



## ***Survey on Employee Job Satisfaction 2009 – H2***

### **香港在職人士對現時工作滿意度調查**

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Questionnaire (Final draft)

問卷 (定稿)

**5 October, 2009**

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## Part I: Self-Introduction 介紹

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

喂，先生/小姐，你好！我姓\_\_\_\_\_，係「香港大學民意研究計劃」嘅訪問員。我哋宜家做緊一項有關香港在職人士對工作滿意程度嘅調查，請問可唔可以阻你少少時間做個訪問呢？請你放心，你所提供嘅答案只會用作分析用途而且絕對保密，多謝合作。

[Cont'd 繼續訪問] — Yes 可以 ..... 1

[Skip to End 終止訪問] — No 唔可以 ..... 2

## Part II: Screening Question 甄別問題

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

訪問對象: 18歲以上操粵語嘅香港全職人士

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

S1. 請問你屋企有冇18歲或以上嘅在職人士喺度呢(但唔包括家庭傭工)? 因為我地要隨機抽樣，如果有多過一位，請你叫即將生日果位嚟聽電話。【訪問員可舉例說明：『即係有冇10月或未來三個月內生日既人係度?』如果被選中的家庭成員不在家，訪員請預約時間再致電。】

[Cont'd 繼續訪問] — Yes 有 ..... 1

[ Skip to End 終止訪問] — No 冇 ..... 2

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

S2. 請問閣下而家係唔係全職工作人士? 【訪員讀出：全職嘅定義為每星期最少工作5天，或1星期總工作時間不少於35小時】

[Cont'd 繼續訪問] — Yes 係 ..... 1

[Skip to End 終止訪問] — No 唔係 ..... 2

### Part III: Main Question 主要問題

Thank you! Actually this interview is to understand how satisfied the working class are with their existing job. 多謝你接受訪問。呢個訪問其實係想了解上班一族對現時工作有幾滿意。

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

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

Employee 僱員 → ask Q1 → Q2

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

Refuse to answer 拒答 → ask Q1 → Q2

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

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

No 冇 → ask Q1 → Q24

拒答

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

整體而言，你滿唔滿意現時嘅工作？

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

整體而言，你認為你既員工滿唔滿意現時嘅工作？

Q2-23: 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?

跟住落離，我會讀出一啲項目：(訪問員追問程度)

(a.) 請你話俾我聽，每個項目對你衡量工作既滿意程度重唔重要？

(b.) 同埋，你滿唔滿意你公司現時係呢方面嘅表現呢？

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

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

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

跟住落離，我會讀出一啲項目：(訪問員追問程度)

(a) 請你話俾我聽，每個項目對你既員工衡量工作既滿意程度重唔重要？

(b) 同埋，你認為你既員工滿唔滿意你公司現時係呢方面嘅表現呢？

			(a.)				(b.)					
			Importance to Me 對我工作的重要性				Company's Performance 公司現時表現					
			important 重要	Half-half 一半半 / 一般	Not important 唔重要	No Opinion/ DK 不知道、沒意見	Very satisfied 非常滿意	Quite satisfied 幾滿意	Half-half 一半半 / 一般	Not quite satisfied 幾唔滿意	Not satisfied at all 非常唔滿意	No Opinion/ DK 不知道、沒意見
( )	Q1	Overall Satisfaction 整體滿意程度					5	4	3	2	1	9
( )	Q2	Relationship with Supervisor/Management 與上司嘅關係	3	2	1	9	5	4	3	2	1	9
( )	Q3	Management Recognition 管理層對員工嘅認同及重視	3	2	1	9	5	4	3	2	1	9
( )	Q4	Full play to potentials and autonomy 個人發揮嘅機會及自主決策權	3	2	1	9	5	4	3	2	1	9
( )	Q5	Professional development 重視專業/技能發展及培訓	3	2	1	9	5	4	3	2	1	9
( )	Q6	Career advancement opportunities 晉升機會	3	2	1	9	5	4	3	2	1	9
( )	Q7	Safe working environment 安全嘅工作環境	3	2	1	9	5	4	3	2	1	9
( )	Q8	Job Security 工作保障 (如：工作穩定性)	3	2	1	9	5	4	3	2	1	9
( )	Q9	Salary 薪酬	3	2	1	9	5	4	3	2	1	9
( )	Q10	Benefits 福利 (如：醫療保險、進修津貼)	3	2	1	9	5	4	3	2	1	9
( )	Q11	Work Flexibility 工作彈性 (如：彈性上班時間)	3	2	1	9	5	4	3	2	1	9
( )	Q12	Job Nature and its meaningfulness 工作性質及意義	3	2	1	9	5	4	3	2	1	9
( )	Q13	Job Variety 工作多元性	3	2	1	9	5	4	3	2	1	9

( )	Q14	Corporate Culture 公司文化	3	2	1	9	5	4	3	2	1	9
( )	Q15	Relationship with co-worker 同事關係	3	2	1	9	5	4	3	2	1	9
( )	Q16	Contribution to the organization 對公司嘅貢獻	3	2	1	9	5	4	3	2	1	9
( )	Q17	Networking 與同行之間嘅人際網絡	3	2	1	9	5	4	3	2	1	9

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

你在未來 3 個月，有冇打算搵另一份工？ **[單選]**

Yes 有.....1

No 冇 (Skip to Q26).....2

Refuse to answer 拒絕作答 (Skip to Q26).....99

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

你會透過乜嘢途徑搵工？ **[複選]**

Newspaper 報章.....1

Recruitment Magazine 求職雜誌.....2

Recruitment Website 求職網站 (不包括勞工署網站) .....3

Recruitment Agent 求職中介人.....4

Personal network 私人網絡 (如朋友、同學).....5

Labour Department 勞工署.....6

Others 其他(請註明: : \_\_\_\_\_).....7

Don't know/hard to say 唔知/難講.....8

Refuse to answer 拒絕作答.....99

## **Ad Hoc Questions**

Q26. In the last month, have you received recognition or praise from your supervisor for doing good work?  
係過去一個月，請問你有冇因為工作表現良好而得到上司認同或讚賞？

- 有 Yes..... 1  
冇 No..... 2  
拒答 Refuse to answer..... 99

Q27. At work, do your opinions usually seem to count?  
係工作上，你既意見通常會唔會被接納？

- 一定會 Definitely yes ..... 1  
通常會 Often..... 2  
有時會 Sometimes ..... 3  
通常唔會 Seldom..... 4  
一定唔會 Definitely not..... 5  
拒答 Refuse to answer ..... 99

Q28. Does the mission/purpose of your company make you feel your job important?  
你公司既使命或者成立目的，會唔會令你覺得自己既工作重要？

- 會 Yes ..... 1  
唔會 No..... 2  
唔知公司既使命或成立目的..... 3  
公司有使命或成立目的..... 4  
不知道/難講 Don't know/hard to say ..... 9  
拒答 Refuse to answer ..... 99

Q29. Overall speaking, are your associates committed to doing quality work?  
整體黎講，你認為你既工作夥伴會唔會全力以赴，將工作做到最好？

- 一定會 Definitely yes..... 1  
通常會 Often ..... 2  
有時會 Sometimes ..... 3  
通常唔會 Seldom..... 4  
一定唔會 Definitely not ..... 5  
不知道/難講 Don't know/hard to say..... 6  
拒答 Refuse to answer ..... 99

## Part IV: Personal Information 個人資料

### 【Ask all respondents 問所有人】

Finally, I would like to ask you some personal information for analysis use. All information provided would be kept confidential. 最後，我想問你一啲基本嘅個人資料作為分析用途。你所提供嘅所有資料都會絕對保密。請你放心。

#### D1. Gender [record] 記錄性別 【訪問員記錄】【單選】

- Male 男..... 1  
Female 女..... 2

#### D2. What is your Age? 請問你今年幾多歲呢？【單選】

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

#### D3. What is your highest Education Attainment? 請問你嘅教育程度係？【單選】

- Primary or below 小學或以下..... 1  
Secondary (Form 1-3) 初中 (中一至三)..... 2  
Secondary (Form 4-7) 高中 (中四至七)..... 3  
Tertiary, non-degree course 專上非學位..... 4  
Tertiary, degree course 專上學位..... 5  
Postgraduate or above 碩士或以上..... 6  
Refuse to answer 拒絕作答..... 99

#### D4. What is your marital status? 請問你嘅婚姻狀況係點呢？【單選】

- Single 單身..... 1  
Married/ Cohabited 已婚..... / 同居 2  
Divorced/ Separated/ Widowed 離婚/ 分居/ 喪偶..... 3  
Refuse to answer 拒絕作答..... 99

D5. Do you have any children aged under 16? 請問你有冇 16 歲以下嘅子女?

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

D6. What is your working industry? 你現時嘅工作行業係? **【單選】**

Manufacturing 製造業 .....	1
Education 教育 .....	2
Construction 建造業 .....	3
Banking/ Finance 銀行、金融 .....	4
Wholesale/ Retail 批發、零售 .....	5
Government / Public Administration 政府、社會 .....	6
Business Services 商用服務業 .....	7
Import/ Export 進出口貿易 .....	8
Movie/ Entertainment 電影、娛樂 .....	9
Real Estate 房地產 .....	10
Insurance 保險 .....	11
Media (Radio, TV, Press) 傳播媒介 .....	12
IT 資訊科技 .....	13
Transportation 運輸/交通 .....	14
Communications (Adv, PR) 通訊業 .....	15
Restaurant/ Hotel/Tourism 飲食、酒店業/旅遊業 .....	16
Medical, Health & Welfare 醫療、健康及福利 .....	17
Telecommunication 電子通訊業 .....	18
Social Service 社會服務業 .....	19
Others (Please specify) 其他 (請註明) .....	20
Refuse to answer 拒絕作答 .....	99

D7. What is your main job discipline? 你主要嘅工作性質係? **【單選】**

Accounting / Auditing 會計/ 核數 .....	1
Legal / Company Secretary 法律/ 公司秘書 .....	2
Design 設計 .....	3
Engineering 工程 .....	4
Management 管理 .....	5
Administration 行政 .....	6
Human Resources 人事部 .....	7
Marketing 市場部 .....	8
Purchasing/ Merchandising 採購部 .....	9
Sales 營業部 .....	10



Operation / Production 製作部/ 生產部.....	11
Public Relation 公共關係.....	12
Internal / Business Support 內部支援.....	13
Security 保安.....	14
Education 教育.....	15
Cleaning 清潔.....	16
Transport & Logistics 運輸物流.....	17
Medical support/Counseling 醫護/輔導.....	18
Disciplined Force 紀律部隊.....	19
Others (Please specify) 其他 (請註明).....	20
Refuse to answer 拒絕作答.....	99

D8. What is your job position? 你現任嘅職位係? **[單選]**

CEO/ Chairman/ Managing Director/ President 首席行政總裁/ 董事長.....	1
Owner / Partner/ Proprietor 僱主 .....	2
COO/ CFO/ CIO/ CTO/ CMO/ Other C-Suite 首席營運/財務/技術/市場總裁.....	3
Director/ General Manager/ Vice President 總監/ 總經理/ 副總裁.....	4
Professional 專業人士.....	5
Associate professionals 輔助專業人員.....	6
Manager/ Department Head 經理/ 部門主管.....	7
Executive/ Supervisor/ Officer 主任.....	8
Clerk/ Administrator 一般文職人員 .....	9
Technician 技術員 .....	10
Servicing Staff/ Shop Sales 營業員/ 服務員.....	11
Self employed 自僱人士 .....	12
Non-skilled worker 非技術人員.....	13
Others (Please specify) 其他 (請註明).....	14
Refuse to answer 拒絕作答.....	99

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

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

Refuse to answer 拒絕作答.....99

D10. What is your tenure of work 你有幾多年同現職相關嘅工作經驗呢? (半年以上當一年計)

		Years 年
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Refuse to answer 拒絕作答.....99

D11. How many days do you work per week 你通常一星期工作幾多天? **[單選]**

- 5-Day Work 5 天工作 ..... 1
- 5 1/2-Day Work (Long Short Week) 5 天半工作 (長短周).....2
- 5 1/2-Day Work 5 天半工作 .....3
- 6-Day Work 6 天工作 .....4
- 7-Day Work 7 天工作 .....5
- No particular 冇定 ..... 6
- Refuse to answer 拒絕作答.....99

D12. What is your total working hours a week on average 你通常一星期工作幾多小時?

			Hours 小時
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Refuse to answer 拒絕作答.....99

D13. What is your monthly personal income, including bonus? 請問你嘅個人每月收入大約係幾多嘍呢? 請您計埋花紅。 **[單選]**

- Less than HK\$6,000 以下 ..... 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 或以上 ..... 13
- Refuse to answer 拒絕作答.....99

~ Thank you for your time 多謝被訪者及結束訪問 ~