worked over-time] Why do you have to work over-time? (Interviewers to read out each answer, order to be randomized by computer, multiple responses allowed)

	Frequency	% of total response (Base=1,990)	% of valid sample (Base=932)
I have too much work to do, and I have to keep up with the workload.	780	39.2%	83.7%
I have to support my co-workers.	425	21.4%	45.6%
A request ordered by the senior manager/boss.	258	13.0%	27.7%
I want to show my commitment and industrious performance to my boss/company.	137	6.9%	14.7%
I do not want to be seen as the first person to leave the office.	130	6.5%	13.9%
I cannot leave the office before my boss.	112	5.6%	12.0%
I enjoyed working over-time.	67	3.4%	7.2%
Working long hours is the only way to get promotion.	50	2.5%	5.4%
I do not want to go home.	13	0.7%	1.4%
Others (Please specify)	18	0.9%	1.9%
Total	1,990	100.0%	
Missing	7		

Table 8 Q5. How many days of paid annual leave(s) or paid vacation day(s) per year are you ENTITLED to at your workplace for your full time job?

In terms of DAYS	Frequency	% (Base=1,519)
<7 days	14	0.9
7 – 10 days	324	21.3
11-14 days	412	27.1
15 - 22 days	274	18.0
23 - 30 days	84	5.5
31 - 38 days	16	1.1
39 - 46 days	71	4.7
47 - 54 days	7	0.5
>54 days	17	1.1
Not fixed, because I am self-employed.	141	9.3
No paid annual leave/paid vacation days.	109	7.2
Others	4	0.3
Don't know/Hard to say	46	3.0
Total	1,519	100.0

Table 9 Q5. How many days of paid annual leave(s) or paid vacation day(s) per year are you ENTITLED to at your workplace for your full time job?

In terms of WEEKS	Frequency	% (Base=1,519)
<1 week	14	0.9
1 - 2 weeks	736	48.5
3 - 4 weeks	294	19.4
5 - 6 weeks	148	9.7
7 - 8 weeks	12	0.8
> 8 weeks	15	1.0
Not fixed, because I am self-employed.	141	9.3
No paid annual leave/paid vacation days.	109	7.2
Others	4	0.3
Don't know/Hard to say	46	3.0
Total	1,519	100.0

Table 10 Q6. Take the last month as an example, how many hours a week do you ACTUALLY spend on doing some personal or private activities, like meeting friends and engaging in activities for leisure such as sports and traveling? [Answers are presented in days]

	Frequency	% (Base=1,507)
No private activities at all	164	10.9
Less than 1 hour per day	515	34.2
1 - 2 hours per day	383	25.4
>2 - 3 hours per day	157	10.4
>3 - 4 hours per day	70	4.6
>4 - 5 hours per day	33	2.2
>5 - 6 hours per day	26	1.7
>6 - 7 hours per day	28	1.9
>7 hours per day	28	1.9
Don't know/forgot	103	6.8
Total	1,507	100.0
Missing	12	

Table 11 Q5 & Q6. Number of paid annual leaves and actual number of hours for personal or private activities in a week

	Mean	Standard error	Base	Missing
Paid annual leaves (per year)	15.3	0.33	1,328	191
Hrs spent on personal activities (per week)	11.1	0.36	1,404	115

Table 12 Q7. In your view, what would be the PREFERRED but REALISTIC ratio between the time you want to spend on working and the time you want to spend on personal or private activities? Please based on your realistic number of working hours and exclude sleeping time (the ratio must add up to 100%)

Working : Leisure	Frequency	% (Base=1,511)
20%-25% : 75%-80%	3	0.2
30%-35% : 65%-70%	41	2.7
40%-45% : 55%-60%	54	3.6
50%-55% : 45%-50%	368	24.4
60%-65% : 35%-40%	385	25.5
70%-75% : 25%-30%	411	27.2
80%-85% : 15%-20%	135	8.9
90%-95% : 5%-10%	26	1.7
100% : 0%	1	0.1
Don't Know	87	5.8
Total	1,511	100.0
Missing	8	

Table 13 Q7. In your view, what would be the PREFERRED but REALISTIC ratio between the time you want to spend on working and the time you want to spend on personal or private activities? Please based on your realistic number of working hours and exclude sleeping time (the ratio must add up to 100%).

	Mean	Standard error	Base	Missing
Percentage on work	61.3%	0.33	1,424	95
Percentage on personal activities	38.7%	0.33	1,424	95

Table 14 Q2 & Q6. The ACTUAL ratio between the time respondents spent on working and the time on personal or private activities. The number was based on ACTUAL working hours and ACTUAL personal time (the ratio must add up to 100%).

	Mean	Standard error	Base	Missing
Percentage on work	84.2%	0.37	1,363	156
Percentage on personal activities	15.8%	0.37	1,363	156

## B. Satisfaction with Work and Life and Importance of Work-Life Balance

Table 15 Q.8 Which of the following is the most important factor that makes you feel unhappy with your job? (Read out each answer, order to be randomized by computer, single response only)

	Frequency	% (Base=1,518)
I am happy and satisfied with my job	364	24.0
Relationship with supervisors and colleagues	310	20.4
Pay benefits	259	17.1
Workload	187	12.3
Friendliness of working environment	121	8.0
Job responsibility/Nature of the job	120	7.9
Working hours	97	6.4
Location of the workplace	44	2.9
Others (Please specify)	10	0.7
Don't know/Hard to say	6	0.4
Total	1,518	100.0
Missing	1	



Table 16 Q9. How important or unimportant do you think your own work-life balance is an issue to YOU in general? (Interviewers probe degree of importance)

	Frequency	% (Base=1,518)
Very important )	740 )	48.7 )
Quite important )	524 )	34.5 )
Half/half	198	13.0
Not quite important )	38 )	2.5 )
Not important at all )	5 )	0.3 )
Don't know/Hard to say	13	0.9
Total	1,518	100.0%
Missing	1	

Table 17 Q10. To what extent do you think your current routine full time work and private life are balanced?

	Frequency	% (Base=1,519)
Very balanced )	134 )	8.8 )
Quite balanced )	536 )	35.3 )
Half/half	410	27.0
Not quite balanced )	321 )	21.1 )
Not balance at all )	109 )	7.2 )
Don't know/Hard to say	9	0.6
Total	1,519	100.0

Table 18 Q11. Has your work life balance become better, worse or remained unchanged as compared with last year?

	Frequency	% (Base=1,519)
More or less the same/Unchanged	797	52.5
Worse	369	24.3
Better	340	22.4
Don't know/Hard to say	13	0.9
Total	1,519	100.0

Table 19 Q12. In terms of the effort and resources required to balance work and life, how much effort do you think your WORKPLACE/BOSS has/have paid to promote work-life balance? Please use a scale of 0-10 to measure it, with 0 representing no effort at all, 10 representing all possible efforts have been made, and 5 being half-half.

	Frequency	% (Base=1,513)
0	169	11.2
1-2	100	6.6
3-4	277	18.3
5	411	27.2
6-7	309	20.4
8-9	133	8.8
10	50	3.3
Don't know/Hard to say	64	4.2
Total	1,513	100.0
Missing	6	
Mean	4.7	
Standard Error	0.07	

### C. Problems Facing in terms of Work-Life Balance and Desired Solutions

Table 20 Q13. Using 0-10 again, 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.

	Frequency	% (Base=1,516)
0	20	1.3
1-2	28	1.8
3-4	208	13.7
5	513	33.8
6-7	550	36.3
8-9	145	9.6
10	41	2.7
Don't know/Hard to say	11	0.7
Total	1,516	100.0
Missing	3	
Mean	5.7	
Standard Error	0.04	

Table 21 Q14. Using 0-10 again, how much control do you have in terms of attaining a balance between your work and life, or making free choices on how to make use of your own time? 0 represents entirely out of your control, 10 represents perfectly under your control, and 5 being half-half.

	Frequency	% (Base=1,518)
0	34	2.2
1-2	35	2.3
3-4	215	14.2
5	376	24.8
6-7	461	30.4
8-9	250	16.5
10	129	8.5
Don't know/Hard to say	18	1.2
Total	1,518	100.0
Missing	1	
Mean	6.0	
Standard Error	0.06	

Table 22 Q15. Which of the following would you consider to be the most difficult work life balance challenge for yourself? (Read out each answer, order to be randomized by computer, single response only)

	Frequency	% (Base=1,519)
Long working hours	243	16.0
Financial management	210	13.8
Job security	177	11.7
Taking care of children or family members	160	10.5
Time for personal well-being such as exercise and re-education	137	9.0
Leader's attitude	121	8.0
Lack of flexibility in working hours	107	7.0
Peer pressure and competition among colleagues	97	6.4
Personnel changes	83	5.5
Work location	31	2.0
I do not find work life balance is a challenge to me.	131	8.6
Others (Please specify)	9	0.6
Don't know/Hard to say	13	0.9
Total	1,519	100.0

Table 23 Q16. Have you ever encountered any of the following problems due to a disturbed work-life balance? (Read out each answer, order to be randomized by computer and multiple responses allowed)

	Frequency	% of total response (Base=4,650)	% of valid sample (Base=1,519)
Prolonged fatigue level, sleepiness and extreme tiredness.	926	19.9%	61.0%
Work pressure creates insomnia and poor diet	627	13.5%	41.3%
I don't have time staying with my partner and family.	594	12.8%	39.1%
Productivity and work quality has reduced dramatically due to long working hours.	508	10.9%	33.4%
I get physically sick easily and frequently due to heavy workload.	465	10.0%	30.6%
I feel stressed out, depressed and exhausted after work.	438	9.4%	28.8%
My work has affected my relationship with my friends.	431	9.3%	28.4%
I do not have any private time for recreation activities or sports at all.	429	9.2%	28.2%
None of the above	229	4.9%	15.1%
Don't know/Hard to say	3	0.1%	0.2%
Total	4,650	100.0%	

Table 24 Q17. What do you usually do to reduce your stress level when you face a problem at your workplace? (Do not read out the answers, multiple responses allowed)

	Frequency	% of total response (Base=2,748)	% of valid sample (Base=1,516)
Participating in leisure activities such as movies, TV, karaoke, bars/discos/pubs, mahjong, gaming	502	18.3%	33.1%
Sports/Exercising (Include Yoga)	421	15.3%	27.8%
Talking to friends and family	391	14.2%	25.8%
Go shopping	255	9.3%	16.8%
Sleeping	213	7.8%	14.1%
Participating in cultural recreation activities such as drama, music, drawing, piano, cooking, reading, etc	194	7.1%	12.8%
Eating	174	6.3%	11.5%
Traveling/Having a trip overseas	81	2.9%	5.3%
Drinking wine/beer	57	2.1%	3.8%
Get myself some holidays/vacations and take some rest	33	1.2%	2.2%
Visiting the church/participating in some religious activities such as praying	32	1.2%	2.1%

Take a break/breath	27	1.0%	1.8%
Massage or Spa	19	0.7%	1.3%
Playing with pets	12	0.4%	0.8%
Smoking	10	0.4%	0.7%
Gambling (including horse racing gamble or soccer gamble)	9	0.3%	0.6%
Playing with Children / Kids	8	0.3%	0.5%
Seeing a doctor or psychologist	6	0.2%	0.4%
Losing temper to someone else	6	0.2%	0.4%
Talking to colleagues/boss	6	0.2%	0.4%
Joining some stress or time management courses	5	0.2%	0.3%
Change job	5	0.2%	0.3%
Crying	4	0.1%	0.3%
Talking to social workers and counseling	1	0.0%	0.1%
Others (Please specify)	115	4.2%	7.6%
Do nothing	147	5.3%	9.7%
Not applicable	10	0.4%	0.7%
Don't know/Hard to say	5	0.2%	0.3%
Total	2,748	100.0%	
<i>Missing</i>	3		

Table 25 Q18. In order to help you achieve a better work-life balance, which of the following work facilities/arrangements would you desire MOST? (Read out each answer, order to be randomized by computer, single response only)

	Frequency	% (Base=1,515)
5-day work week	491	32.4
Flexible working time	339	22.4
Option to work from home sometimes	214	14.1
Free sports facilities	169	11.2
Work support services (e.g. employee counseling scheme, stress management training)	92	6.1
Parental leave	90	5.9
Crèche facilities/Child care	32	2.1
Others (Please specify)	30	2.0
Don't know/Hard to say	58	3.8
Total	1,515	100.0
<i>Missing</i>	4	

Table 26 Q19. What is the most important thing you would like to see change in your own private life? (Do not read out the answers, single response only)

	Frequency	% (Base=1,518)
More time to spend with my family (including spouse, children or parents)	400	26.4
More rest and healthier lifestyle	397	26.2
More vacations to re-energize myself	347	22.9
More sports and recreation	230	15.2
My private life is very well managed, and I do not need further change.	113	7.4
Others (Please specify)	10	0.7
Don't know/Hard to say	21	1.4
Total	1,518	100.0
<i>Missing</i>	<i>1</i>	

Table 27 Q20. Is your company adopting or thinking of adopting a 5-day work week?

	Frequency	% (Base=1,519)
Yes – already adopted	427 )	28.1 )
Yes – thinking	140 )	9.2 )
No	922	60.7
Don't know/Hard to say	30	2.0
Total	1,519	100.0

# **Appendix 3**

## **Demographics**

## Demographics

Table 28 Gender

	Frequency	Percentage
Male	821	54.0
Female	698	46.0
Total	1,519	100.0

Table 29 Age Group

	Frequency	Percentage
15-19 years old	12	0.8
20-24 years old	95	6.3
25-29 years old	171	11.3
30-34 years old	194	12.8
35-39 years old	207	13.7
40-44 years old	305	20.2
45-49 years old	229	15.2
50-54 years old	181	12.0
55-59 years old	83	5.5
60 years old or above	34	2.3
Total	1,511	100.0
<i>Missing</i>	8	

Table 30 Education Attainment

	Frequency	Percentage
Primary school or below	92	6.1
Secondary school	730	48.2
Matriculated	112	7.4
Tertiary, non-degree course	124	8.2
Tertiary, degree course	360	23.8
Master's Degree	91	6.0
Doctor's Degree	4	0.3
Total	1,513	100.0
<i>Missing</i>	6	



Table 31 Position

	Frequency	Percentage
White collar: Professional/Manager/Executive	374 )	25.1 )
White collar: Trader/Proprietor	90 )	6.0 )
White collar: Office: skilled	323 )	21.6 )
White collar: Office: unskilled	249 )	16.7 )
Blue collar: Factory/Shop/Outdoor: skilled Manual worker	216 )	14.5 )
Blue collar: Factory/Shop/Outdoor: unskilled Manual worker	241 )	16.1 )
	1,036	69.4
	457	30.6
Total	1,493	100.0
Missing	26	

Table 32 Industry

	Frequency	Percentage
Manufacturing Industry	153	10.3
Construction Industry	139	9.3
Education	133	8.9
Government/Public Affairs	130	8.7
Commercial Service	118	7.9
Import/Export Trade	116	7.8
Banks and Finance Sector	104	7.0
Transportation Industry	95	6.4
Medical, Hygiene and Welfare Sector	83	5.6
Other Personal Services	79	5.3
Wholesale/Retail	76	5.1
Restaurants/Hotels	72	4.8
Information Technology (IT)	48	3.2
Property	33	2.2
Insurance	24	1.6
Law, Accountancy, Professional Information Services	24	1.6
Media	17	1.1
Film/Entertainment Industry	14	0.9
Telecommunication	12	0.8
Oil, Energy, Resources and Utilities	10	0.7
Warehouse Duties	7	0.5
Total	1,487	100.0
Missing	32	

Table 33 Martial status

	Frequency	Percentage
Single	517	34.2
Married	958	63.4
Divorced/Widow	36	2.4
Total	1,511	100.0
<i>Missing</i>	8	

Table 34 Number of children

	Frequency	Percentage
1 child	309	31.3
2 children	385	39.0
3 children	96	9.7
4 children	17	1.7
5 children	7	0.7
No children	173	17.5
Total	987	100.0
<i>Missing</i>	15	

Table 35 Personal monthly income

	Frequency	Percentage
HK\$ 10,000 or below	414	28.4
HK\$ 10,001~20,000	590	40.4
HK\$ 20,001~30,000	205	14.1
HK\$ 30,001~40,000	101	6.9
HK\$ 40,001~50,000	52	3.6
HK\$ 50,001 or above	97	6.6
Total	1,459	100.0
<i>Missing</i>	60	

Table 36 District of residence

	Frequency	Percentage
Hong Kong Island	299	19.9
Kowloon East	237	15.7
Kowloon West	189	12.6
New Territories East	390	25.9
New Territories West	390	25.9
Total	1,505	100.0
<i>Missing</i>	<i>14</i>	

Table 37 Language of interview

	Frequency	Percentage
Cantonese	1,450	95.5
Putonghua	1	0.1
English	68	4.5
Total	1,519	100.0

## **Appendix 4**

# **In-depth Analysis: Cross-tabulation by White vs Blue Collars**

**Note: The results of additional 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. 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. Respondents' Work and Living Patterns

Table 38 Q1. How many hours a week are you REQUIRED to work for your full time job, according to your employment contract?

	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=454)
<=30 hours	8	0.8	5	1.1
31 – 40 hours	215	20.8	24	5.3
41 – 50 hours	559	54.0	221	48.7
51 – 60 hours	71	6.9	104	22.9
61 – 70 hours	10	1.0	20	4.4
71 – 80 hours	7	0.7	14	3.1
>80 hours	4	0.4	5	1.1
I do not have any required working hours because I am self-employed	117	11.3	24	5.3
Don't know/forgot	45	4.3	37	8.1
Total	1,036	100.0	454	100.0
Missing	0		3	

Table 39 Q2. Take the last month as an example, how many hours a week do you ACTUALLY work on average for your full time job?

	White Collar		Blue Collar	
	Frequency	% (Base=1,032)	Frequency	% (Base=454)
<=30 hours	24	2.3	6	1.3
31 – 40 hours	105	10.2	23	5.1
41 – 50 hours	541	52.4	200	44.1
51 – 60 hours	233	22.6	143	31.5
61 – 70 hours	49	4.7	25	5.5
71 – 80 hours	22	2.1	22	4.8
>80 hours	17	1.6	20	4.4
Don't know/forgot	41	4.0	15	3.3
Total	1,032	100.0	454	100.0
Missing	4		3	

Table 40 Q1 &amp; Q2. The distribution of contractual and actual working hours per week

	Mean	Standard error	Base	Missing
<b>White Collar</b>				
REQUIRED working hours per week	45.4**	0.24	874	162
ACTUAL working hours per week	50.0**	0.35	991	45
<b>Blue Collar</b>				
REQUIRED working hours per week	51.5**	0.56	393	64
ACTUAL working hours per week	54.3**	0.67	439	18

Table 41 Q3. Take the last month as an example, how often do you have over-time work for your full time job? (Interviewers to read out first 4 answers)

	White Collar		Blue Collar	
	Frequency	% (Base=1,034)	Frequency	% (Base=456)
Nearly everyday	275	26.6	57	12.5
Quite often, 3-4 days a week.	164	15.9	56	12.3
Occasionally, 1-2 days a week.	261	25.2	101	22.1
Never (Skip to Q5)	311	30.1	232	50.9
Others (Please specify)	5	0.5	5	1.1
Don't know/Hard to say (Skip to Q5)	18	1.7	5	1.1
Total	1,034	100.0	456	
Missing	2		1	

Table 42 Q3. Take the last month as an example, how often do you have over-time work for your full time job? (Interviewers to read out first 4 answers)

	Nearly everyday	Quite often, 3-4 days a week	Occasionally, 1-2 days a week	Never
White Collar**	82.8%	74.5%	72.1%	57.3%
Blue Collar**	17.2%	25.5%	27.9%	42.7%

Table 43 Q4. [Only for those who have worked over-time] Why do you have to work over-time? (Interviewers to read out each answer, order to be randomized by computer, multiple responses allowed)

	White Collar		Blue Collar	
	Frequency	% of valid sample (Base=701)	Frequency	% of valid sample (Base=216)
I have too much work to do, and I have to keep up with the workload.	605	86.3	160	74.1
I have to support my co-workers.	331	47.2	87	40.3
A request ordered by the senior manager/boss.	151	21.5	101	46.8

I want to show my commitment and industrious performance to my boss/company.	95	13.6	39	18.1
I do not want to be seen as the first person to leave the office.	93	13.3	34	15.7
I cannot leave the office before my boss.	80	11.4	31	14.4
I enjoyed working over-time.	45	6.4	21	9.7
Working long hours is the only way to get promotion.	37	5.3	12	5.6
I do not want to go home.	11	1.6	2	0.9
Other (Please specify)	12	1.7	6	2.8
Total	1,460		493	
Missing	4		3	

Table 44 Q5. How many days of paid annual leave(s) or paid vacation day(s) per year are you ENTITLED to at your workplace for your full time job?

In terms of DAYS	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=457)
<7 days	5	0.5	8	1.8
7 – 10 days	189	18.2	132	28.9
11-14 days	281	27.1	126	27.6
15 - 22 days	212	20.5	54	11.8
23 - 30 days	71	6.9	10	2.2
31 - 38 days	13	1.3	1	0.2
39 - 46 days	57	5.5	12	2.6
47 - 54 days	3	0.3	4	0.9
>54 days	15	1.4	2	0.4
Not fixed, because I am self-employed.	117	11.3	24	5.3
No paid annual leave/paid vacation days.	42	4.1	66	14.4
Others	3	0.3	1	0.2
Don't know/Hard to say	28	2.7	17	3.7
Total	1,036	100.0	457	100.0

Table 45 Q5. How many days of paid annual leave(s) or paid vacation day(s) per year are you ENTITLED to at your workplace for your full time job?

In terms of WEEKS	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=457)
<1 week	5	0.5	8	1.8
1 - 2 weeks	470	45.4	258	56.5

3 - 4 weeks	231	22.3	54	11.8
5 - 6 weeks	119	11.5	23	5.0
7 - 8 weeks	6	0.6	6	1.3
> 8 weeks	15	1.4	0	0.0
Not fixed, because I am self-employed.	117	11.3	24	5.3
No paid annual leave/paid vacation days.	42	4.1	66	14.4
Others	3	0.3	1	0.2
Don't know/Hard to say	28	2.7	17	3.7
Total	1,036	100.0	457	100.0

Table 46 Q6. Take the last month as an example, how many hours a week do you ACTUALLY spend on doing some personal or private activities, like meeting friends and engaging in activities for leisure such as sports and traveling? [Answers are presented in days]

	Frequency	% (Base=1,028)	Frequency	% (Base=453)
No private activities at all	73	7.1	87	19.2
Less than 1 hour per day	354	34.4	152	33.6
1 - 2 hours per day	282	27.4	97	21.4
>2 - 3 hours per day	122	11.9	31	6.8
>3 - 4 hours per day	46	4.5	23	5.1
>4 - 5 hours per day	26	2.5	7	1.5
>5 - 6 hours per day	18	1.8	8	1.8
>6 - 7 hours per day	23	2.2	5	1.1
>7 hours per day	24	2.3	4	0.9
Don't know/forgot	60	5.8	39	8.6
Total	1,028	100.0	453	100.0
Missing	8		4	

Table 47 Q5 & Q6. Number of paid annual leaves and actual number of hours for personal or private activities in a week

	Mean	Standard error	Base	Missing
<b>White Collar</b>				
Paid annual leaves (per year)	17.0**	0.43	888	148
Hrs spent on personal activities (per week)	12.1**	0.46	968	68
<b>Blue Collar</b>				
Paid annual leaves (per year)	11.4**	0.47	415	42
Hrs spent on personal activities (per week)	9.0**	0.55	414	43



Table 48 Q7. In your view, what would be the PREFERRED but REALISTIC ratio between the time you want to spend on working and the time you want to spend on personal or private activities? Please based on your realistic number of working hours and exclude sleeping time (the ratio must add up to 100%)

Working : Leisure	White Collar		Blue Collar	
	Frequency	% (Base=1,033)	Frequency	% (Base=453)
20%-25% : 75%-80%	3	0.3	0	0.0
30%-35% : 65%-70%	28	2.7	11	2.4
40%-45% : 55%-60%	41	4.0	12	2.6
50%-55% : 45%-50%	254	24.6	106	23.4
60%-65% : 35%-40%	289	28.0	94	20.8
70%-75% : 25%-30%	285	27.6	119	26.3
80%-85% : 15%-20%	89	8.6	44	9.7
90%-95% : 5%-10%	13	1.3	13	2.9
100% : 0%	1	0.1	0	0.0
Don't Know	30	2.9	54	11.9
Total	1,033	100.0	453	100.0
Missing	3		4	

Table 49 Q7. In your view, what would be the PREFERRED but REALISTIC ratio between the time you want to spend on working and the time you want to spend on personal or private activities? Please based on your realistic number of working hours and exclude sleeping time (the ratio must add up to 100%)

	Mean	Standard error	Base	Missing
<b>White Collar</b>				
Percentage on work	61.0	0.38	1,003	33
Percentage on personal activities	39.0	0.38	1,003	33
<b>Blue Collar</b>				
Percentage on work	62.2	0.64	399	58
Percentage on personal activities	37.8	0.64	399	58

Table 50 Q2 & Q6. The ACTUAL ratio between the time respondents spent on working and the time on personal or private activities. The number was based on ACTUAL working hours and ACTUAL personal time (the ratio is added up to 100%).

	Mean	Standard error	Base	Missing
<b>White Collar</b>				
Percentage on work	82.7	0.45	938	98
Percentage on personal activities	17.3	0.45	938	98
<b>Blue Collar</b>				
Percentage on work	87.3	0.61	404	53
Percentage on personal activities	12.7	0.61	404	53

**D. Satisfaction with Work and Life and Importance of Work-Life Balance**

Table 51 Q.8 Which of the following is the most important factor that makes you feel unhappy with your job? (Read out each answer, order to be randomized by computer, single response only)

	White Collar		Blue Collar	
	Frequency	% (Base=1,035)	Frequency	% (Base=457)
I am happy and satisfied with my job	243	23.5	114	24.9
Relationship with supervisors and colleagues	226	21.8	79	17.3
Pay benefits	157	15.2	99	21.7
Workload	136	13.1	50	10.9
Job responsibility/Nature of the job	98	9.5	20	4.4
Friendliness of working environment	86	8.3	32	7.0
Working hours	52	5.0	42	9.2
Location of the workplace	24	2.3	19	4.2
Others (Please specify)	8	0.8	1	0.2
Don't know/Hard to say	5	0.5	1	0.2
Total	1,035	100.0	457	100.0
Missing	1		0	

Table 52 Q.8 Which of the following is the most important factor that makes you feel unhappy with your job? (Read out each answer, order to be randomized by computer, single response only)

	I am happy and satisfied with my job	Working hours	Pay benefits	Location of the workplace	Workload	Relationship with supervisors and colleagues	Job responsibility/Nature of the job	Friendliness of working environment
White Collar**	68.1%	55.3%	61.3%	55.8%	73.1%	74.1%	83.1%	72.9%
Blue Collar**	31.9%	44.7%	38.7%	44.2%	26.9%	25.9%	16.9%	27.1%

Table 53 Q9. How important or unimportant do you think your own work-life balance is an issue to YOU in general? (Interviewers probe degree of importance)

		White Collar		Blue Collar	
		Frequency	% (Base=1,035)	Frequency	% (Base=457)
Very important	Important	529)	51.1)	197)	43.1)
Quite important		880	85.0	360	78.8
Half/half		125	12.1	72	15.8
Not quite important	Not important	20)	1.9)	17)	3.7)
Not important at all		25	2.4	17	3.7
Don't know/Hard to say		5)	0.5)	0)	0.0)
Total		1,035	100.00	457	100.00
Missing		1		0	

Table 54 Q9. How important or unimportant do you think your own work-life balance is an issue to YOU in general? (Interviewers probe degree of importance)

	Important	Half	Not important
White Collar**	71.0%	63.5%	59.5%
Blue Collar**	29.0%	36.5%	40.5%

Table 55 Q10. To what extent do you think your current routine full time work and private life are balanced?

	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=457)
Very balanced )	92)	8.9)	38)	8.3)
Quite balanced )	462)	44.6)	195)	42.7)
Half/half	270	26.1	136	29.8
Not quite balanced )	225)	21.7)	90)	19.7)
Not balance at all )	302)	29.2)	120)	26.3)
Don't know/Hard to say	77)	7.4)	30)	6.6)
	2	0.2	6	1.3
Total	1,036	100.00	457	100.00
Missing	0		0	

Table 56 Q10. To what extent do you think your current routine full time work and private life are balanced?

	Balanced	Half	Not balanced
White Collar*	70.3%	66.5%	71.6%
Blue Collar*	29.7%	33.5%	28.4%

Table 57 Q11. Has your work life balance become better, worse or remained unchanged as compared with last year?

	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=457)
Better	227	21.9	110	24.1
Worse	250	24.1	109	23.9
More or less the same/Unchanged	550	53.1	234	51.2
Don't know/Hard to say	9	0.9	4	0.9
Total	1,036	100.0	457	100.0

Table 58 Q12. In terms of the effort and resources required to balance work and life, how much effort do you think your WORKPLACE/BOSS has/have paid to promote work-life balance? Please use a scale of 0-10 to measure it, with 0 representing no effort at all, 10 representing all possible efforts have been made, and 5 being half-half.

	White Collar		Blue Collar	
	Frequency	% (Base=1,033)	Frequency	% (Base=455)
0	103	10.0	61	13.4
1-2	83	8.0	15	3.3
3-4	200	19.4	73	16.0
5	262	25.4	143	31.4
6-7	230	22.3	76	16.7
8-9	90	8.7	38	8.4
10	30	2.9	20	4.4
Don't know/Hard to say	35	3.4	29	6.4
Total	1,033	100.0	455	100.0
Missing	3		2	
Mean	4.7		4.7	
Standard Error	0.08		0.13	

#### E. Problems Facing in terms of Work-Life Balance and Desired Solutions

Table 59 Q13. Using 0-10 again, 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.

	White Collar		Blue Collar	
	Frequency	% (Base=1,035)	Frequency	% (Base=455)
0	9	0.9	10	2.2
1-2	22	2.1	6	1.3
3-4	143	13.8	61	13.4
5	327	31.6	178	39.1
6-7	407	39.3	136	29.9
8-9	103	10.0	38	8.4
10	23	2.2	16	3.5
Don't know/Hard to say	1	0.1	10	2.2
Total	1,035	100.0	455	100.0
Missing	1		2	
Mean	5.7		5.6	
Standard Error	0.05		0.08	

Table 60 Q14. Using 0-10 again, how much control do you have in terms of attaining a balance between your work and life, or making free choices on how to make use of your own time? 0 represents entirely out of your control, 10 represents perfectly under your control, and 5 being half-half.

	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=456)
0	11	1.1	23	5.0
1-2	25	2.4	8	1.8
3-4	151	14.6	58	12.7
5	237	22.9	134	29.4
6-7	339	32.7	118	25.9
8-9	187	18.1	60	13.2
10	82	7.9	42	9.2
Don't know/Hard to say	4	0.4	13	2.9
Total	1,036	100.0	456	100.0
Missing	0		1	
Mean	6.1*		5.8*	
Standard Error	0.06		0.11	

Table 61 Q15. Which of the following would you consider to be the most difficult work life balance challenge for yourself? (Read out each answer, order to be randomized by computer, single response only)

	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=457)
Long working hours	173	16.7	63	13.8
Financial management	153	14.8	54	11.8
Job security	114	11.0	60	13.1
Taking care of children or family members	109	10.5	50	10.9
Time for personal well-being such as exercise and re-education	97	9.4	38	8.3
I do not find work life balance is a challenge to me.	85	8.2	44	9.6
Leader's attitude	83	8.0	36	7.9
Peer pressure and competition among colleagues	70	6.8	27	5.9
Lack of flexibility in working hours	67	6.5	38	8.3
Personnel changes	56	5.4	26	5.7
Work location	17	1.6	13	2.8
Others (Please specify)	5	0.5	3	0.7
Don't know / Hard to say	7	0.7	5	1.1
Total	1,036	100.0	457	100.0

Table 62 Q16. Have you ever encountered any of the following problems due to a disturbed work-life balance? (Read out each answer, order to be randomized by computer and multiple responses allowed)

	White Collar		Blue Collar	
	Frequency	% of valid sample (Base=1,036)	Frequency	% of valid sample (Base=457)
Prolonged fatigue level, sleepiness and extreme tiredness.	629	60.7%	279	61.1%
Work pressure creates insomnia and poor diet	449	43.3%	166	36.3%
I don't have time staying with my partner and family.	399	38.5%	183	40.0%
Productivity and work quality has reduced dramatically due to long working hours.	334	32.2%	166	36.3%
I get physically sick easily and frequently due to heavy workload.	320	30.9%	137	30.0%
I feel stressed out, depressed and exhausted after work.	294	28.4%	134	29.3%
My work has affected my relationship with my friends.	288	27.8%	138	30.2%
I do not have any private time for recreation activities or sports at all.	286	27.6%	135	29.5%
None of the above	157	15.2%	69	15.1%
Don't know/Hard to say	3	0.3%	0	0.0
Total	3,159		1,407	

Table 63 Q17. What do you usually do to reduce your stress level when you face a problem at your workplace? (Do not read out the answers, multiple responses allowed)

	White Collar		Blue Collar	
	Frequency	% of valid sample (Base=1,035)	Frequency	% of valid sample (Base=455)
Participating in leisure activities such as movies, TV, karaoke, dancing at bars/discos/pubs, playing mahjong, gaming	343	33.1%	153	33.6%
Sports/Exercising (Include Yoga)	321	31.0%	91	20.0%
Talking to friends and family	280	27.1%	107	23.5%
Go shopping	194	18.7%	58	12.7%
Sleeping	149	14.4%	62	13.6%

Participating in cultural recreation activities such as drama, music, drawing, piano, cooking, reading, etc	148	14.3%	44	9.7%
Eating	138	13.3%	32	7.0%
Traveling/Having a trip overseas	65	6.3%	14	3.1%
Drinking wine/beer	33	3.2%	21	4.6%
Visiting the church/participating in some religious activities such as praying	28	2.7%	4	0.9%
Get myself some holidays/vacations and take some rest	21	2.0%	11	2.4%
Take a break/breath	17	1.6%	8	1.8%
Massage or Spa	17	1.6%	2	0.4%
Playing with pets	10	1.0%	2	0.4%
Smoking	5	0.5%	5	1.1%
Playing with Children/Kids	5	0.5%	3	0.7%
Gambling (including horse racing gamble or soccer gamble)	4	0.4%	5	1.1%
Talking to colleagues/boss	4	0.4%	2	0.4%
Change job	4	0.4%	1	0.2%
Loss of temper	3	0.3%	3	0.7%
Joining some stress or time management courses	3	0.3%	2	0.4%
Crying	3	0.3%	1	0.2%
Seeing a doctor or psychologist	2	0.2%	3	0.7%
Talking to social workers and counseling	0		1	0.2%
Do nothing	77	7.4%	67	14.7%
Others	78	7.5%	34	7.5%
Not applicable	8	0.8%	1	0.2%
Don't know/Hard to say	3	0.3%	2	0.4%
Total	1,963		739	
<i>Missing</i>	<i>1</i>		<i>2</i>	

Table 64 Q18. In order to help you achieve a better work-life balance, which of the following work facilities/arrangements would you desire MOST? (Read out each answer, order to be randomized by computer, single response only)

	White Collar		Blue Collar	
	Frequency	% (Base=1,034)	Frequency	% (Base=455)
5-day work week	320	30.9	164	36.0
Flexible working time	240	23.2	93	20.4
Option to work from home sometimes	179	17.3	30	6.6
Free sports facilities	121	11.7	48	10.5
Work support services (e.g. employee counseling scheme, stress management training)	58	5.6	34	7.5
Parental leave	47	4.5	40	8.8
Crèche facilities/Child care	14	1.4	18	4.0
Others (Please specify)	23	2.2	6	1.3
Don't know/Hard to say	32	3.1	22	4.8
Total	1,034	100.0	455	
Missing	2		2	

Table 65 Q18. In order to help you achieve a better work-life balance, which of the following work facilities/arrangements would you desire MOST? (Read out each answer, order to be randomized by computer, single response only)

	Flexible working time	5-day work week	Option to work from home sometimes	Free sports facilities	Crèche facilities/Child care	Work support services	Parental leave
White Collar**	72.1%	66.1%	85.6%	71.6%	43.8%	63.0%	54.0%
Blue Collar**	27.9%	33.9%	14.4%	28.4%	56.3%	37.0%	46.0%

Table 66 Q19. What is the most important thing you would like to see change in your own private life? (Do not read out the answers, single response only)

	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=456)
More rest and healthier lifestyle	284	27.4	109	23.9
More time to spend with my family (including spouse, children or parents)	246	23.7	146	32.0
More vacations to re-energize myself	241	23.3	102	22.4
More sports and recreation	173	16.7	52	11.4



My private life is very well managed, and I do not need further change.	73	7.0	38	8.3
Others (Please specify)	6	0.6	3	0.7
Don't know/Hard to say	13	1.3	6	1.3
Total	1,036		456	
Missing	0		1	

Table 67 Q19. What is the most important thing you would like to see change in your own private life?  
(Do not read out the answers, single response only)

	More sports and recreation	More vacations to re-energize myself	More time to spend with my family	More rest and healthier lifestyle	My private life is very well managed
White Collar*	76.9%	70.3%	62.8%	72.3%	65.8%
Blue Collar*	23.1%	29.7%	37.2%	27.7%	34.2%

Table 68 Q20. Is your company adopting or thinking of adopting a 5-day work week?

	White Collar		Blue Collar	
	Frequency	% (Base=1,036)	Frequency	% (Base=457)
Yes – already adopted	366 )	35.3 )	47 )	10.3 )
Yes – thinking	119 )	11.5 )	21 )	4.6 )
No	531	51.3	379	82.9
Don't know/Hard to say	20	1.9	10	2.2
Total	1,036	100.0	457	100.0

Table 69 Q20. Is your company adopting or thinking of adopting a 5-day work week?

	Yes – already adopted	Yes – thinking	No
White Collar*	88.6%	85.0%	58.4%
Blue Collar*	11.4%	15.0%	41.6%

Table 70 DM8. Income

	Mean	Standard error	Base	Missing
<b>White Collar</b> Income	22,574	407.4	991	45
<b>Blue Collar</b> Income	13,614	257.5	451	6

## **Appendix 5**

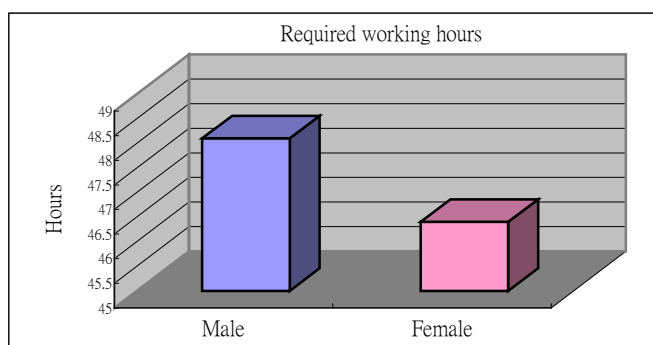
### **In-depth Analysis: Cross-tabulation of Current Work Life Balance Situation by Demographic Variables**

**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.**

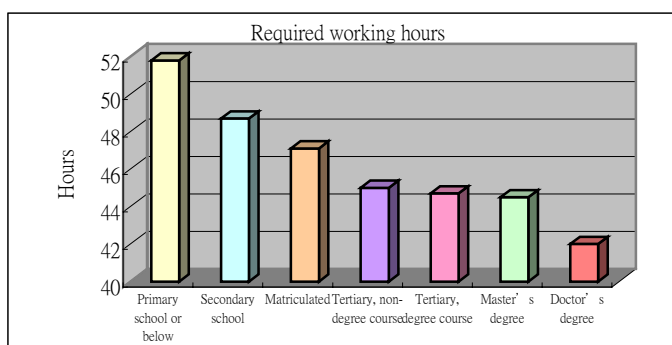
**Cross-tabulation of Current Work Life Balance Situation by Demographic Variables** (only those with significant differences are shown)

- From the statistical t-test results, it was found that males (48.1hrs) were generally required to work longer than females (46.4hrs),  $p < 0.01$  (Figure A). In terms of education attainment, the ANOVA test suggested that people with lower education were required to work longer than higher educated ones (primary school or below: 51.8hrs, secondary school: 48.7hrs, matriculated: 47.1hrs, tertiary, non-degree course: 45.0hrs, tertiary, degree course: 44.7hrs, master's degree: 44.5hrs, doctor's degree: 42.0hrs),  $p < 0.01$  (Figure B).

**Figure A: Gender by required working hours**



**Figure B: Education levels by required working hours**

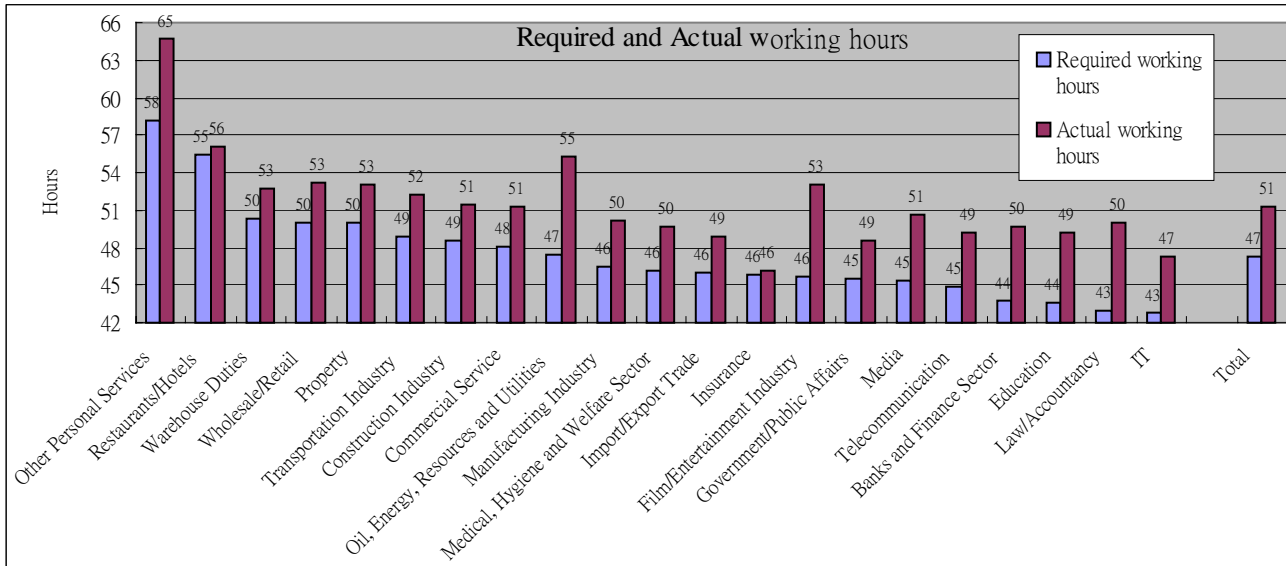


- In light of occupation industry, those who worked in the “other personal service sector” (58.2hrs), “restaurants/hotels” (55.4hrs), “warehouse duties<sup>^</sup>” (50.3hrs) and “wholesale/retail” (50.0hrs) were usually required to work longer than other business types; whereas “banks and finance Sector” (43.8hrs), “education” (43.6hrs), “law/accountancy, professional information” (43.0) and “information technology” (42.8hrs) were required to work less,  $p < 0.01$ . In actual working environment, those who worked in “other personal service sector” (64.6hrs), “restaurants/hotels” (56.2hrs), “oil, energy, resources and utilities” (55.2hrs) and “wholesale/retail” (53.2hrs) have indeed worked longer than other business types; whereas “import/export trade” (48.9hrs), “government/public affairs” (48.6hrs), information technology (47.4hrs) and “insurance” (46.1hrs) had less actual working hours compared with other industries,  $p > 0.01$  (Figure C).
- For those who earned less (i.e.: HK\$10,000 or below: 50.5hrs), they were required to work longer than those high-income groups (HK\$ 10,001-20,000: 47.0hrs, HK\$ 20,001-30,000:

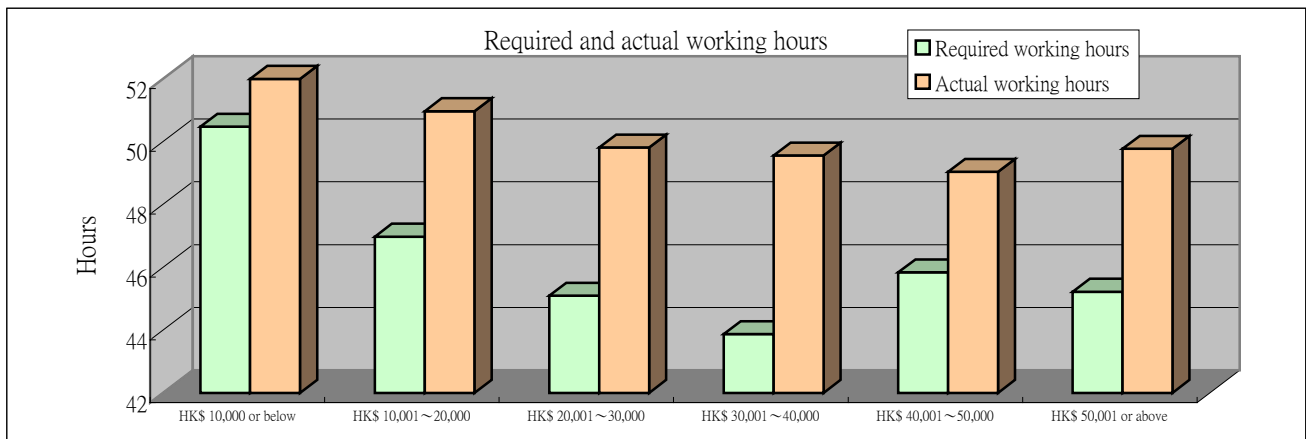
<sup>^</sup> Since the sample size is too small, the figures are used as reference only.

45.1hrs, HK\$ 30,001-40,000: 43.9hrs, HK\$ 40,001-50,000: 45.8hrs, HK\$ 50,001 or above: 45.2hrs),  $p < 0.01$ . And indeed, in reality those who earn less (i.e.: HK\$10,000 or below: 53.5hrs) have worked more hours than those with higher incomes (HK\$ 10,001-20,000: 51.0, HK\$ 20,001-30,000: 49.8, HK\$ 30,001-40,000: 49.6, HK\$ 40,001-50,000: 49.0, HK\$ 50,001 or above: 49.8),  $p < 0.01$  (Figure D).

**Figure C: Industries by required and actual working hours**

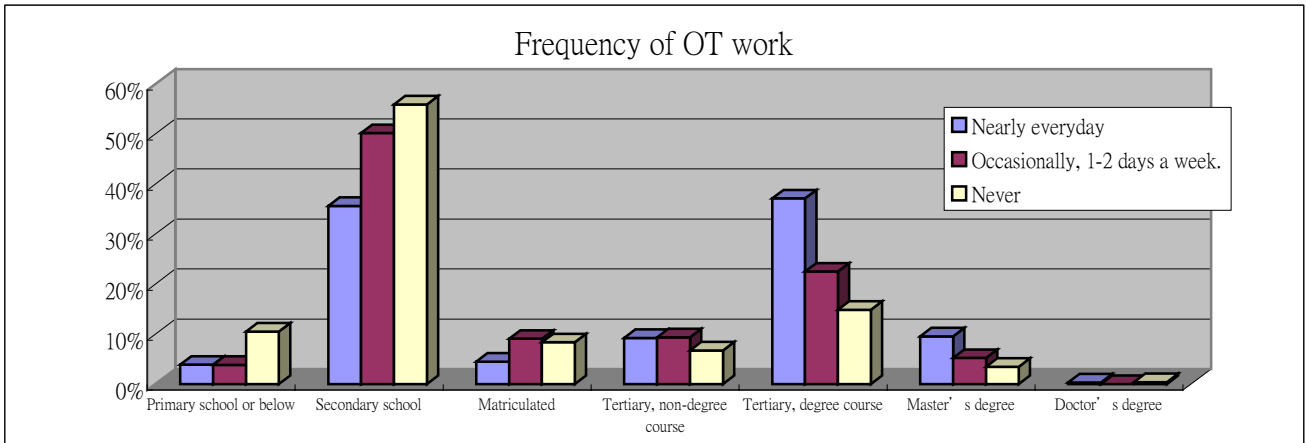


**Figure D: Incomes by required working hours**



- Take the last month as an example, people of higher education (tertiary or above: 9.2%, 37.1%, 9.5%) were more likely to work overtime nearly every day; whereas more people of lower education (primary to matriculated: 10.5%, 55.9%, 9.0%) had never or only occasionally had to work overtime,  $p < 0.01$  (Figure E).

**Figure E: Education levels by frequency of overtime work**



5. People in the “banks and finance sector” (12.7%), “education” (13.0%) and “manufacturing industry” (12.4%) sectors were more likely to work overtime nearly everyday. In “construction industry” (12.4%), “transportation” (8.3%) and “import/export trade” (8.3%) sector, workers were more likely to work overtime often; In “commercial service” (10.8%) and “medical, hygiene” (6.7%), workers were more likely to work overtime only occasionally; finally in “government/public affairs” (12.9%), “other personal services” (7.9%) and “restaurants/hotel” (6.4%), workers rarely or never worked overtime,  $p < 0.01$  (Figure F).

**Figure F: Industry by frequency of overtime work**

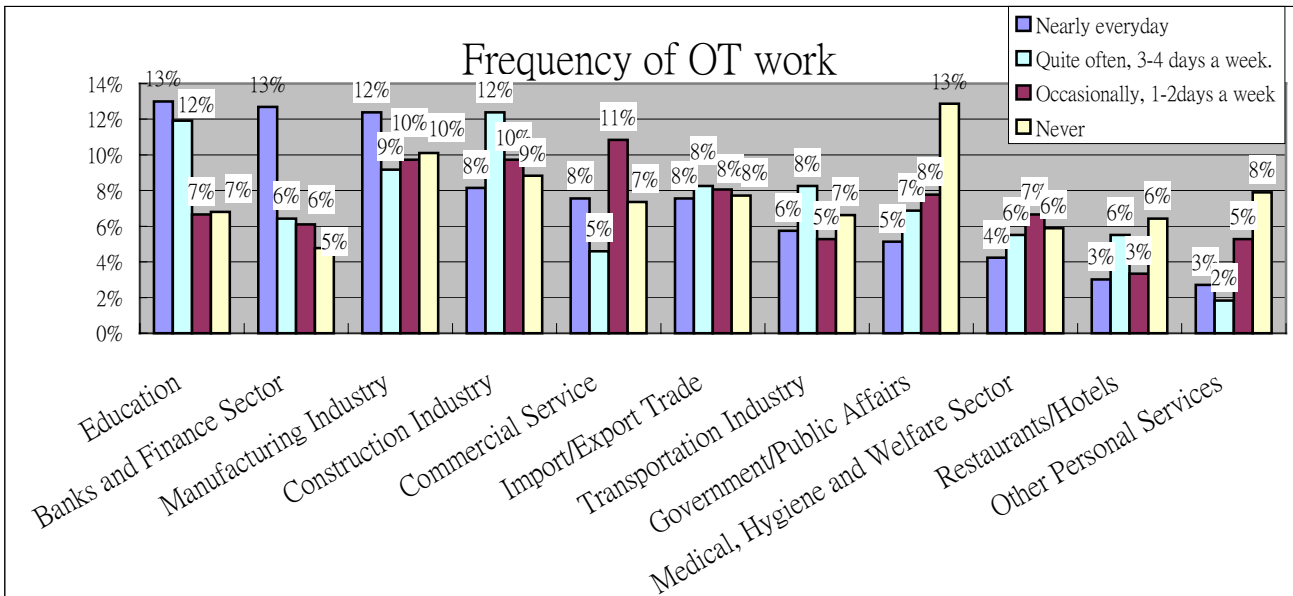


Figure F (i) Industry by overtime work NEARLY EVERYDAY

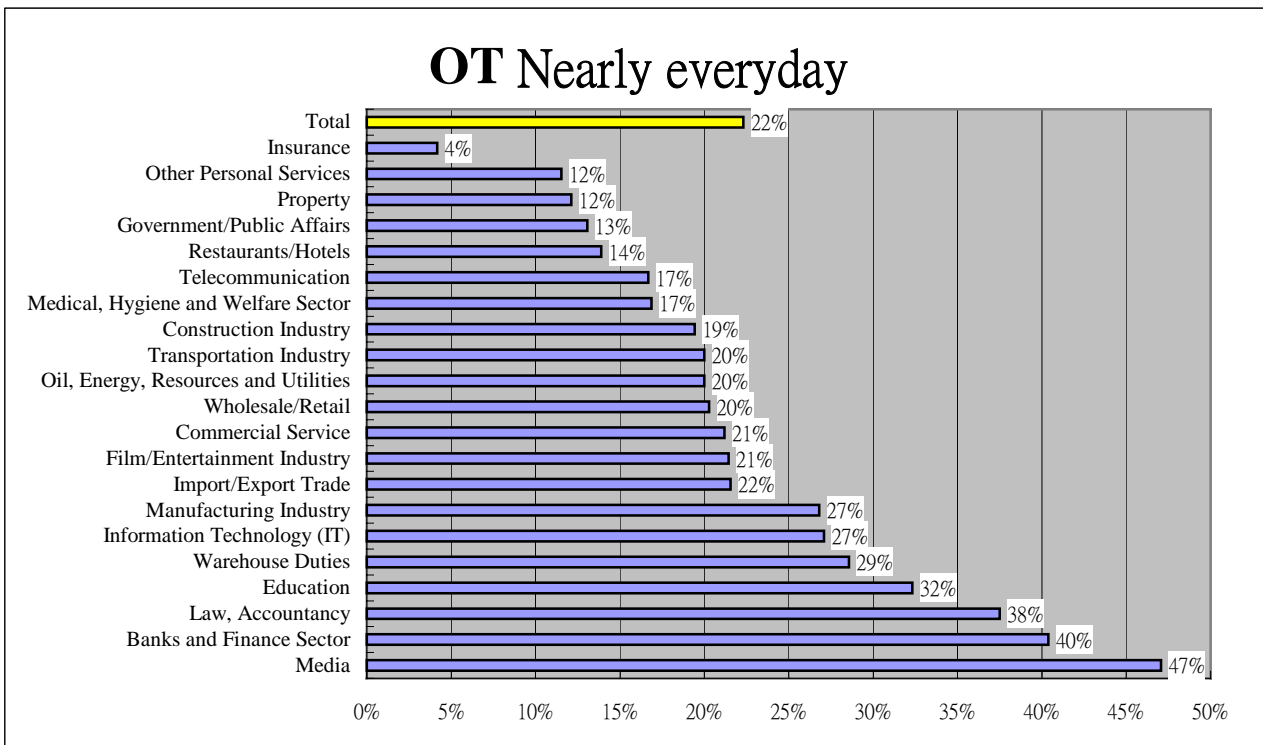


Figure F (ii) Industry by overtime work quite often

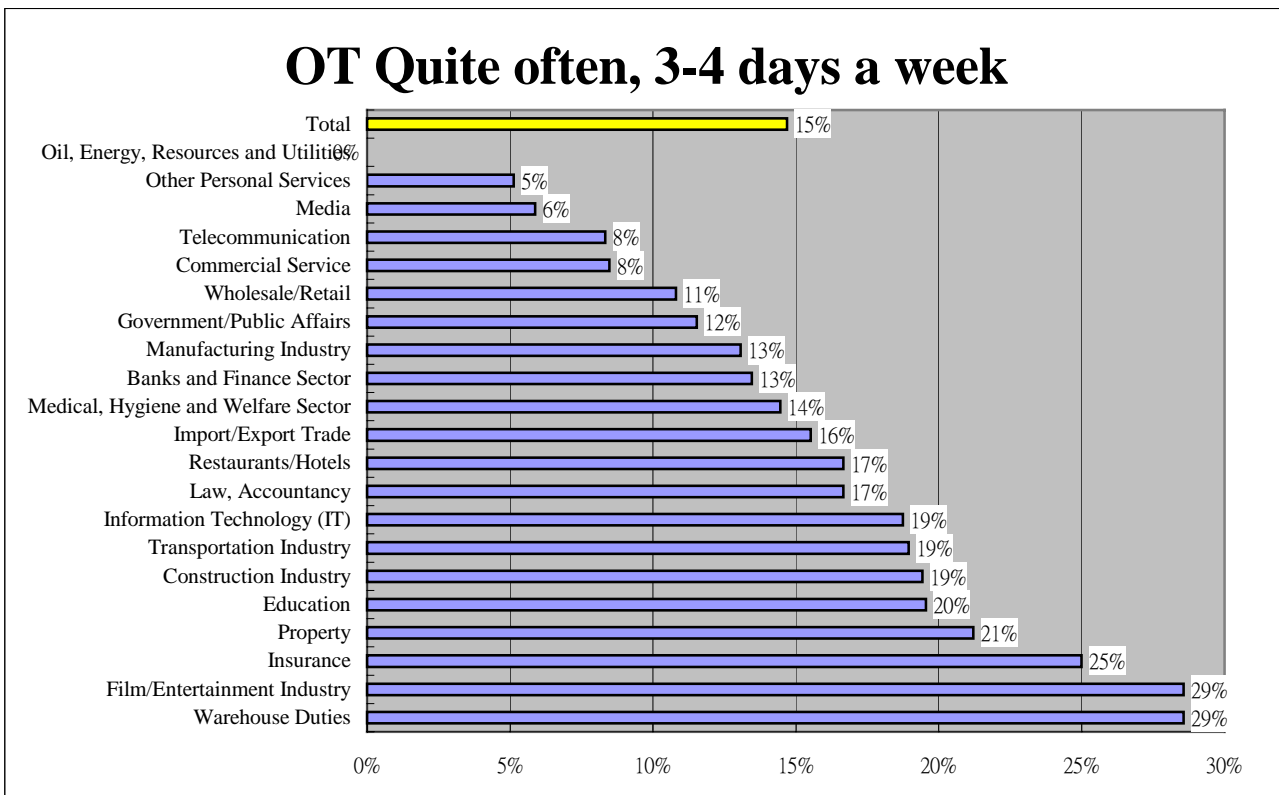


Figure F (iii) Industry by overtime work occasionally

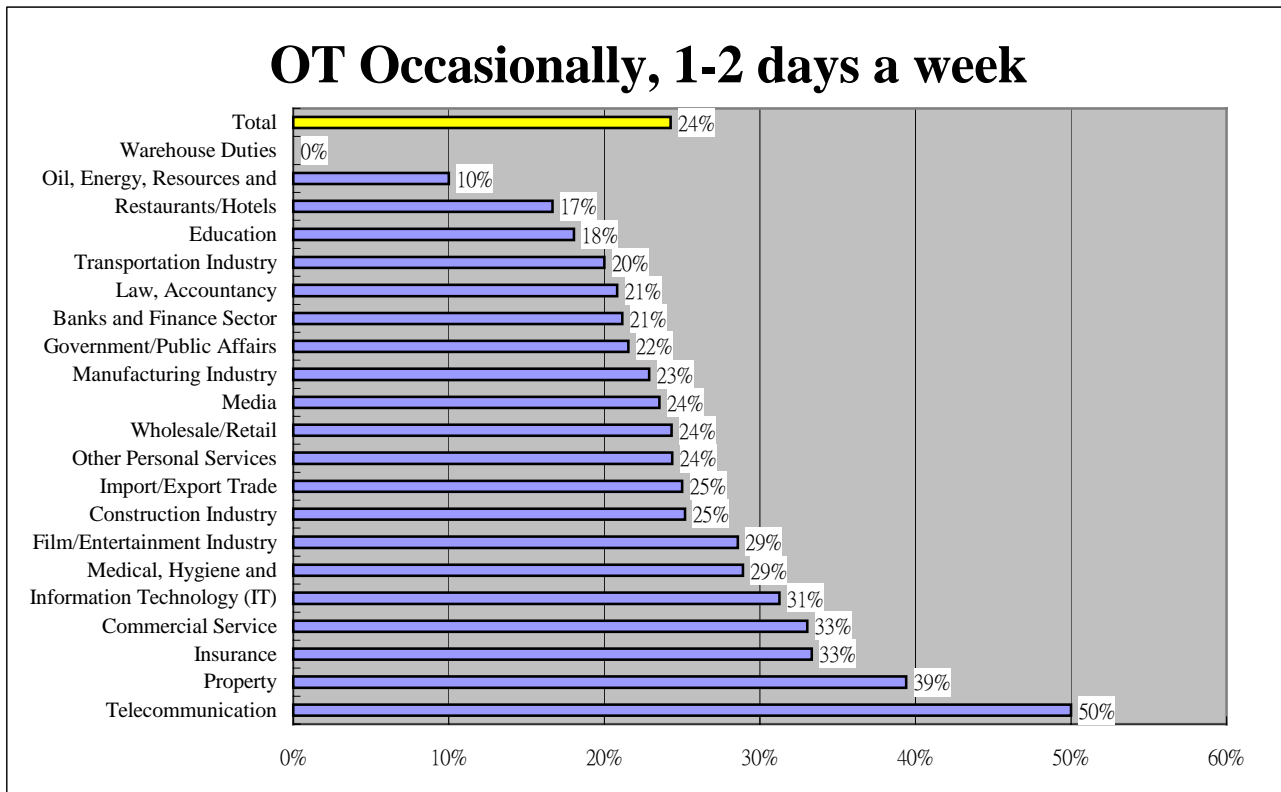
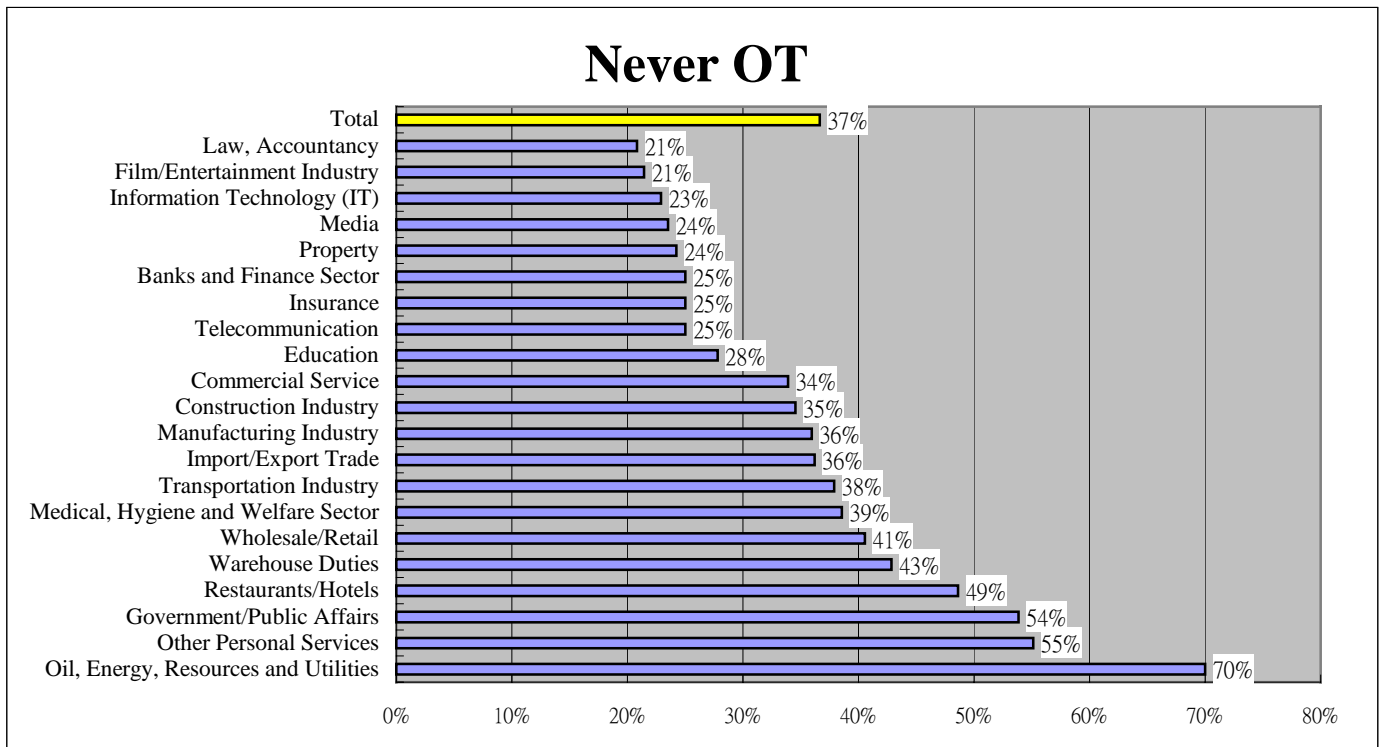
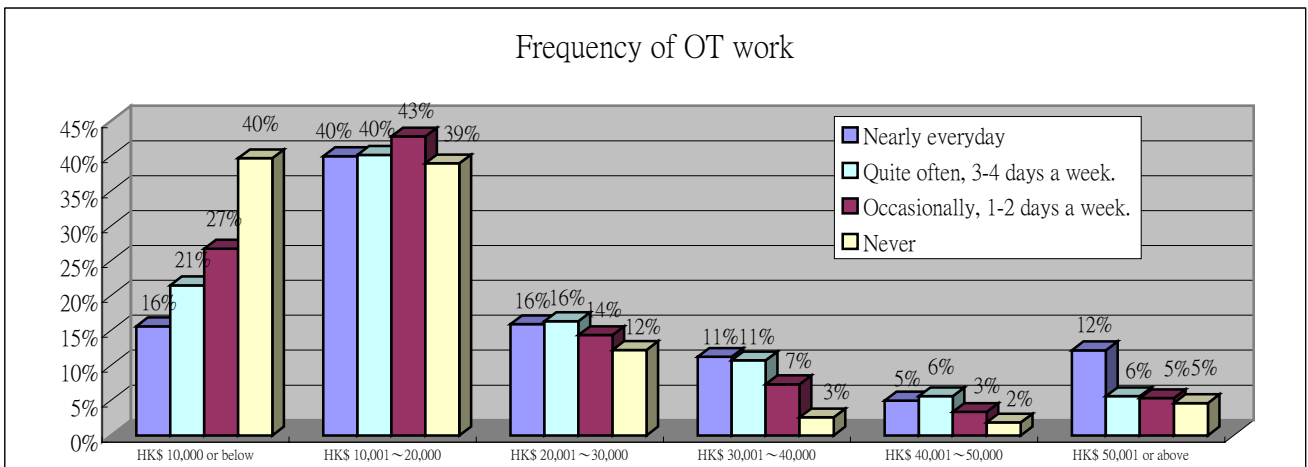


Figure F (iv) Industry by never overtime work



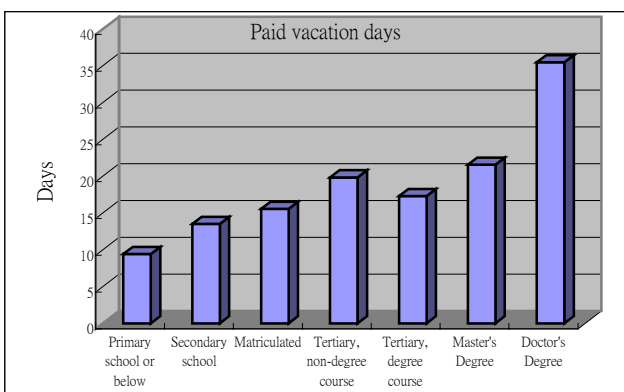
6. Frequency of overtime work was also related to one’s income levels. Those who earned less (i.e.: HK\$20,000 or below) rarely or never worked overtime (HK\$10,000 or below [never]: 39.7%, HK\$10,001-20,000 [occasionally]: 42.8%); whereas people who earned more (i.e.: HK\$20,001 or above) worked overtime nearly every day or very often (HK\$20,001-30,000 [often]: 16.4%; HK\$30,001-40,000 [everyday]: 11.3%; HK\$40,001-50,000 [often]: 5.6%; HK\$50,001 or above [everyday]: 12.2%)  $p < 0.01$  (Figure G).

**Figure G: Income by frequency of overtime work**

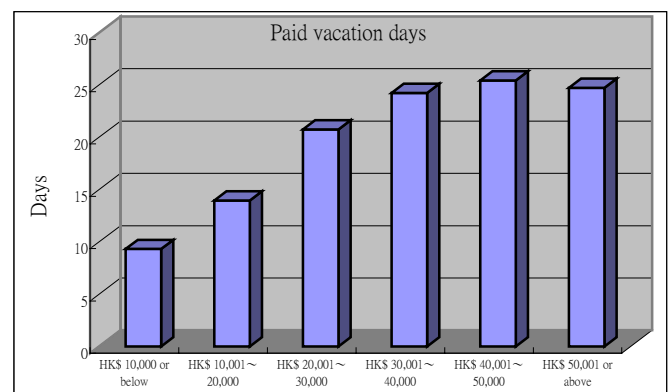


7. People with lower education (primary school or below: 9.4, secondary school: 13.5, matriculated: 15.6 days) had less entitled paid vacation days than those with higher education (tertiary, non-degree course: 19.8, tertiary, degree course: 17.3, master's degree: 21.6, doctor's degree: 35.5 days) in general,  $p < 0.01$  (Figure H). Moreover, people with lower income (HK\$10,000 or below: 9.3days; HK\$10,001-20,000: 13.9days) enjoyed less entitled paid vacation days than those with higher income (HK\$20,001-30,000: 20.7days; HK\$30,001-40,000: 24.2days; HK\$40,001-50,000: 25.4days; HK\$50,001 or above: 24.7days),  $p < 0.01$  (Figure I).

**Figure H: Education by paid annual leaves**



**Figure I: Incomes by paid annual leaves**

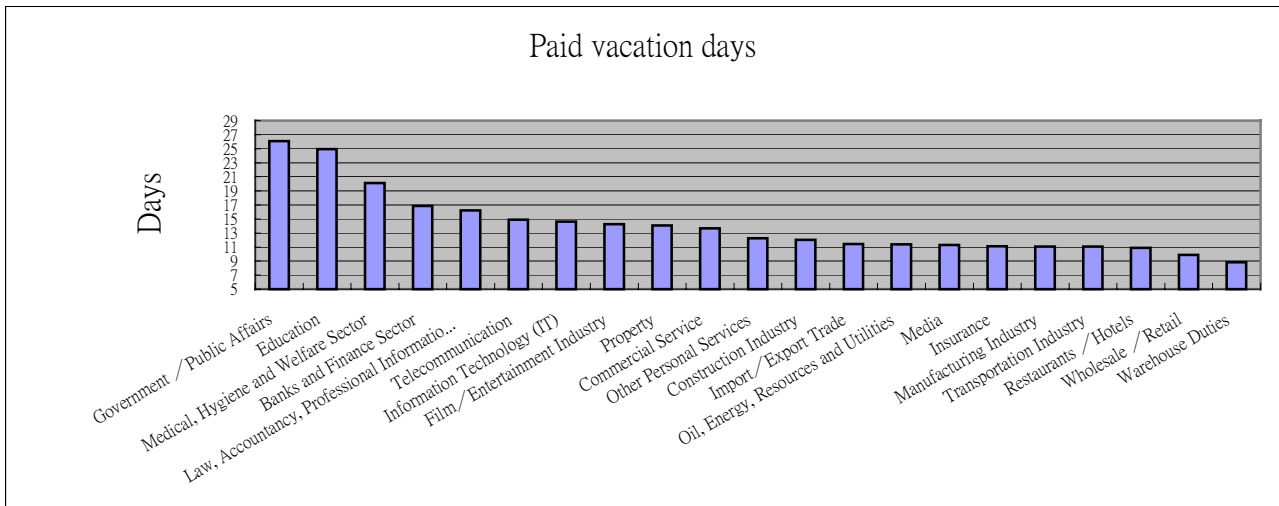


8. People who work in the “government/public affairs” (26.1days), “education” (24.9days),



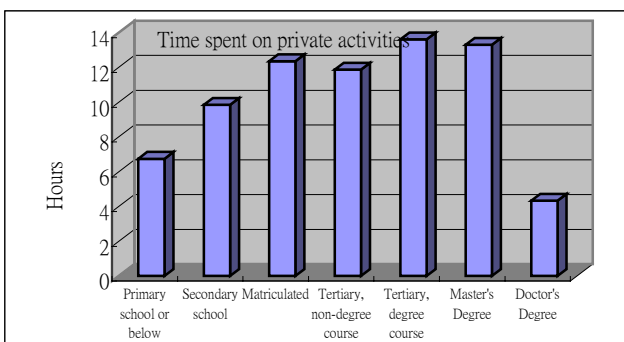
“medical/hygiene and welfare sector” (20.1days) enjoyed more entitled paid vacation days than other industries such as “restaurants/hotels” (10.9days), “wholesale/retail” (9.9days), and “warehouse duties” (8.8days),  $p < 0.01$  (Figure J).

**Figure J: Industry by paid annual leaves**

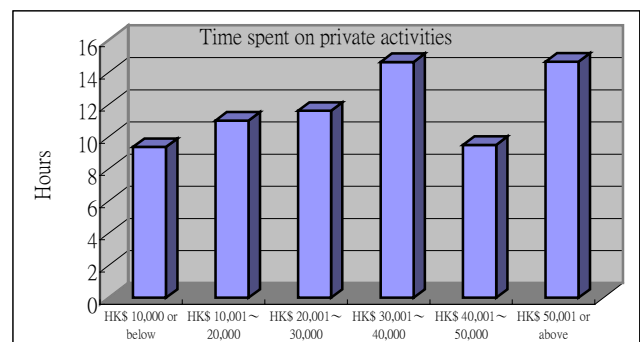


9. People with lower education actually spent less hours on some personal or private activities, such as meeting friends and engaging activities for leisure such as sports and traveling than people with higher education except people holding a Doctor’s degree (primary school or below: 6.7, secondary school: 9.9, matriculated: 12.4, tertiary, non-degree course: 11.9, tertiary, degree course: 13.6, master's degree: 13.3, doctor's degree: 4.3hrs),  $p < 0.01$  (Figure K). Again, people who were earning less (HK\$10,000 or below: 9.4hrs) spent less time in private and leisure activities per week than higher income groups (HK\$10,001-20,000: 11.0hrs; HK\$20,001-30,000: 11.6hrs; HK\$30,001-40,000: 14.6hrs; HK\$50,001 or above: 14.7hrs),  $p < 0.01$  (Figure L).

**Figure K: Education levels by private activities time**



**Figure L: Incomes by private activities time**



10. More males said their WLB was better (52.6%) or more or less the same (57.6%) than their female counterparts (47.4%, 42.4%); while more female (51.2%) claimed that their WLB was worse than previous year,  $p < 0.01$  (Figure M). Other than gender difference, it was found that people working in the “banks and finance” (7.7%), “commercial services” (9.1%), “education”

(11.9%) and “medical” (7.5%) fields were more likely to say that their WLB was worse than previous year, while people working in the “construction” (10.5%), “import/export trade” (8.7%), “ manufacturing” (12.3%) and “other personal services” (7.8%) were more likely to it was better than last year. Those who worked in the “government/public affairs” (9.5%), and “restaurants” (5.3%) sectors were more likely to say it was more or less the same,  $p < 0.05$  (Figure N).

Figure M: Gender by WLB compared with last year

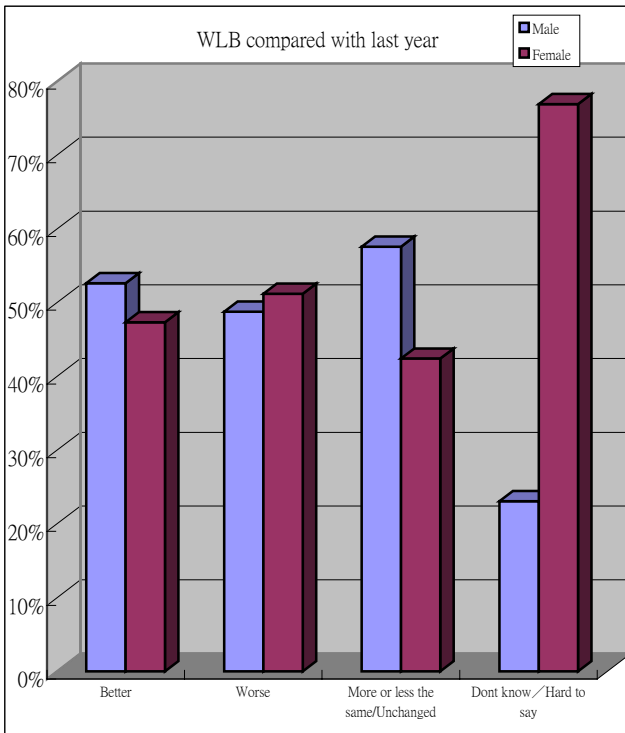


Figure N: Industry by WLB compared with last year

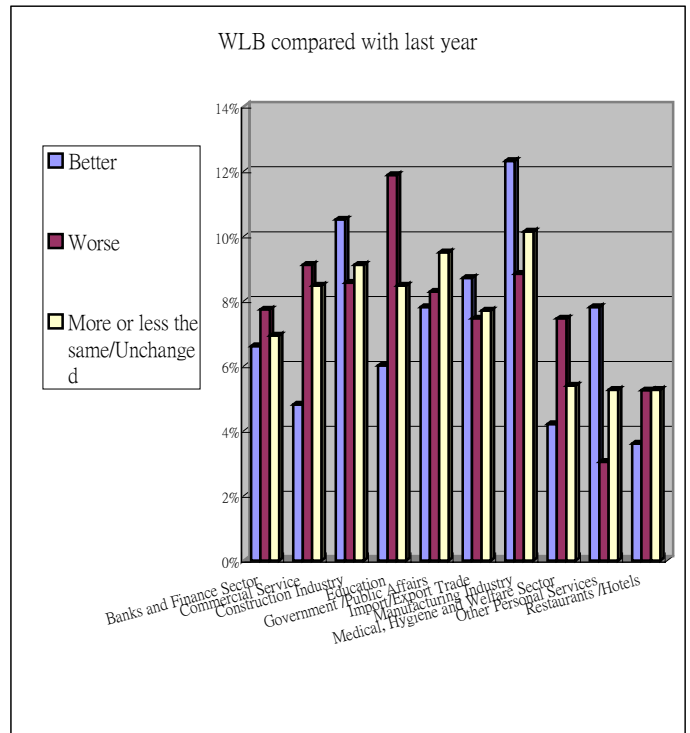


Figure N (i): Industry by WLB better than last year

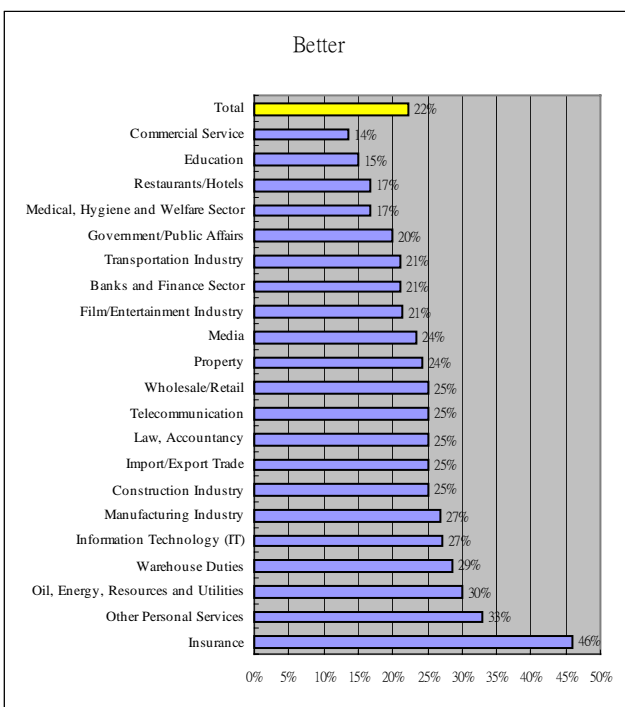
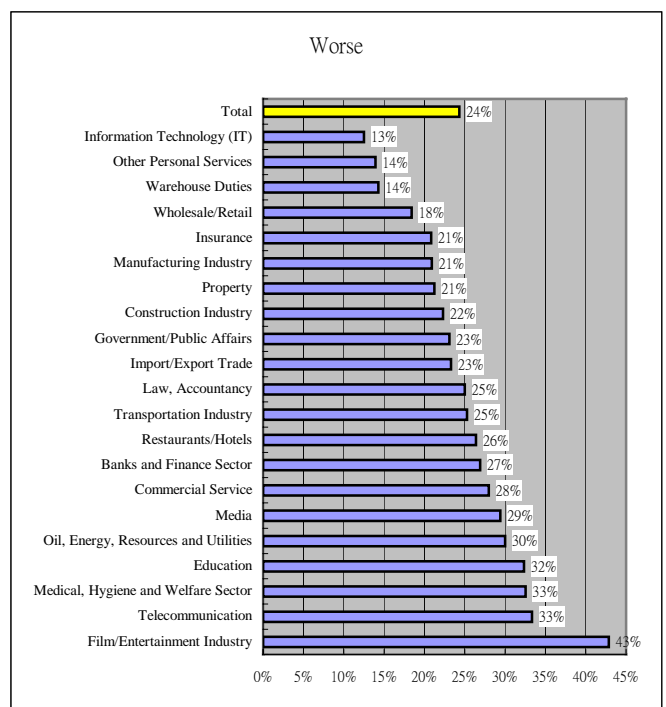
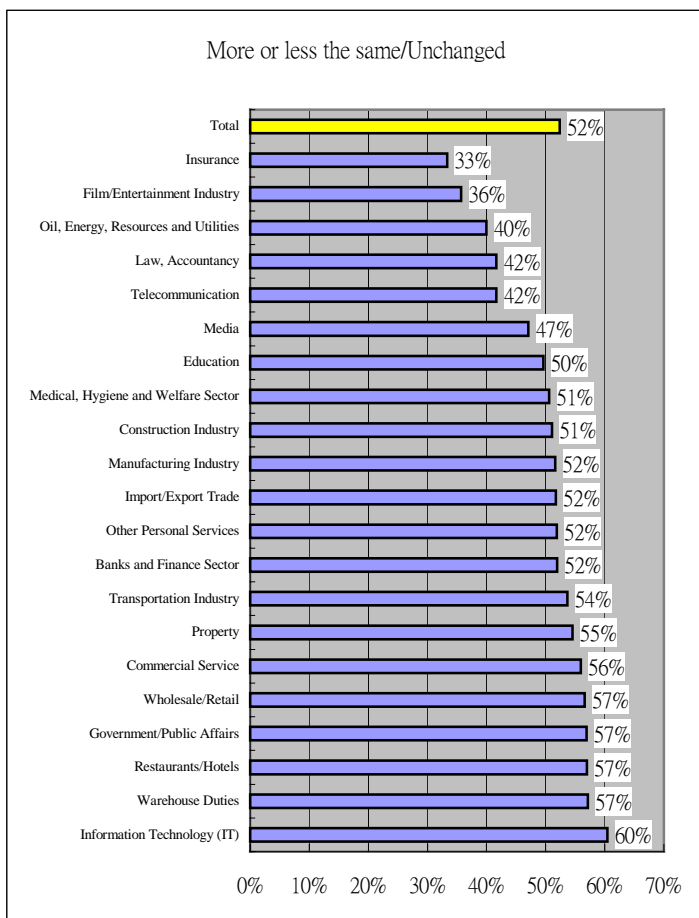


Figure N (ii): Industry by WLB worse than last year



**Figure N (iii): Industry by more or less the same WLB as last year**



11. In terms of the cross-tabulation figures of the importance of work-life balance to the respondents across different education attainments, it was found that more educated people (matriculated or above) would think that WLB was an issue to them in general than less educated ones (primary to secondary),  $p < 0.01$  (Figure O).

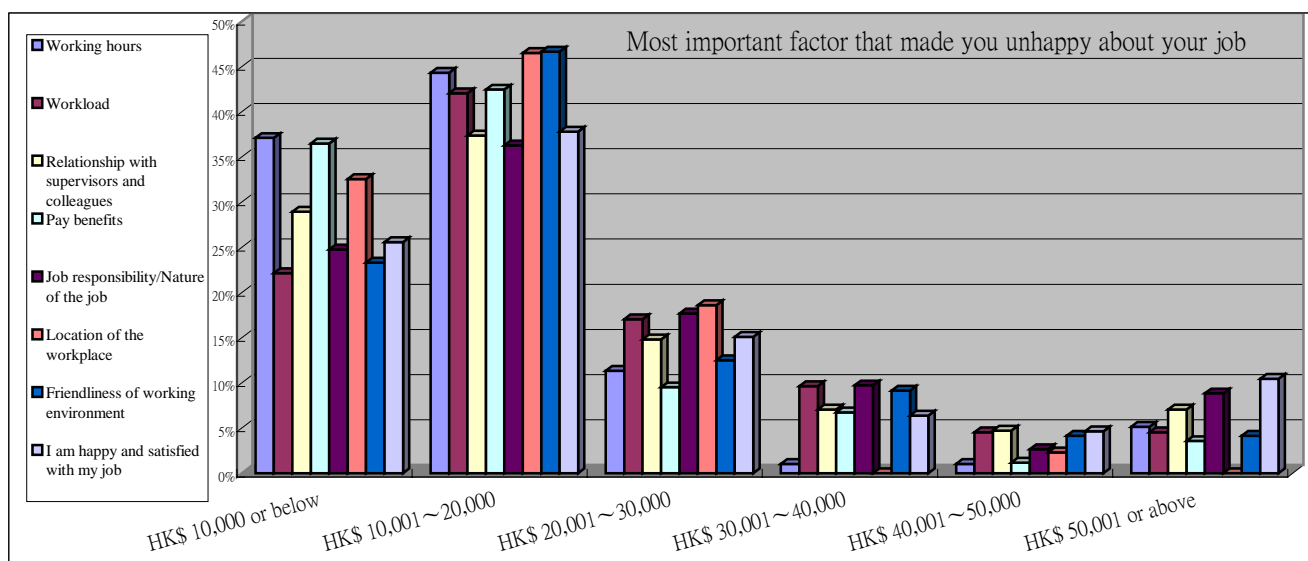
**Figure O: Education by importance of WLB**

	Important	Half	Not important
Primary School or below	5.5%	6.6%	16.3%
Secondary School	45.2%	64.6%	60.5%
Matriculated	8.2%	4.0%	2.3%
Tertiary: non-degree	8.7%	7.1%	0.0%
Tertiary: degree	25.3%	14.6%	20.9%
Master Degree	6.8%	3.0%	0.0%
Doctor's degree	0.3%	0.0%	0.0%

12. People with lower income suggested that “Work hours” (HK\$10,000 or below: 37.1%, HK\$10,001-20,000: 44.3%) and “location of the workplace” (HK\$10,000 or below: 32.6%, HK\$10,001-20,000: 46.5%) were the core factors that made them feel unhappy about their job. The lower income groups also considered “Pay benefits” (HK\$10,001 or below: 36.5%) & “Friendliness of working environment” (HK\$10,000-20,000: 46.7%) as the core factors; whereas middle-income groups (HK\$20,001-40,000) would choose “workload” (17.0%, 9.7%) and “responsibility of the job duties” (17.7%, 9.7%); finally higher income groups

(HK\$40,000 or above) would either say “they are satisfied with their job” (4.7%, 10.5%) or “relationship with supervisor” as the core factor (4.7%, 7.1%),  $p < 0.01$  (Figure P).

**Figure P: Income by most important factor that made respondents unhappy about their job**



13. More people in “banks” (10.6%), “restaurants” (12.8%), “transportation” (9.6%) and “wholesale/retail” (8.5%) sectors would choose “working hours” to be the most important factor that made him/her feel unhappy with the job; whereas people in “education” (21.3%) field chose “workload” to be the core factor. More people in the “import/export trade” (9.3%) would opt for “relationship with supervisor”; more people in the “transportation” (9.5%) sector would choose “pay benefits”; whereas for people working in the “commercial services” (12.7%), “construction industry” (14.4%), “government/public sector” (11.9%) and “medical/hygiene” (8.5%) would choose “job responsibility/nature of work”. For “location of workplace”, more people working in the “government/public sector” (11.4%), “other personal services” (13.6%) and “manufacturing” (15.9%) would say those were the most dissatisfied factor. Finally more people from “manufacturing” sector (14.2%) would also choose “friendliness of working environment” as the core factor,  $p < 0.01$  (Figure Q).

**Figure Q: Industry by most important factor that made respondents unhappy about their job**

	Working hours	Workload	Relationship with supervisors and colleagues	Pay benefits	Job responsibility/ Nature of the job	Location of the workplace	Friendliness of working environment	I am happy and satisfied with my job
Banks and Finance Sector	10.6%	7.7%	7.9%	7.9%	7.6%	2.3%	5.0%	5.1%
Commercial Service	7.4%	8.7%	7.3%	6.7%	12.7%	4.5%	9.2%	7.6%
Construction Industry	6.4%	7.1%	8.6%	11.9%	14.4%	6.8%	6.7%	8.7%
Education	6.4%	21.3%	10.6%	5.1%	7.6%	6.8%	10.8%	5.1%
Government/Public Affairs	2.1%	7.7%	9.6%	5.9%	11.9%	11.4%	9.2%	11.2%
Import/Export Trade	8.5%	6.6%	9.3%	7.1%	6.8%	0.0%	7.5%	9.0%
Manufacturing Industry	6.4%	9.3%	10.3%	10.3%	10.2%	15.9%	14.2%	10.1%
Medical, Hygiene and Welfare Sector	1.1%	6.6%	8.3%	4.3%	8.5%	6.8%	4.2%	4.2%

Welfare Sector								
Other Personal Services	5.3%	1.1%	2.3%	5.1%	6.8%	13.6%	5.8%	8.4%
Restaurants/Hotels	12.8%	3.8%	5.3%	5.5%	0.8%	9.1%	2.5%	4.2%
Transportation Industry	9.6%	5.5%	4.3%	9.5%	4.2%	6.8%	8.3%	5.9%
Wholesale/Retail	8.5%	3.3%	4.6%	4.3%	2.5%	4.5%	4.2%	6.5%

14. Regarding whether WLB was an important issue to the respondents, both industry and income were found to be significant demographic factors. People working in the “education” (9.9%), “government/public Sector” (9.4%), “information technology” (3.5%), “medical” (5.8%) sectors were more likely to say WLB was an important issue to them; while more “construction” (11.6%), “import/export trade” (10.6%) and “transportation” (12.1%) would say “half/half”. As with people working in the “manufacturing” (19.0%), “wholesale/retail” (16.7%), “restaurants/hotels” (7.1%) and “oil, energy, resources” (2.4%) sectors, they were more likely to choose “not important”,  $p < 0.01$  (Figure R). In addition, those who earned less (HK\$10,000 or below: 36.6%; HK\$10,001-20,000: 43.9%) were more likely to say that their own WLB was not an important issue to them than those who earned more (HK\$20,001 or above). Hence, those who earned more would say it was an important issue (HK\$20,001-HK\$30,000: 15.1%; HK\$30,001-40,000: 7.5%; HK\$40,001- 50,000: 3.6%; HK\$50,001 or above: 7.3%),  $p < 0.01$  (Figure S).

Figure R: Industry by importance of WLB issue

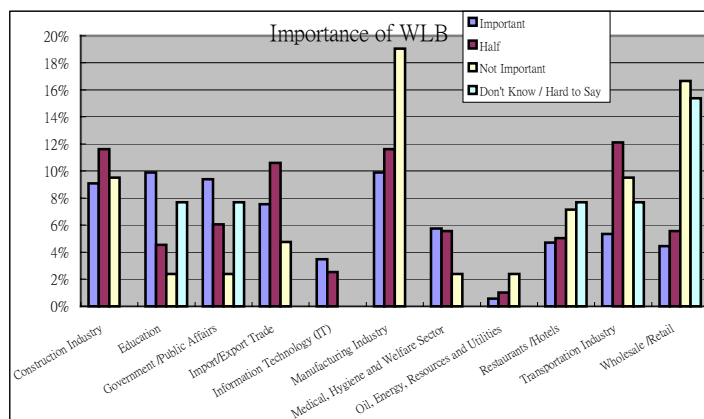
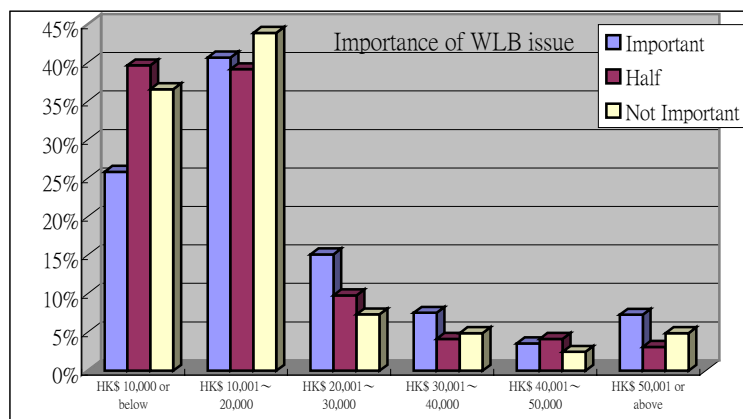


Figure S: Income levels by importance of WLB issue



15. What about the respondents’ current routine full time work and private life were balanced or not? Results revealed that those people working in the “government/public affairs” (10.6%), “manufacturing” (10.9%), “other personal services” (5.9%) and “wholesale/retail” (5.6%) were more likely to say their current routine work and life were balanced; while more people working in “construction” (11.2%), “import/export trade” (9.2%) and “transportation” (7.5%) were likely to choose ‘half/half’; whereas people in the “banks and finance” (8.9%), “commercial service” (10.0%), “education” (13.2%) and “restaurants” (6.0%) were more prone to say they were not balanced,  $p < 0.05$  (Figure T). Again, income was another factor predicting the different perception on the balance of work and life among respondents. Those who earned less are more likely to say “half/half” (HK\$10,000 or below: 28.8%;

HK\$10,001-20,000: 45.5%) when they were asked whether their current routine full time work and private life were balanced while those who earned a higher income were more likely to say their work and private life were not balanced (HK\$20,001-HK\$30,000: 16.3%; HK\$30,001-40,000: 8.0%; HK\$40,001- 50,000: 4.6%) except those who earned more than HK\$50,000 a month would say they were balanced (8.1%),  $p < 0.05$  (Figure U).

Figure T: Industry by WLB

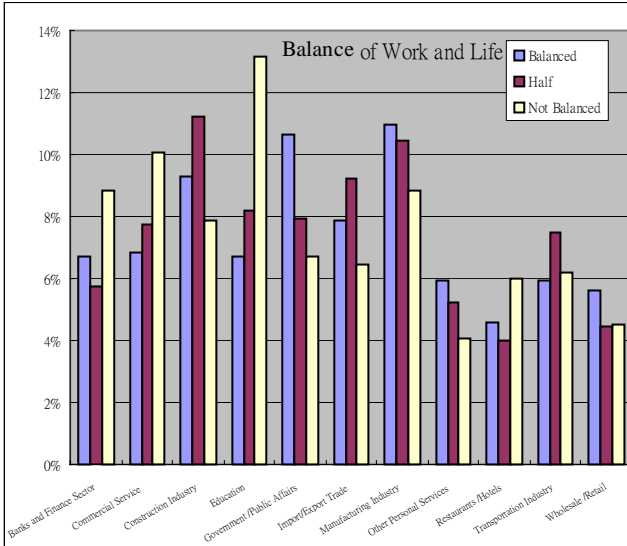


Figure U: Income levels by WLB

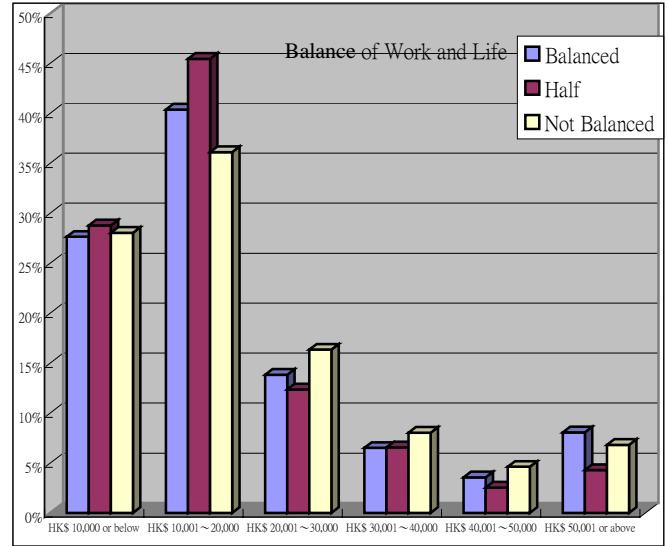


Figure T (i): Industry by Balanced work and life

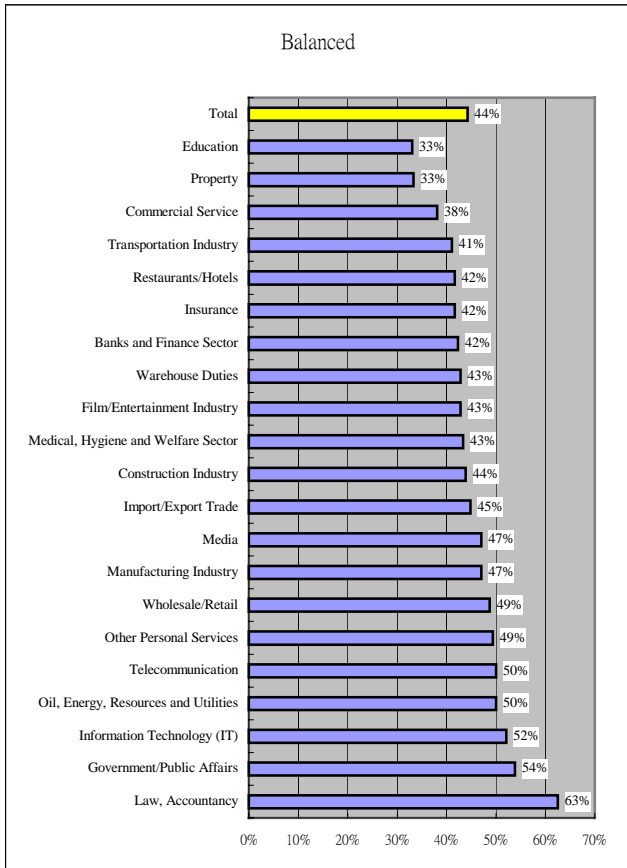
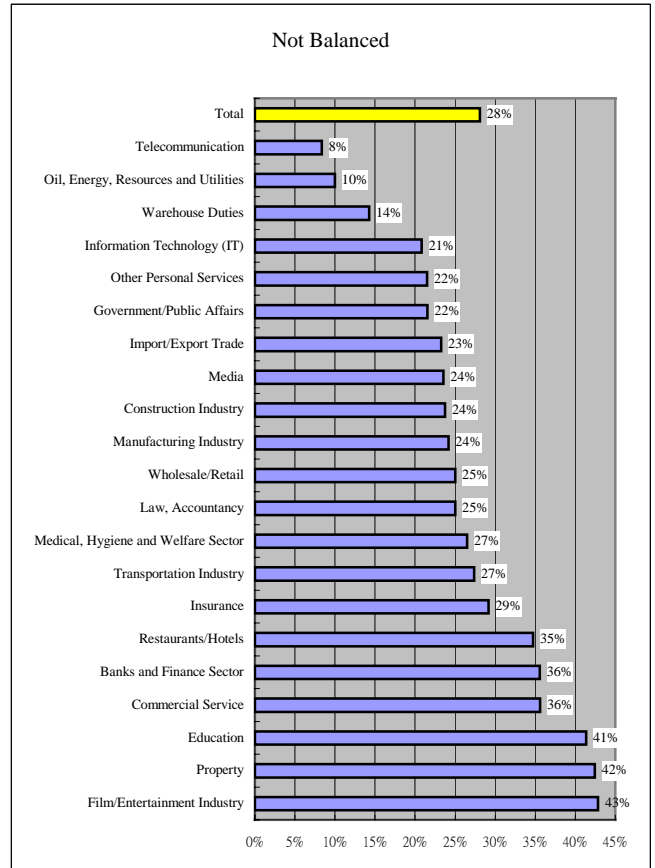
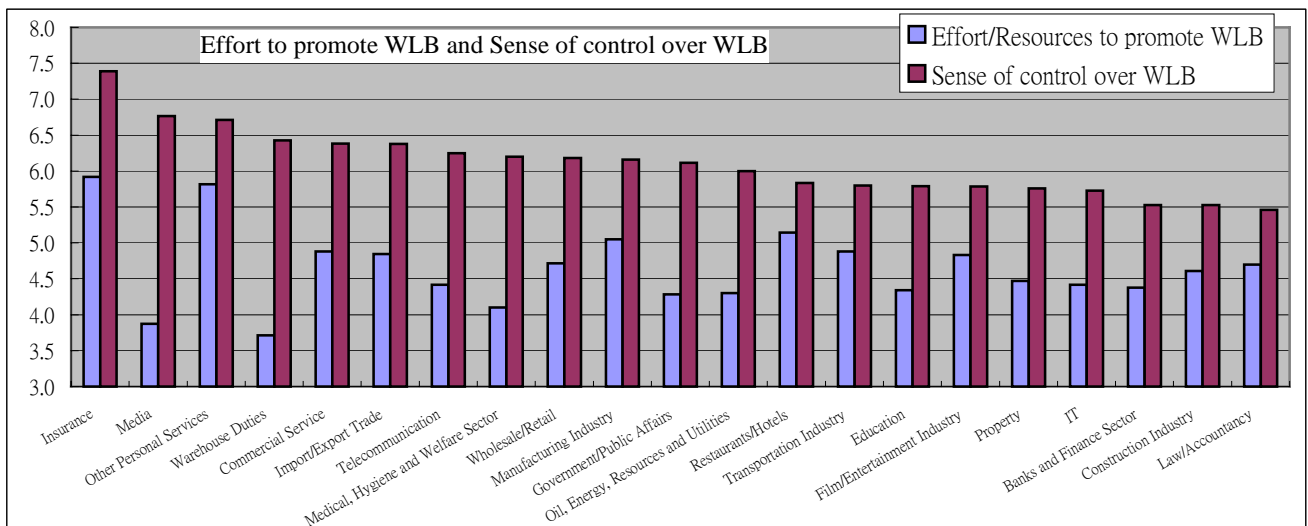


Figure T (ii): Industry by Unbalanced work and life

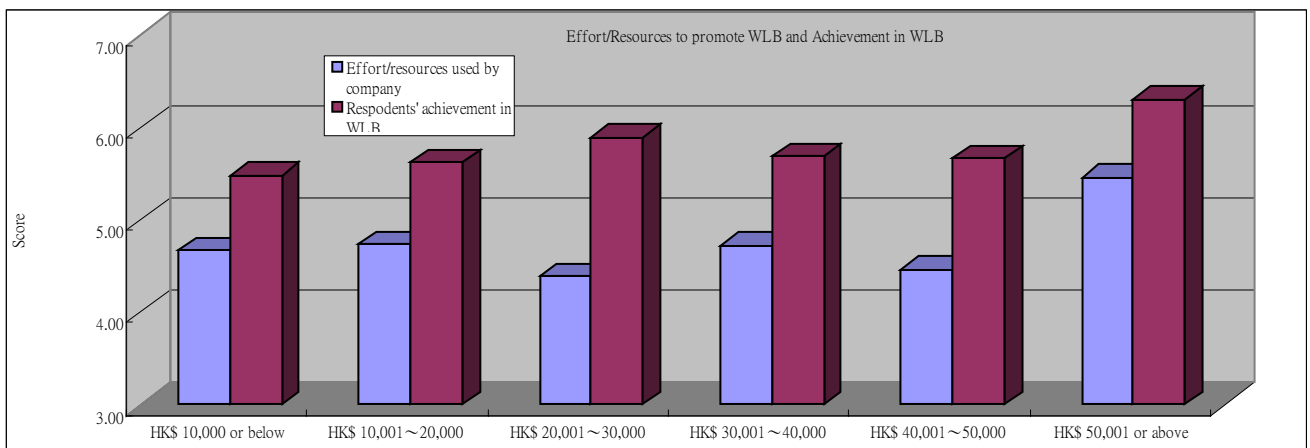


16. In terms of the effort and resources required to balance work and life, using a scale of 0-10, it was found that people who worked in the “insurance” (5.9marks), “other personal services” (5.8marks), “restaurants/hotels” (5.1marks) and “manufacturing industry” (5.0marks) gave a higher score (higher than 5) than their counterparts in terms of their workplace/boss has paid to promote WLB; whereas people working in the “medical” (4.1marks), “media” (3.9marks) and “warehouse” (3.7marks) gave a lower rating in this aspect,  $p < 0.01$ . In addition, people who worked in the “insurance” (7.4marks), “media” (6.8marks) and “other personal services” (6.7marks) gave a higher score in terms of the locus of control and expression of freedom on how to make use of their time in attaining WLB; whereas people who worked in the “banks” (5.5marks), “construction” (5.5marks) and “law, accountancy, professional information services” (5.5marks) gave the lowest marks,  $p < 0.01$  (Figure V). Moreover, those who earned HK\$20,001-30,000 (4.4marks) gave the lowest score in terms of the effort spent by their company/boss to promote WLB while whose income was higher (HK\$50,000 or above: 5.5marks) gave the highest score on this area,  $p < 0.05$ . The same scenario was also observed in terms of the respondents’ achievement in WLB, it was found that the higher the income, the higher the score was given in this aspect (HK\$10,000 or below: 5.5marks; HK\$10,001-20,000: 5.6marks; HK\$20,001-HK\$30,000: 5.9marks; HK\$30,001- 40,000: 5.7marks; HK\$40,001-50,000: 5.7marks; HK\$50,000 or above: 6.3marks),  $p < 0.01$  (Figure W).

**Figure V: Industry by (1) effort and resources to WLB and (2) sense of control over WLB**

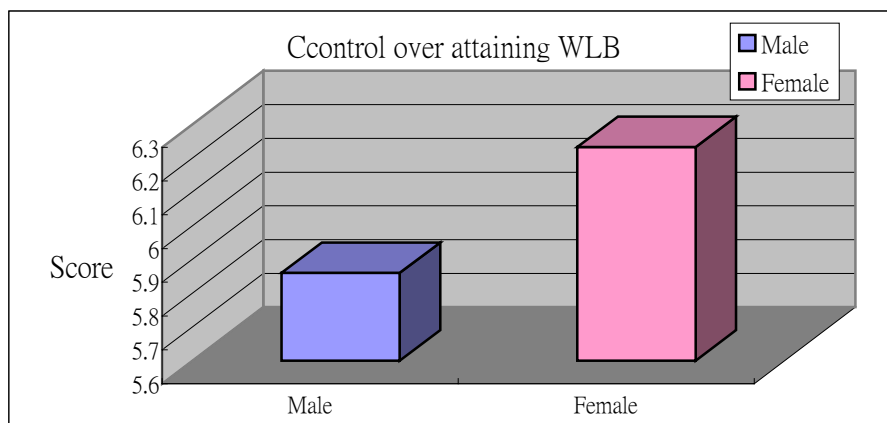


**Figure W: Income by (1) effort and resources to WLB and (2) achievement of WLB**



17. In terms of the sense of control in attaining a WLB or making free choice in how to use their time, it was found that female (6.2marks) gave a higher score than their male counterparts (5.9marks) in this aspect, hence female tended to have more control on their own WLB,  $p < 0.01$  (Figure X).

**Figure X: Gender by sense of control in attaining WLB**





## **Appendix 6**

### **Indepth Analysis: Cross-tabulation of Work Life Balance Challenges by Demographic Variables**

**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.**

**Cross-tabulation of Work Life Balance Challenges by Demographic Variables** (*only those with significant differences are shown*)

- 1 **Gender Differences:** When asking which one of the areas was considered to be the most difficult WLB challenge for the respondents, more males tended to say “job security” (68.4%), “flexibility in working hours” (59.8%) and “work location” (64.5%) were the core challenges they need to face; while more females would choose “leader’s attitude” (48.8%), “personnel changes” (53.0%), “time for personal well-being such as exercise and re-education” (52.6%) and “taking care of children or family members” (51.3%) as the most difficult challenges,  $p < 0.05$ . Furthermore, more males than females would prefer to have “more sports and recreation” (M vs F: 57.8% vs 42.2%), “more time to spend with my family” (M vs F: 59.3% vs 40.8%) while vice versa for “more vacations to re-energize myself” (M vs F: 48.1% vs 51.9%). Also, more males than females would agree that “their private life is very well managed, and they do not need further change” (M vs F: 55.8% vs 44.2%),  $p < 0.05$ .
  
- 2 **Education Attainment:** Those less educated (primary to secondary) were more likely to choose “5-day work week” (primary: 6.9%; secondary: 53.7%), “crèche facilities/child care” (primary: 9.4%; secondary: 53.1%) and “parental leave” (primary: 9.0%; secondary: 55.1%) if they were asked the most desirable provision of work facilities or arrangements in order to help achieving a better WLB. For those who were in the matriculated range, they were more likely to opt for “free sports facilities” (8.9%) and “work support services” (10.9%); those in the tertiary (non-degree) level also opted for “free sports facilities” (10.1%) as well as “flexible working time” (10.4%). As with those holding a tertiary degree or master degree, they would tend to choose “flexible working time” (tertiary: 23.1%; master: 7.1%) and “option to work from home sometimes” (tertiary: 37.7%; master: 10.4%),  $p < 0.01$ . Regarding the final question of whether the respondents’ company is adopting or thinking of adopting a 5-day work week, it was found that respondents with lower education level tended not to have this special consideration (primary: 8.7%; secondary: 57.1%); while with those with matriculation, their company was more likely to consider this policy but it was still in the thinking stage. For those with higher education, their company was the most likely to adopt this policy (tertiary non-degree: 11.8%; tertiary degree: 37.3%; master: 10.8%),  $p < 0.01$ .
  
- 3 **Industry:** In terms of the most difficult WLB challenge, more people who worked in the “construction” (18.2%), “manufacturing industry” (12.4%) and “wholesale” (7.6%) would say “job security” were the most difficult challenges. Whereas in the “banks” (10.1%), “education” (13.9%), “other personal services” (6.7%) and “transportation” (9.7%) sectors, they were more likely to choose “Long working hours”; for those who chose “flexibility of

working hours”, they were more likely to work in the “education” (14.3%) and “transportation” (10.5%) sectors. Those who worked in the “government” (16.1%) and “other personal service” (6.5%) sectors were more likely to say “work location” was a major problem. More people who worked in the “import/export trade” (10.9%), “manufacturing” (11.8%), “medical” (9.2%) and “other personal services” (6.7%) were more likely to choose “leader’s attitude” as the biggest challenges. In the “commercial” (11.6%), “information technology” (7.4%), “other personal services” (6.3%) and “restaurants” (6.3%) sectors, people were more likely to choose “peer pressure and competition among colleagues” as the core challenges. Regarding the challenge of “taking care of children or family members”, those who worked in the “banks” (9.6%) and “government” (14.6%) were prone to say this was the most challenging issue. As with “time for personal well-being such as exercise and re-education”, more people from the “manufacturing” (11.8%) and “restaurants” (6.6%) would say that was the most difficult task in balancing work and life. Those who worked in the “import/export trade” sector (10.8%) and “manufacturing” sector (12.3%) were more likely to choose “financial management” as the most difficult challenge they encountered. Lastly, more people in the “wholesale/retail” (10.1%) would tend to say “I do not find work life balance is a challenge to me” (though some of them might say “job security”, as mentioned before),  $p < 0.05$ .

- 4 **Industry:** When asking the type of work facilities or arrangement was desired most, more people who worked in the “property” sector (3.6%) would desire “flexible working time”; while people who worked in the “import/export trade” (9.9%) and “transportation” (8.3%) desired “5-day work week” most; those who worked in the “banks” (13.3%), “commercial” (12.4%), “import/export trade” (10.0%) and “manufacturing” (11.0%) sectors wished to have “option to work from home sometimes”; while those who worked in the “education” (11.9%) and “manufacturing” (11.3%), “transportation” (8.3%) and “wholesale/retail” (7.1%) fields would opt for “free sports facilities”. As with people in the “government” (12.9%), “information technology” (12.9%), “medical” (9.7%), “other personal services” (16.1%) and “restaurants” (9.7%) sectors, they desired “crèche facilities/child care” most. For people who worked in the “construction” (12.1%) and “restaurants” (9.9%), they preferably opted for “work support services”. Finally for “parental leave”, people in the “manufacturing” (11.4%) and “medical” (9.1%) fields would vote for it,  $p < 0.01$ .
- 5 **Industry:** When respondents were asked the most important change they would like to see in their own private life, more people in the “banks” (8.4%), “construction” (10.2%), “government” (11.1%), “information technology” (4.4%) and “wholesale/retail” (5.8%) would choose “more sports and recreation” as their priority options. Whereas for those who worked in the “construction” (10.6%), they also desired “more vacations to re-energize myself”. As with the option of “more time to spend with my family”, more people from the “commercial” (9.1%), “restaurants” (7.6%) and “transportation” (7.4%) would vote for it, whereas people from the “education” (11.0%) and “medical” (6.9%) sectors wished to see change in terms of

“more rest and healthier lifestyle”. Finally people from “government” (10.2%), “construction industry” (10.2%), “import/export trade” (11.1%), “manufacturing” (18.5%) and “other personal services” (9.3%) were more likely to say their private life was well-managed and they did not require further changes,  $p < 0.01$ .

- 6 **Industry:** The final question on the adoption of a 5-day week, it was found that industries such as “banks” (13.0%), “education” (12.0%), “government” (14.7%), “information technology” (7.5%), “insurance” (3.4%) and “law/accountancy” (2.9%) were more likely to adopt the 5-day week at the moment, while some of those who worked in the “government” (18.1%) and “medical” sectors (14.5%) were also considering such policy. As with other sectors such as “commercial service” (8.9%), “construction” (10.4%), “import/export trade” (8.7%), “manufacturing” (12.1%), “other personal services” (6.6%), “property” (3.2%), “restaurants” (7.4%), “transportation” (8.1%) and “wholesale/retail” (6.7%) were least likely to adopt or thinking of adopt the policy,  $p < 0.01$ .
- 7 **Income:** In order to achieve a better WLB, those who earned less (HK\$10,001 or below and HK\$10,001-20,000) were more likely to desire “5-day work week” (32.4%, 44.3%) and “crèche facilities/child care” (37.5%, 43.8%); whereas for higher middle range income groups (HK\$20,001-30,000 and HK\$30,001-40,000), they preferred to have “free sports facilities” (17.0%, 11.5%) more. Furthermore, more HK\$20,001-30,000 group would also choose “option to work from home sometimes” (18.0%) while HK\$30,001-40,000 group also wished to have “parental leaves” (11.6%). Finally, the higher income groups (HK\$40,001-50,000 and HK\$50,001 or above) desired “flexible working time” (5.2%, 8.9%) and “option to work from home sometimes” (6.0%, 10.0%) most,  $p < 0.01$ .
- 8 **Income:** When they were asked the most important thing they would like to see change in their private life, for those who earned less than HK\$10,000 (31.7%), they were more likely to choose “more vacations to re-energize myself”, whereas those who were earning HK\$10,001-20,000 (42.9%) and HK\$20,001-30,000 (17.8%), they were more likely to opt for “more sports and recreation”. Those in the higher income levels (HK\$30,001-40,000: 8.1%; HK\$40,001-50,000: 5.2%) were prone to have more “more time to spend with my family” while those who earned more than 50,001 a month, they thought that private life was very well managed (11.9%) and did not need further change,  $p < 0.05$ .
- 9 **Income:** Regarding whether the respondents’ company was currently adopting a 5-day work week or not, cross-tabulation results showed that those who earned more (HK\$30,001-40,000: 11.4%; HK\$40,001-50,000: 5.4%; HK\$50,00 or above: 12.4%) were more likely to have this policy adopted at this stage, while those who earned less than HK\$10,000 (38.4%) did not seem to have such benefit,  $p < 0.01$ .

# **Appendix 7**

## **Bilingual Questionnaires**

# **Work Life Balance Survey of the Hong Kong Working Population 2006**

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**Questionnaire (English)**

**Final Draft**

## Part 1 Introduction

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 be rest assured that your phone number is randomly selected by our computer and your information provided will be kept strictly confidential.

- (R1) Verification of telephone number
- (R2) Living district
- (R3) Household size

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

## Part 2 Selection of Respondents

(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.)

Yes

No

Refuse to answer



Terminate interview, skip to end.

(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.)

Yes

No

Refuse to answer



Terminate interview, skip to end.

## Part 3 Opinion Questions

### A. Respondents' Work and Living Patterns

[Q1] How many hours a week are you REQUIRED to work for your full time job, according to your employment contract?

\_\_\_\_\_ hours (Insert exact figures)

I do not have any required working hours because I am self-employed.

Don't know / forgot

Refuse to answer

[Q2] Take the last month as an example, how many hours a week do you ACTUALLY work on average for your full time job?

\_\_\_\_\_ hours (Insert exact figures)

Don't know/Hard to say

Refuse to answer

[Q3] Take the last month as an example, how often do you have over-time work for your full time job? (Interviewers to read out first 4 answers)

Nearly everyday

Quite often, 3-4 days a week.

Occasionally, 1-2 days a week.

Never (Skip to Q5)

Others (Please specify)

Don't know/Hard to say (Skip to Q5)

Refuse to answer (Skip to Q5)

[Q4] [Only for those who have worked over-time] Why do you have to work over-time? (Interviewers to 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]

I enjoyed working over-time.

I do not want to go home.

A request ordered by the senior manager/boss.

I do not want to be seen as the first person to leave the office.

I cannot leave the office before my boss.

I have too much work to do, and I have to keep up with the workload.

Working long hours is the only way to get promotion.

I have to support my co-workers.

I want to show my commitment and industrious performance to my boss/company.

Others (Please specify)

Refuse to answer



[Q5] How many days of paid annual leave(s) or paid vacation day(s) per year are you ENTITLED to at your workplace for your full time job?

\_\_\_\_\_ days (Insert exact figures)

Not fixed, because I am self-employed.

No paid annual leave/paid vacation days.

Others (Please specify)

Don't know/Hard to say

Refuse to answer

[Q6] Take the last month as an example, how many hours a week do you ACTUALLY spend on doing some personal or private activities, like meeting friends and engaging in activities for leisure such as sports and traveling?

\_\_\_\_\_ hours (Insert exact figures)

Don't know/Hard to say

Refuse to answer

[Q7] In your view, what would be the PREFERRED but REALISTIC ratio between the time you want to spend on working and the time you want to spend on personal or private activities? Please based on your realistic number of working hours and exclude sleeping time (the ratio must add up to 100%)

\_\_\_\_\_ % on work and \_\_\_\_\_ % on private life

Don't know/Hard to say

Refuse to answer

## **B. Satisfaction with Work and Life and Importance of Work-Life Balance**

[Q8] Which of the following is the most important factor that makes you feel unhappy with your job? (Read out each answer, order to be randomized by computer, single response only)  
[Interviewers read out: I am going to read out a few options, and you can choose one answer only]

Working hours

Workload

Relationship with supervisors and colleagues

Pay benefits

Job responsibility/Nature of the job

Location of the workplace

Friendliness of working environment

I am happy and satisfied with my job

Others (Please specify)

Don't know/Hard to say

Refuse to answer

[Q9] How important or unimportant do you think your own work-life balance is an issue to YOU in general? (Interviewers probe degree of importance)

- Very important
- Quite important
- Half/half
- Not quite important
- Not important at all
- Don't know/Hard to say
- Refuse to answer

[Q10] To what extent do you think your current routine full time work and private life are balanced? (Interviewers probe degree of balance)

- Very balanced
- Quite balanced
- Half/half
- Not quite balanced
- Not balanced at all
- Don't know/Hard to say
- Refuse to answer

[Q11] Has your work life balance become better, worse or remained unchanged as compared with last year?

- Better
- Worse
- More or less the same/Unchanged
- Don't know/Hard to say
- Refuse to answer

[Q12] In terms of the effort and resources required to balance work and life, how much effort do you think your WORKPLACE/BOSS has/have paid to promote work-life balance? Please use a scale of 0-10 to measure it, with 0 representing no effort at all, 10 representing all possible efforts have been made, and 5 being half-half.

- \_\_\_\_\_ (Exact figure from 0-10)
- Don't know/Hard to say
- Refuse to answer

**C. Problems Facing in terms of Work-Life Balance and Desired Solutions**

[Q13] Using 0-10 again, 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.

- \_\_\_\_\_ (Exact figure from 0-10)
- Don't know/Hard to say
- Refuse to answer

- [Q14] Using 0-10 again, how much control do you have in terms of attaining a balance between your work and life, or making free choices on how to make use of your own time? 0 represents entirely out of your control, 10 represents perfectly under your control, and 5 being half-half.

\_\_\_\_\_ (Exact figure from 0-10)  
 Don't know/Hard to say  
 Refuse to answer

- [Q15] Which of the following would you consider to be the most difficult work life balance challenge for yourself? (Read out each answer, order to be randomized by computer, single response only) [Interviewers read out: I am going to read out a few options, and you can choose one answer only]

Job security  
 Long working hours  
 Lack of flexibility in working hours  
 Work location  
 Leader's attitude  
 Peer pressure and competition among colleagues  
 Personnel changes  
 Taking care of children or family members  
 Time for personal well-being such as exercise and re-education  
 Financial management  
 I do not find work life balance is a challenge to me.  
 Others (Please specify)  
 Don't know/Hard to say  
 Refuse to answer

- [Q16] Have you ever encountered any of the following problems due to a disturbed work-life balance? (Read out each answer, order to be randomized by computer and multiple responses allowed) [Interviewers read out: I am going to read out a few options, and you can choose multiple answers]

Productivity and work quality has reduced dramatically due to long working hours.  
 Prolonged fatigue level, sleepiness and extreme tiredness.  
 I get physically sick easily and frequently due to heavy workload.  
 I do not have any private time for recreation activities or sports at all.  
 My work has affected my relationship with my friends.  
 I don't have time staying with my partner and family.  
 I feel stressed out, depressed and exhausted after work.  
 Work pressure creates insomnia and poor diet  
 None of the above  
 Don't know/Hard to say  
 Refuse to answer

[Q17] What do you usually do to reduce your stress level when you face a problem at your workplace? (Do not read out the answers, multiple responses allowed) [Interviewers read out: There is no specific option given in this question. You can freely recall whatever you like.]

Sports/Exercising (Include Yoga)

Massage or Spa

Go shopping

Eating

Sleeping

Get myself some holidays/vacations and take some rest

Traveling/Having a trip overseas

Participating in leisure activities such as watching movies, TV, karaoke, dancing at bars/discos/pubs, playing mahjong, surfing on the Internet, gaming, etc

Participating in cultural recreation activities such as drama, music, drawing, piano, cooking, reading, etc

Drinking wine/beer

Talking to friends and family

Joining some stress or time management courses

Seeing a doctor or psychologist

Talking to social workers and counseling

Crying

Gambling (including horse racing gamble or soccer gamble)

Visiting the church/participating in some religious activities such as praying

Do nothing

Others (Please specify)

Don't know/Hard to say

Refuse to answer

[Q18] In order to help you achieve a better work-life balance, which of the following work facilities/arrangements would you desire MOST? (Read out each answer, order to be randomized by computer, single response only) [Interviewers read out: I am going to read out a few options, and you can choose one answer only]

Flexible working time

5-day work week

Option to work from home sometimes

Free sports facilities

Crèche facilities/Child care

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

Parental leave

Others (Please specify)

Don't know/Hard to say

Refuse to answer

[Q19] What is the most important thing you would like to see change in your own private life? (Do not read out the answers, single response only) [Interviewers read out: I am going to read out a few options, and you can choose one answer only]

- More sports and recreation
- More vacations to re-energize myself
- More time to spend with my family (including spouse, children or parents)
- More rest and healthier lifestyle
- My private life is very well managed, and I do not need further change.
- Others (Please specify)
- Don't know/Hard to say
- Refuse to answer

[Q20] Is your company adopting or thinking of adopting a 5-day work week? [If yes, interviewers probe whether the company has already adopted or thinking about it only]

- Yes – already adopted
- Yes – thinking
- No
- Don't know/Hard to say
- Refuse to answer

## Part 4 Demographics

We would like to ask you some personal information for further analyses.

(DM1) Gender

- Male
- Female

(DM2a) Age

- \_\_\_\_\_ (Exact age)
- Do not want to tell

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

- 15-19
- 20-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60 years old or above
- Do not want to tell

**(DM3) Education Attainment**

Primary school or below  
 Secondary school  
 Matriculated  
 Tertiary, non-degree course  
 Tertiary, degree course  
 Master's degree  
 Doctor's degree  
 Refuse to answer

**(DM4) Position** (Pls refer to “Definition of Occupation Categories” in Appendix 8 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

**(DM5) Industry**

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

**(DM6) Your marital status is:** ( Single response )

Single (Skip to (DM8))  
 Married  
 Divorced/Widow  
 Refuse to answer

(DM7) Do you have children? If yes, how many?

Yes, \_\_\_\_ child(ren)

No children

Refuse to answer

(DM8) Your personal monthly income, including bonus, is...?

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

*Thank you for your time. If you have any questions regarding this interview, you can contact our supervisor Louise Pun at xxxx-xxx or call xxxx-xxxx during office hours to verify this interview's authenticity and confirm my identity.*

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

## 香港在職人士的生活及工作平衡調查 2006

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問卷



## 第一部分 自我介紹

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既，請問可唔可以呢？

[R1] 核實電話號碼

[R2] 居住地區

[R3] 住戶人數

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。

## 第二部分 選出被訪者

[S1] 請問你屋企有冇 15 歲或以上既人係度，因為我地要隨機抽樣，所以請你叫即將生日果位黎聽電話。

有 ) 訪問完成，多謝合作，  
 冇 ) 訪問完成，多謝合作，  
 拒答 ) 拜拜。(結束訪問)

[S2] 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】

係 ) 訪問完成，多謝合作，  
 唔係 ) 訪問完成，多謝合作，  
 拒答 ) 拜拜。(結束訪問)

## 第三部分 意見部分

### A. 被訪者的工作及生活模式

[Q1] 根據你既全職聘用合約或僱用協議，你每個星期必須工作幾多個鐘頭？

\_\_\_\_\_ 小時 (入實數)

唔知/唔記得

拒答

[Q2] 就以你上個月既全職工作為例，你平均每個星期實際工作咗幾多個鐘頭？

\_\_\_\_\_ 小時 (入實數)

唔知/難講

拒答

[Q3] 同樣以你上個月既全職工作為例，你有幾經常要超時工作？[訪員讀出首 4 項答案]

接近每天

幾經常，每星期 3-4 天

間中，每星期 1-2 天

從未超時工作 (跳至 Q5)

其他 (請註明)

唔知/難講(跳至 Q5)

拒答(跳至 Q5)

[Q4] [只問有超時工作的人士] 點解你要超時工作？【訪員依照電腦排序讀出首 9 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)

我喜歡超時工作

我不想回家

這是我上司/經理的要求

我不想被視為第一個離開公司放工的人

我不能夠在上司離開公司前放工

我需要處理太多工作，所以我需要超時工作

超時工作是唯一得到升職的方法

我需要支援我的同事

我希望在上司面前表現自己對公司的忠誠及勤奮

其他 (請註明)

拒答

[Q5] 以你既全職工作計，你每年可享有幾多日有薪假期？

\_\_\_\_\_ 日 (入實數)

不定，我是自僱人士

沒有有薪假期

其他 (請註明)

唔知/難講

拒答

[Q6] 就以上個月為例，你每個星期實際有幾多個鐘頭參與個人或私人既活動，好似同朋友聚會或者參加一 D 閒餘活動，例如運動以及旅行？

\_\_\_\_\_ 小時 (入實數)

唔知/難講

拒答

[Q7] 對你黎講，你覺得最理想但合乎現實既工作同埋私人活動既時間分配比例應該係點樣？時間分配必須是一個合乎現實既比例，以及扣除瞓覺時間。(比例相加必須等如 100%)

\_\_\_\_\_ % 工作及 \_\_\_\_\_ % 私人活動

唔知/難講

拒答

## B. 生活及工作的滿意程度以及兩者平衡的重要性

[Q8] 以下邊一項係會導致你對工作唔滿意既最重要因素？【訪員依照電腦排序讀出首 8 項答案，只選一項】(訪員讀出：我宜家會讀出一 D 答案，你只可以選出一項)

工作時間

工作量

與上司及同事的關係

工資及福利

工作職責/工作性質

工作地點

工作環境的友善程度

我很滿意現有的工作

其他 (請註明)

唔知/難講

拒答

[Q9] 你覺得你工作及生活既平衡對你個人黎講有幾重要或者唔重要？【訪問員追問程度】

非常重要

幾重要

一半半

唔係幾重要

非常唔重要

唔知/難講

拒答

[Q10] 你覺得你宜家既全職工作同私人生活有幾平衡？【訪問員追問程度】

- 非常平衡
- 幾平衡
- 一半半
- 唔係幾平衡
- 非常唔平衡
- 唔知/難講
- 拒答

[Q11] 你認為你宜家係工作及生活既平衡比較上年黎講，屬於好咗、差咗、定係冇改變？

- 好咗
- 差咗
- 冇改變
- 唔知/難講
- 拒答

[Q12] 以你公司/上司所付出既資源黎講，你覺得佢地有幾努力去提昇公司員工係工作及生活既平衡？請用 0-10 分評價，0 分代表完全冇付出任何努力、10 分代表付出很多努力、5 分代表一半半。

- \_\_\_\_\_ [入實數]
- 唔知/難講
- 拒答

### C. 工作及生活平衡所面對的問題及理想解決方法

[Q13] 請再用 0-10 分評價一下你自己，達到最理想生活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。

- \_\_\_\_\_ [入實數]
- 唔知/難講
- 拒答

[Q14] 請再用 0-10 分評價，你覺得你有幾多控制權去操控自己生活既平衡。換句話說，你有幾多自由去選擇點樣分配自己既時間呢？0 分代表完全不受自己控制，10 分代表自己有絕對既控制權、5 分代表一半半。

- \_\_\_\_\_ [入實數]
- 唔知/難講
- 拒答

[Q15] 你認為以下邊一項係對你達到生活平衡既最大既障礙呢？【訪員依照電腦排序讀出首 10 項答案，只選一項】（訪員讀出：我宜家會讀出一 D 答案，你只可以選出一項）

- 工作的穩定性
- 長時間的工作

工作時間沒有彈性  
 工作地點  
 上司的態度  
 同事壓力及競爭  
 公司人事變動  
 照顧幼兒/家人  
 缺乏健康身心的活動，例如運動及進修  
 財富管理  
 我覺得沒有特別的障礙  
 其他（請註明）  
 唔知/難講  
 拒答

[Q16] 你有冇試過因為生活失去平衡而遇到以下既問題？【訪員依照電腦排序讀出首 8 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）

因長時間工作而令生產力及工作質素嚴重下降  
 經常感到疲累，渴睡及極度疲倦  
 由於工作沉重，我很容易生病  
 我完全沒有私人時間進行閒餘活動或運動等  
 我的工作影響我和朋友的關係  
 我沒有時間跟自己的伴侶或家人相聚  
 每次工作後我感到身心 潰、抑鬱及氣餒  
 工作壓力導致失眠及冇胃口  
 以上全部沒有  
 唔知/難講  
 拒答

[Q17] 當你係工作上遇到問題時，你通常會做 D 乜野黎減壓呢？【不讀出答案，可選多項】（訪員讀出：依題冇特別答案俾你選擇，你可以隨意講出答案）

運動(包括瑜 )  
 做按摩(Massage)或水療(Spa)  
 行吓街買嘢  
 食嘢  
 瞓覺  
 攤假休息  
 去外地旅行  
 參與消閒娛樂活動如 戲、 電視、唱 K、去酒吧/的士高跳舞、打牌、上網、打機等  
 參與文化文娛活動如話劇、音樂、畫畫、彈琴、烹飪、閱讀等  
 飲酒/飲啤酒  
 跟朋友家人傾訴  
 報讀壓力/時間管理課程  
 醫生或心理醫生  
 約見社工及接受輔導

會喊  
賭博(包括賭波及賭馬)  
返教會/參與宗教活動如祈禱  
唔會做任何嘢去減壓  
其他(請註明)  
唔知/難講  
拒答

[Q18] 為咗達到一個較佳既生活平衡，你最希望得到以下邊一項工作既安排或者設施？【訪員依照電腦排序讀出首 7 項答案，只選一項】(訪員讀出：我宜家會讀出一 D 答案，你可以選出一項)

彈性上班時間  
5 天工作週  
間中可選擇在家工作  
免費運動設施  
托兒所/幼兒照顧服務  
就業支援的服務(如情緒輔導計劃，壓力管理訓練)  
容許家長有指定休假  
其他(請註明)  
唔知/難講  
拒答

[Q19] 你最希望你既生活出現以下邊一項變化呢？【訪員依照電腦排序讀出首 4 項答案，只選一項】(訪員讀出：我宜家會讀出一 D 答案，你只可以選出一項)

多些運動及娛樂  
多些假期去為自己充電  
多些時間陪伴家人(包括伴侶、小朋友或父母)  
多些時間休息及更健康既生活模式  
我的私人生活已經管理得很好，並不需要任何改變  
其他(請註明)  
唔知/難講  
拒答

[Q20] 你既公司係唔係已實施或者考慮緊實施 5 天工作週？(如答係，訪員追問係已實施抑或正在考慮實施)

係 – 已實施  
係 – 正在考慮  
唔係  
唔知/難講  
拒答

## 第四部分 個人資料

我想問你些少個人資料，方便分析。

[DM1] 性別

男  
女

[DM2a] 年齡 (Age)

(準確數字)

唔肯講

[DM2b] 【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]

15-19

20-24

25-29

30-34

35-39

40-44

45-49

50-54

55-59

60 或以上

唔肯講

(DM3) 教育程度

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) 職位(Pls refer to “Definition of Occupation Categories” in Appendix 8 for detailed categorizations)

**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/ 位/戶外:技術藍領人士

工廠/ 位/戶外:非技術藍領人士

拒答

(DM5) 行業

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) 你的婚姻狀況是.....? (單選)

未婚 (跳至[DM8])

已婚

離婚/寡

拒答

(DM7) 請問你有冇子女? 如果有, 子女數目:

有, \_\_\_\_\_個子女

冇

拒答

(DM8) 請問你的個人每個月的平均收入大約是....?(包括花紅)

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

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 同我地既督導員潘小姐聯絡, 或者係辦公時間打 XXXX-XXXX 查詢今次訪問既真確性同埋核對我既身分。拜拜!

\*\*\*\*\*問卷完\*\*\*\*\*

## **Appendix 8**

# **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