



Survey on Employee Job Satisfaction 2009 – H1

香港在職人士對現時工作滿意度調查

Questionnaire (Final draft)

問卷 (定稿)

4 May, 2009

2009年5月4日

Part I: Self-Introduction

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

/ _____

[Cont'd] — Yes 1
 [Skip to End] — No 2

Part II: Screening Question

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

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

S1. 18 ()
 11

[Cont'd] — Yes 1
 [Skip to End] — No 2

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

S2. 5 1
 35

[Cont'd] — Yes 1
 [Skip to End] — No 2

Part III: Main Question

Thank you! Actually this interview is to understand how satisfied the working class are with their existing job.

S1 Are you an employer, employee or self-employed? An employer has recruited staff to work for him while self-employed does not. ? /

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

Employee → ask Q1 → Q2

Self employed → S2 (?)

Refuse to answer → ask Q1 → Q2

S2 Do you have any subordinates? ?

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

No → ask Q1 → Q24

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

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

Q2-23: In the following, I would read out some statements. (Interviewer to prompt the degree of satisfaction.

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

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

()

(a.)

(b.)

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

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

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

()

(a)

(b)

			(a.)				(b.)					
			Importance to Me				Company's Performance					
			Important	Half-half	Not important	No Opinion/ DK	Very satisfied	Quite satisfied	Half-half	Not quite satisfied	Not satisfied at all	No Opinion/ DK
()	Q1	Overall Satisfaction					5	4	3	2	1	9
()	Q2	Relationship with Supervisor/Management	3	2	1	9	5	4	3	2	1	9
()	Q3	Management Recognition	3	2	1	9	5	4	3	2	1	9
()	Q4	Full play to potentials and autonomy	3	2	1	9	5	4	3	2	1	9
()	Q5	Professional development /	3	2	1	9	5	4	3	2	1	9
()	Q6	Career advancement opportunities	3	2	1	9	5	4	3	2	1	9
()	Q7	Safe working environment	3	2	1	9	5	4	3	2	1	9
()	Q8	Job Security ()	3	2	1	9	5	4	3	2	1	9
()	Q9	Salary	3	2	1	9	5	4	3	2	1	9
()	Q10	Benefits ()	3	2	1	9	5	4	3	2	1	9
()	Q11	Work Flexibility ()	3	2	1	9	5	4	3	2	1	9
()	Q12	Job Nature and its meaningfulness	3	2	1	9	5	4	3	2	1	9
()	Q13	Job Variety	3	2	1	9	5	4	3	2	1	9

()	Q14	Corporate Culture	3	2	1	9	5	4	3	2	1	9
()	Q15	Relationship with co-worker	3	2	1	9	5	4	3	2	1	9
()	Q16	Contribution to the organization	3	2	1	9	5	4	3	2	1	9
()	Q17	Networking	3	2	1	9	5	4	3	2	1	9

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

3 []

Yes1

No (Skip to Q26).....2

Refuse to answer (Skip to Q26).....99

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

[]

Newspaper1

Recruitment Magazine2

Recruitment Website ().....3

Recruitment Agent4

Personal network ().....5

Labour Department6

Others (: _____).....7

Don't know/hard to say /8

Refuse to answer99

Ad Hoc Questions

Q26. If your company were suffering losses and bound to cut cost on human resources, would you prefer your company imposing a lay-off or salary cut across the board?

Lay-off.....	1
Salary cut.....	2
/ Don't know/hard to say.....	9
Refuse to answer.....	99

Q27. Since the financial tsunami, has your work pressure increased, decreased or remained unchanged?

[]— (Interview goes on) Increased.....	1
[D1]— (Skip to D1) Decreased.....	2
[D1]— (Skip to D1) Unchanged.....	3
[D1]— / (Skip to D1) Don't know/hard to say.....	9
[D1]— (Skip to D1) Refuse to answer.....	99

Q28. Which of the followings are the key factors leading to your increased work pressure? “Read out options, maximum 3 options allowed”

3

Fear of lay-offs.....	1
Fear of salary cut.....	2
Increasing workload.....	3
Tenser competition against co-workers.....	4
Higher demands from supervisors.....	5
Working efficiency gets affected due to severe stress in life.....	6
Low morale in workplace.....	7
Others.....	8
/ Don't know/hard to say.....	9
Refuse to answer.....	99

Part IV: Personal Information

Ask all respondents

Finally, I would like to ask you some personal information for analysis use. All information provided would be kept confidential.

D1. Gender [record] []

Male	1
Female	2

D2. What is your Age? []

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

D3. What is your highest Education Attainment? []

Primary or below	1
Secondary (Form 1-3)	().....	2
Secondary (Form 4-7)	().....	3
Tertiary, non-degree course	4
Tertiary, degree course	5
Postgraduate or above	6
Refuse to answer	99

D4. What is your marital status? []

Single	1
Married/ Cohabited/	2
Divorced/ Separated/ Widowed	/ /	3
Refuse to answer	99

D5. Do you have any children aged under 16?	16	
Yes	1
No	2
Refuse to answer	99

D6. What is your working industry?	[]	
Manufacturing	1
Education	2
Construction	3
Banking/ Finance	4
Wholesale/ Retail	5
Government / Public Administration	6
Business Services	7
Import/ Export	8
Movie/ Entertainment	9
Real Estate	10
Insurance	11
Media (Radio, TV, Press)	12
IT	13
Transportation /	14
Communications (Adv, PR)	15
Restaurant/ Hotel/Tourism /	16
Medical, Health & Welfare	17
Telecommunication	18
Social Service	19
Others (Please specify) ()	20
Refuse to answer	99

D7. What is your main job discipline?	[]	
Accounting / Auditing /	1
Legal / Company Secretary /	2
Design	3
Engineering	4
Management	5
Administration	6
Human Resources	7
Marketing	8
Purchasing/ Merchandising	9
Sales	10

Operation / Production	/	11
Public Relation		12
Internal / Business Support		13
Security		14
Education		15
Cleaning		16
Transport & Logistics		17
Medical support/Counseling	/	18
Disciplined Force		19
Others (Please specify)	()	20
Refuse to answer		99

D8. What is your job position? []

CEO/ Chairman/ Managing Director/ President	/	1
Owner / Partner/ Proprietor		2
COO/ CFO/ CIO/ CTO/ CMO/ Other C-Suite	/ / /	3
Director/ General Manager/ Vice President	/ /	4
Professional		5
Associate professionals		6
Manager/ Department Head	/	7
Executive/ Supervisor/ Officer		8
Clerk/ Administrator		9
Technician		10
Servicing Staff/ Shop Sales	/	11
Self employed		12
Non-skilled worker		13
Others (Please specify)	()	14
Refuse to answer		99

D9. Including you, what is your company size in Hong Kong?

[]

1 1	0
2-49 2 49	1
50-99 50-99	2
100-199 100-199	3
200-499 200-499	4
500-999 500-999	5
1,000 or more 1,000	6
Refuse to answer	99

D10. What is your tenure of work ?

		Years
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Refuse to answer99

D11. How many days do you work per week ? []

5-Day Work	5	1
5 1/2-Day Work (Long Short Week)	5	().....	2
5 1/2-Day Work	5	3
6-Day Work	6	4
7-Day Work	7	5
No particular		6
Refuse to answer		99

D12. What is your total working hours a week on average ?

			Hours
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Refuse to answer99

D13. What is your monthly personal income, including bonus?
[]

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

~ Thank you for your time

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