

THE UNIVERSITY OF HONG KONG PUBLIC OPINION PROGRAMME

Work Life Balance Survey of the Hong Kong Working Population 2007



Final Report

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I. Preamble

- 1.1 The Public Opinion Programme (POP) was established in June 1991 to collect and study public opinion on topics which could be of interest to academics, journalists, policy-makers, and the general public. POP was at first under the Social Sciences Research Centre, a unit under the Faculty of Social Sciences of the University of Hong Kong, it was transferred to the Journalism and Media Studies Centre in the University of Hong Kong in May 2000. In January 2002, it was transferred back to the Faculty of Social Sciences in the University of Hong Kong. Since its establishment, POP has been providing quality survey services to a wide range of public and private organizations, on condition that they allow the POP Team to design and conduct the research independently, and to bear the final responsibilities. POP also insists that the data collected should be open for public consumption in the long run.
- 1.2 In March 2006, the Community Business Limited commissioned POP to conduct a public opinion poll entitled “Work Life Balance Survey of the Hong Kong Working Population 2006”. To track changes in the local working population over the year past, in July 2007, the Community Business Limited commissioned POP to repeat this “Work Life Balance Survey”. Same as in 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, and the majority of questions were repeated from the last survey for direct comparison. 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*

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.

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.

Telephone interviews were conducted during the period of 17-31 July, 2007. A total of 1,014 full time workers of age 15 or above who speak Cantonese, English or Mandarin were successfully interviewed. The proportion between white collars and blue collars in this sample was exactly 70:30 (699 and 299 cases respectively), which was a natural distribution. Had the number of white collar subjects fallen significantly below the expected level, i.e. at least 60%, a booster sampling method would have been used at the final stage of the fieldwork to achieve a minimum quota of 600 cases. This standby procedure was not triggered. As shown from the calculation in Appendix 1, the overall effective response rate of this survey was 70.4% (Table 1), and the standard sampling error for percentages based on this sample was less than 1.6 percentage points. In other words, the sampling error for all percentages using the total sample was less than plus/minus 3.1 percentage points at 95% confidence level.

As shown in Table 2 of Appendix 1, among the 19,358 telephone numbers sampled for the survey, 7,966 were confirmed to be ineligible, among them 870 were fax or data lines, 5,025 were invalid telephone numbers, 143 were call-forwarding numbers, while another 903 were non-residential numbers. Besides, 147 of them were invalidated due to special technological reasons, while 878 cases were voided because target respondents were unavailable at the numbers provided.

Meanwhile, a total of 5,056 telephone numbers were invalidated before the research team could confirm their eligibility. Among them 430 were busy lines and 3,442 were no-answer calls

after making a maximum of 5 times' recalls. 89 cases were diverted to answering devices while another 77 were blocked. Moreover, 198 cases were treated as unsuccessful because of language problems, while 693 interviews were terminated before the screening question and 127 cases were voided for other problems.

On the other hand, 5,322 cases failed to complete the interview. Among them 7 were rejected at the household level, another 8 rejected the interview immediately after their eligibility was confirmed, 4,784 were unfinished cases with appointment dates beyond the end of fieldwork period. Besides, 32 cases were incomplete due to unexpected termination of interviews, 491 were classified as miscellaneous due to other non-contact problems, and the remaining 1,014 were successful cases (Table 2).

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.

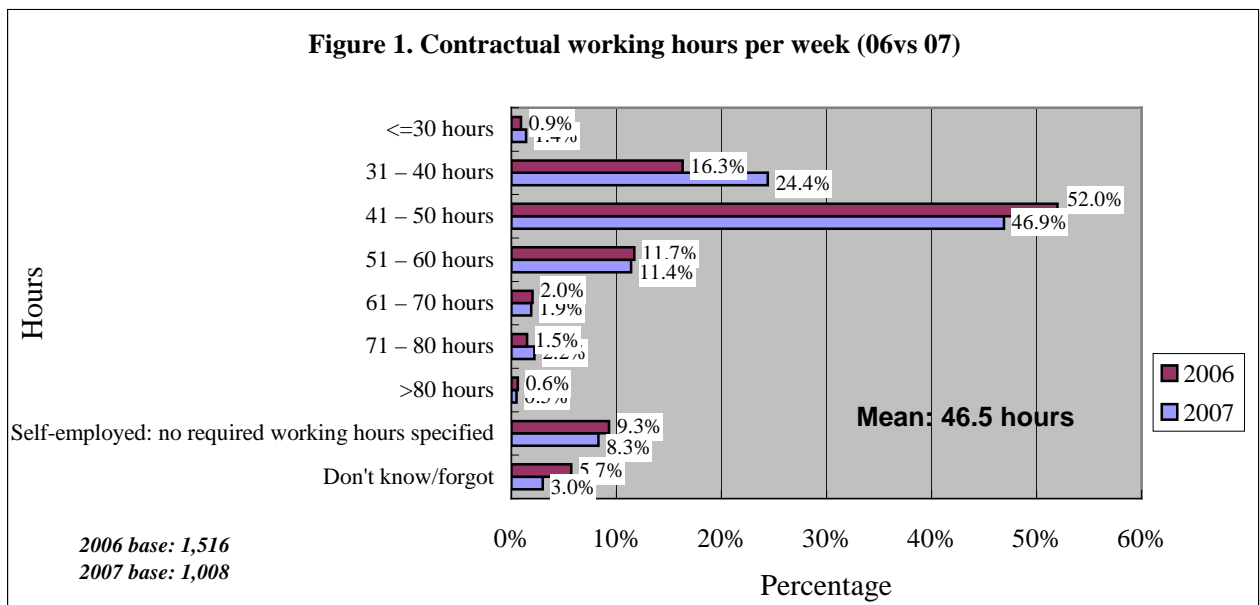
Items marked with a spike (^) are subject to a small sample size (< 30). It should be noted that the smaller the sample size, the larger the sampling error and hence, such findings should be treated as rough reference only.

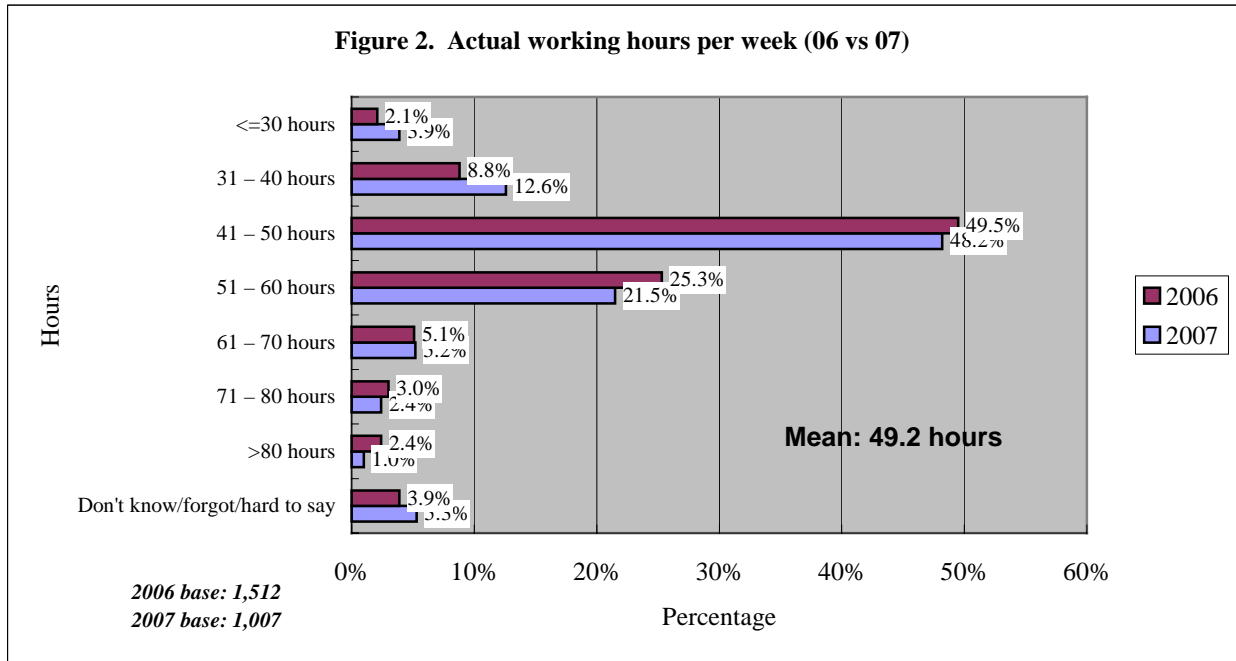
III. Research Findings

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.

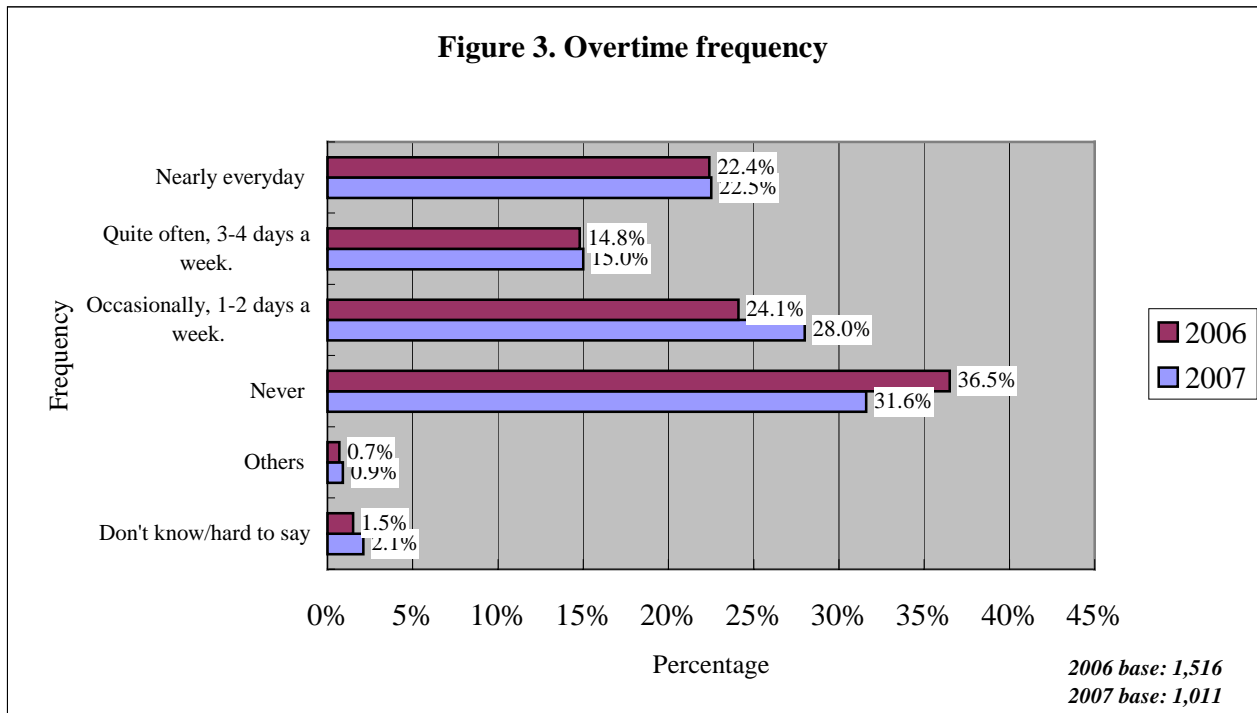
(A) Respondents’ work and living patterns

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 the majority (47%) were required to work for 41-50 hours a week, but a notable decrease of 5 percentage points was observed this year. On the other hand, the proportion of respondents obligated to work for 31-40 hours increased significantly from 16% to 24%. Another 11% of the total sample said they had to work 51-60 hour (Table 3). As regards their actual working hours they engaged per week, 48% said they worked for 41-50 hours on average. Another 22% said they worked for 51-60 hours and 13% worked 31-40 hours. Both figure encountered a significant change, but in different direction (the former: down; the latter: up) and of different magnitude. Notable changes were also observed for the answers “30 hours or less” (from 2% to 4%) and “over 80 hours” (from 2% to 1%, Table 4). Putting these two questions together, the respective mean working time obtained was 46.5 hours (contractual) and 49.2 hours (actual). Both figures decreased significantly from last year, but of different magnitude. In other words, the full time workers in Hong Kong generally worked approximately 3 hours more than obligated a week (Table 5). It was 4 hours more in 2006. Also see figure 1 and 2.

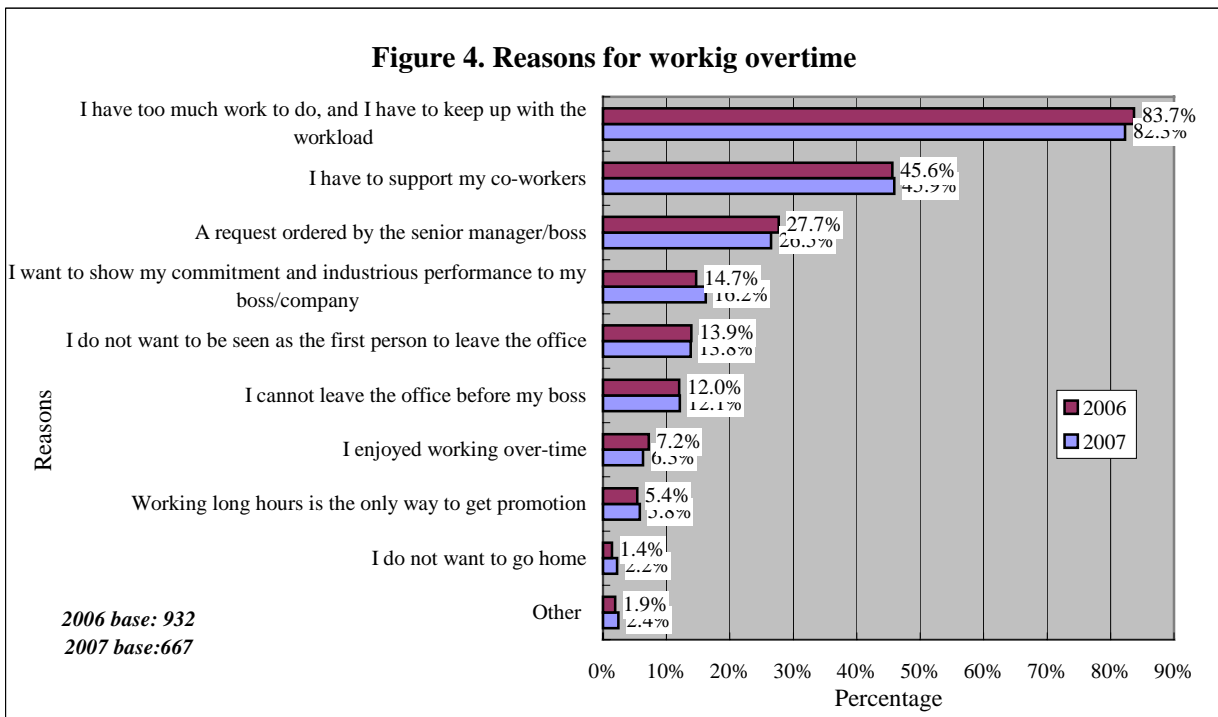




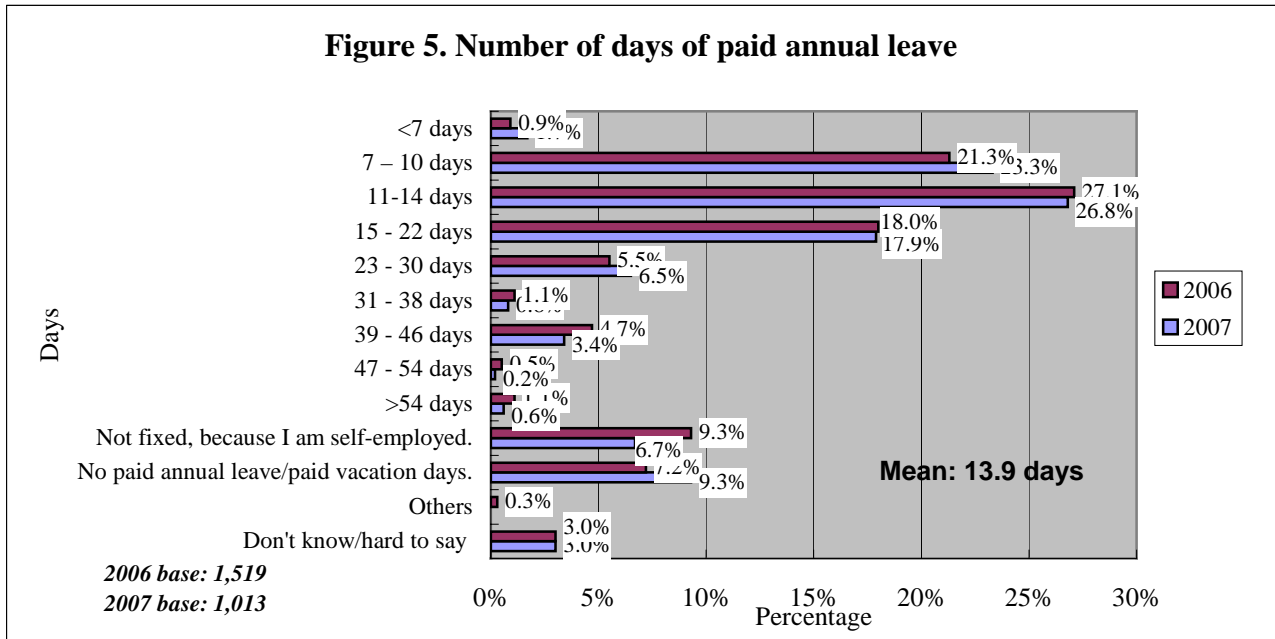
3.2 When directly asked how often they had to work overtime in the month past, results showed that 66% had to, of which 23% said “nearly every day”, 15% said “quite often (3-4 days a week)” while 28% said “occasionally (1-2 days a week)”, representing a 4-percentage-point increase from 2006. On the other hand, 32% of the respondents never had overtime work, which encountered a significant decrement of 5 percentage points from last survey (Table 6). Also see Figures 3.



3.3 The questionnaire continued to probe into the reasons for their overtime work. This year’s findings were more or less the same as last year’s. Among those 667 respondents who had such experience, the majority (82%) 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” (27%, Table 7). Also see Figure 4.

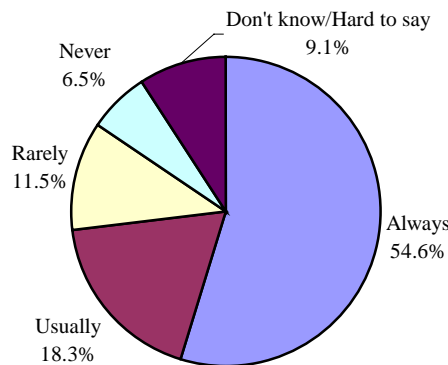


3.4 According to the regulations stated by the Labour Department of the HKSARG, a full time worker should normally be entitled to at least 7 days paid annual leave per year, and the number of paid leave will increase according to the years of service. In this survey, apart from the 7% self-employed respondents who could not give an exact number, it was found that 27% of the sample had 11-14 days annual leave per year. Another 23% enjoyed 7-10 paid leave while 18% had 15-22 days a year (Table 8). Taking a rough average, the respondents interviewed in this survey could enjoy up to 13.9 days paid annual leave as granted by their workplace, which dropped significantly from last year’s 15.3 days. Also see Figure 5.

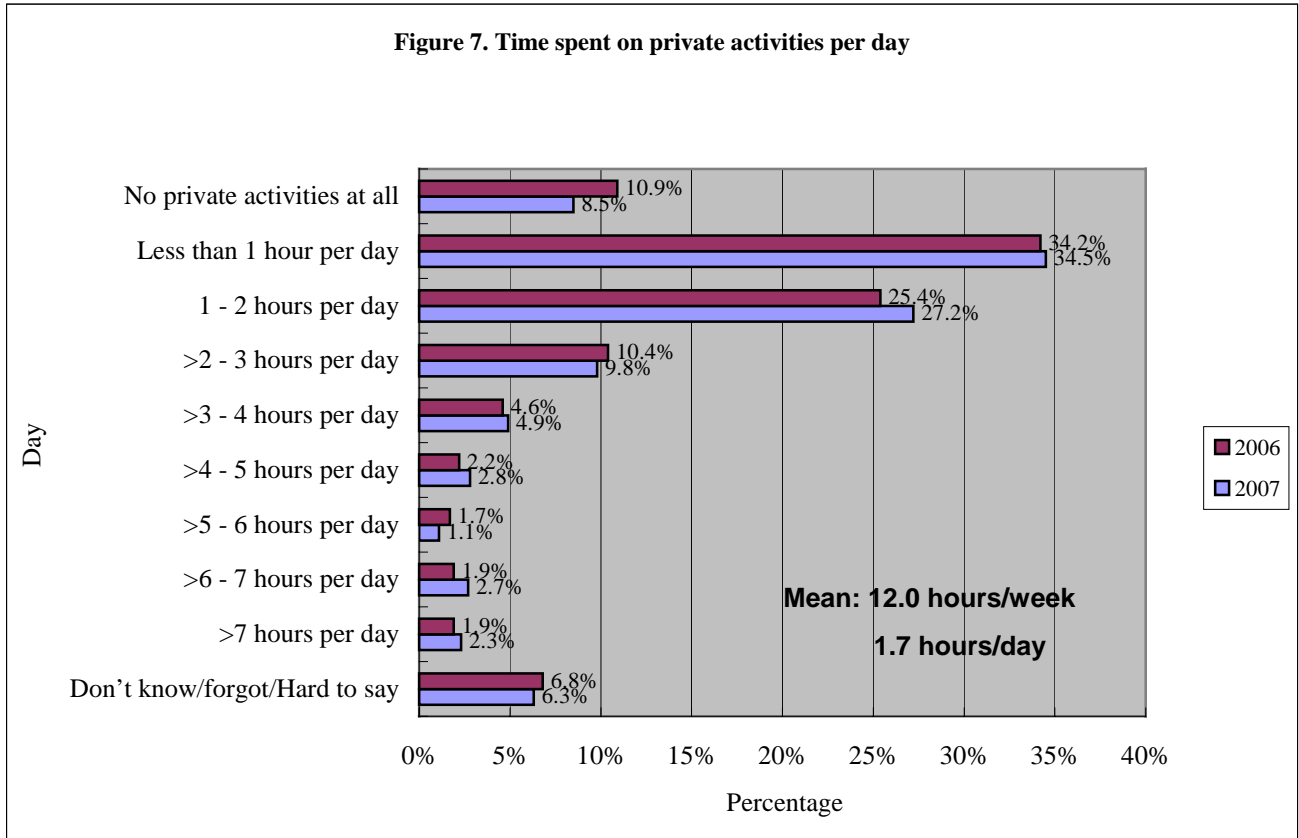


3.5 A new question was introduced to understand how often the respondents took all their entitled paid leave each year. Results revealed 55% “always” did so, another 18% said “usually” while 12% “rarely” took all their paid leave and 7% even said “never” (Table 10). Also see figure 6.

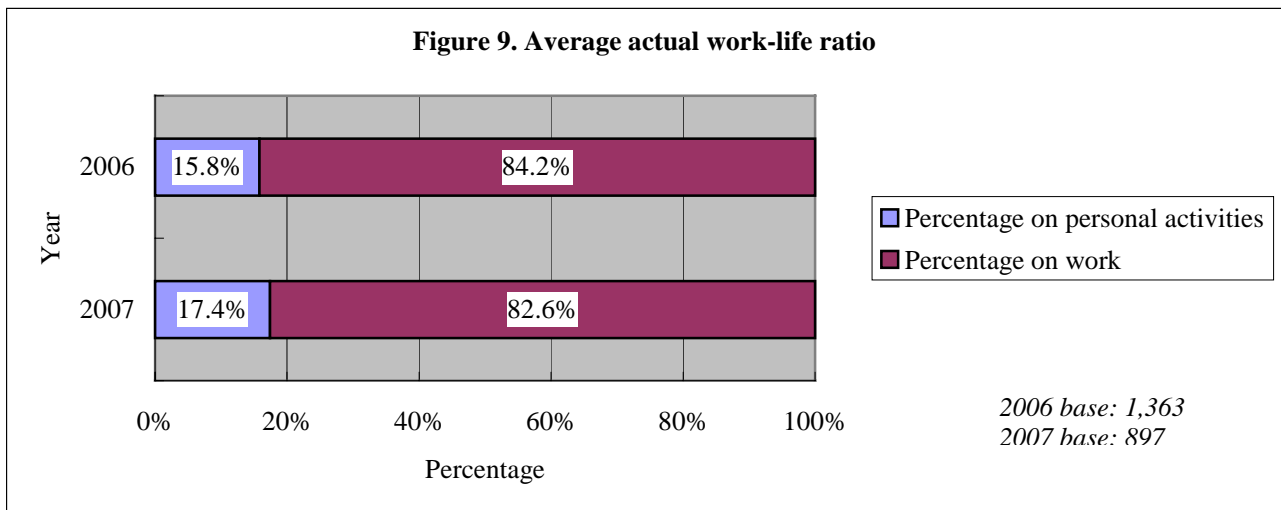
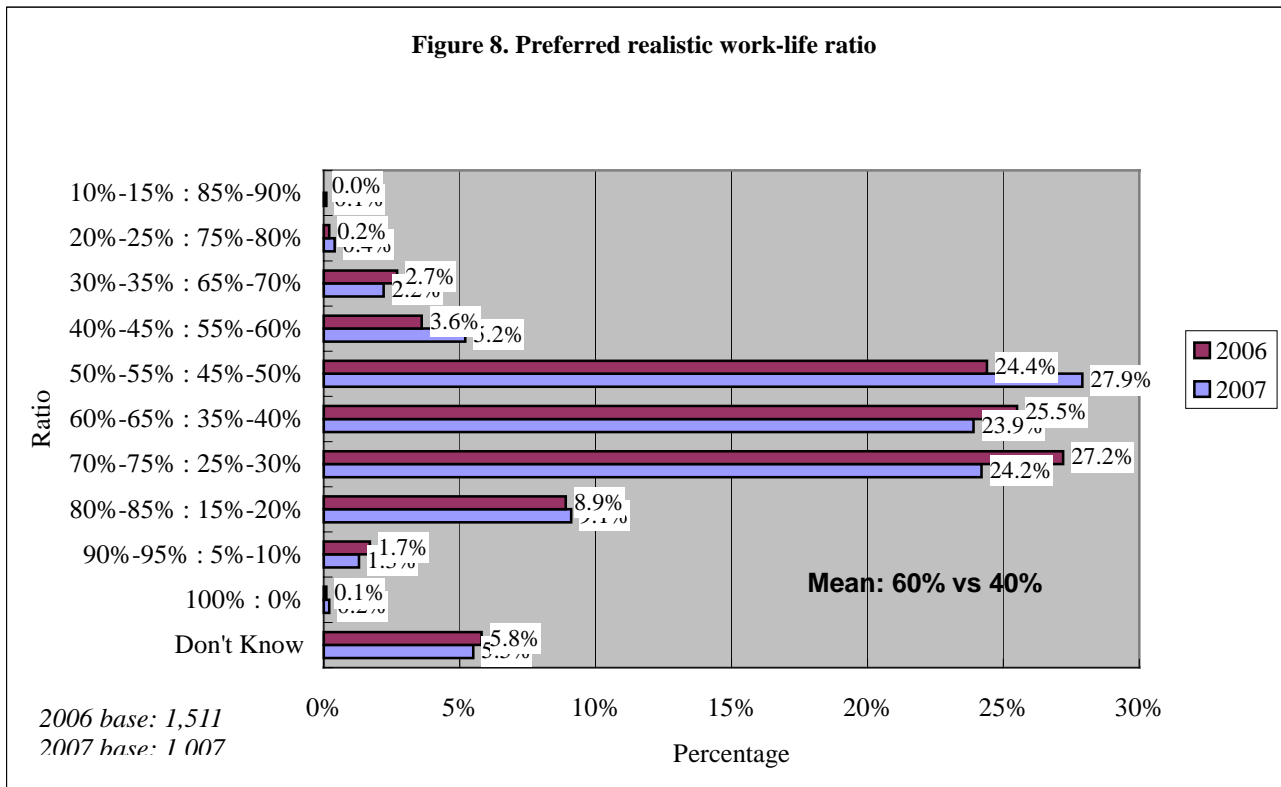
Figure 6. How often do you take ALL your entitled annual leave each year?



3.6 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 one-third of them (35%) spent less than 1 hour a day on these personal events, while over a quarter (27%) could afford 1-2 hours and one-tenth (10%) could spare 2-3 hours a day (Table 11). On average, each respondent spent 1.7 hours a day (or 12.0 hours a week) on their personal and re-energizing activities. As reflected from these figures, personal time and leisure activities still remained as a luxury to most full time workers in Hong Kong. Also see Figure 7.



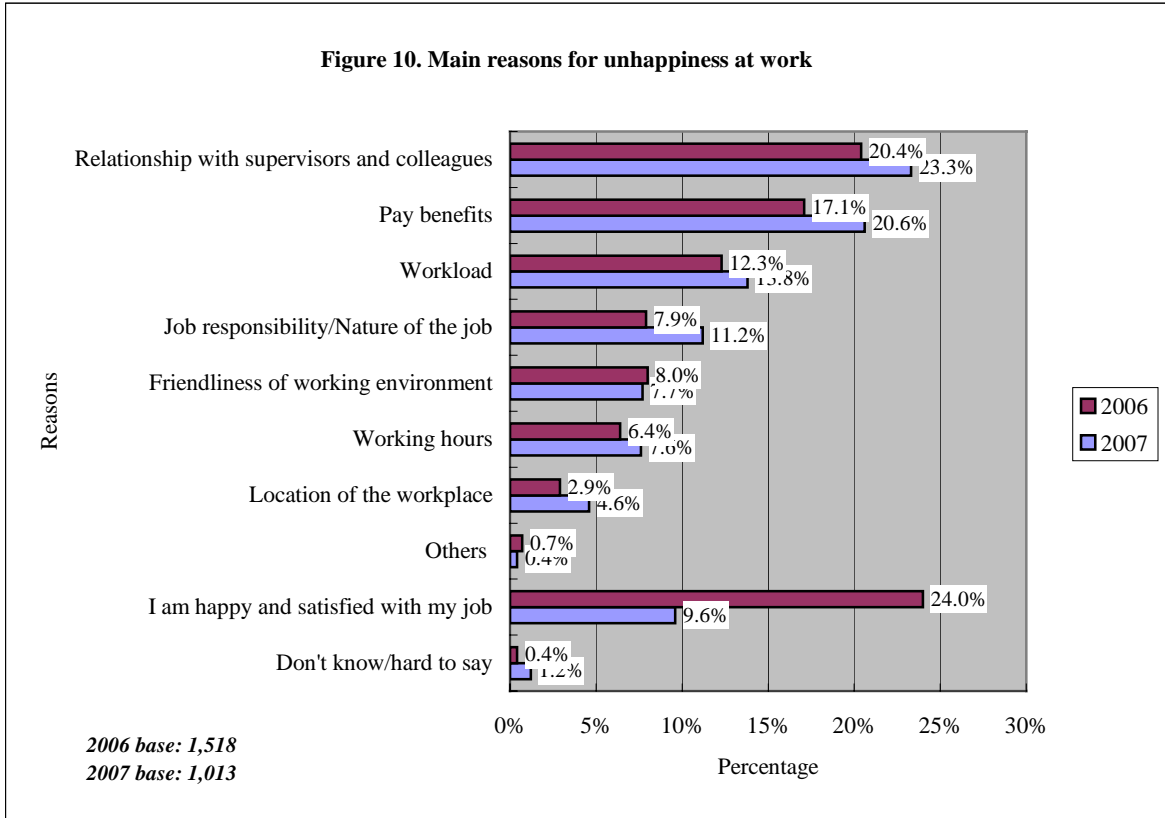
3.7 Regardless of their current situation, the survey continued to ask the respondents what would be their preferred realistic ratio between the time they wanted to spend on working and on private activities. This year's results found that despite the swapped positions, the three most popular work-life ratios remained to be 50-55% to 45-50% (3rd rank in 2006), 70-75% to 25-30% (1st in 2006) and 60-65% to 35-40% (2nd in 2006). Their respective percentages were 28%, 24% and 24% (Table 12). In terms of the overall mean ratio as provided by 952 workers, the ideal distribution of time between work and life was found to be 60:40, which was almost the same as last year's ratio (61:39, 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 Q7), a significant discrepancy still existed in spite of a slight improvement from last year, because their actual time distribution between work and life was in a rough ratio of 83:17 (Table 14). Also see Figure 8 and 9.



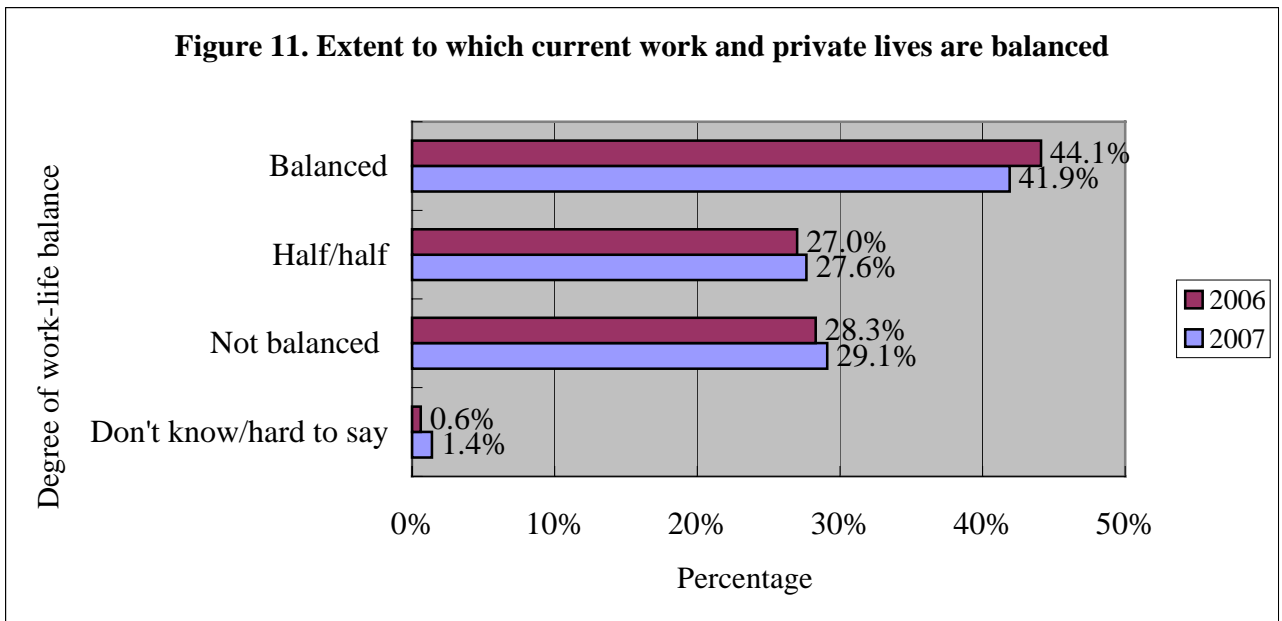
(B) Satisfaction with work and life

3.8 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. “Relationship with supervisors and colleagues” (23%) topped the list again, followed closely by “pay benefits” (21%) which increased significantly from last year’s 17%. “Workload” (14%) came third and “job responsibility” (11%) managed to

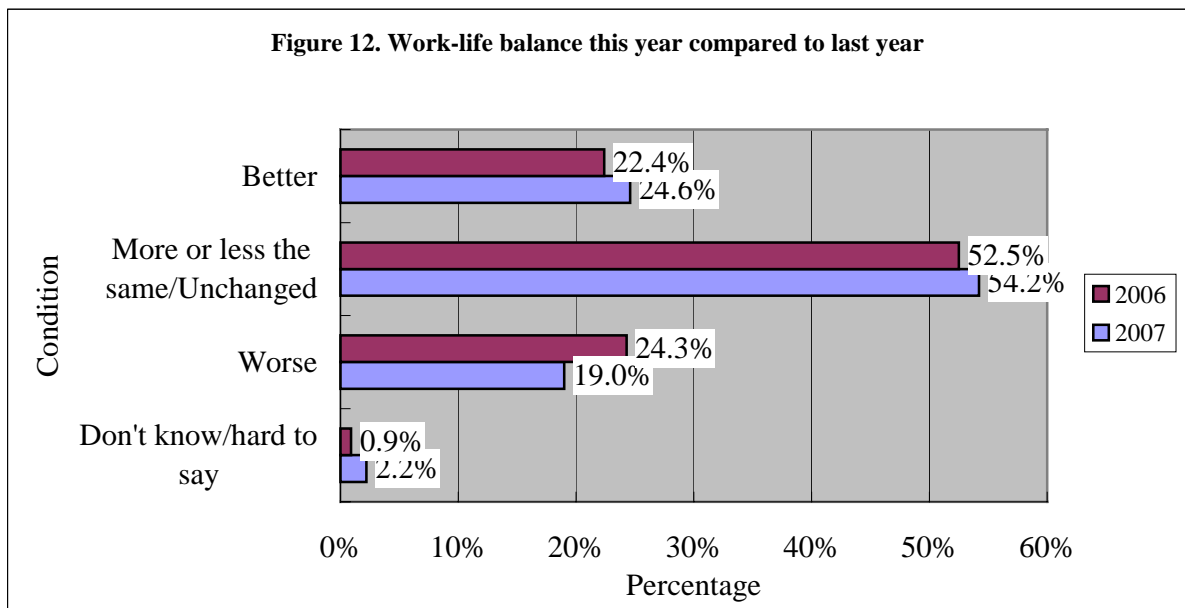
climb to the 4th rank with a notable increment of 3 percentage points. The proportion of respondents who explicitly said they were happy and satisfied with their job dropped from 24% to 10% this year, but this might have been due to the explicit prompted of this option in last year’s survey but not this year’s (Table 15 and Figure 10).



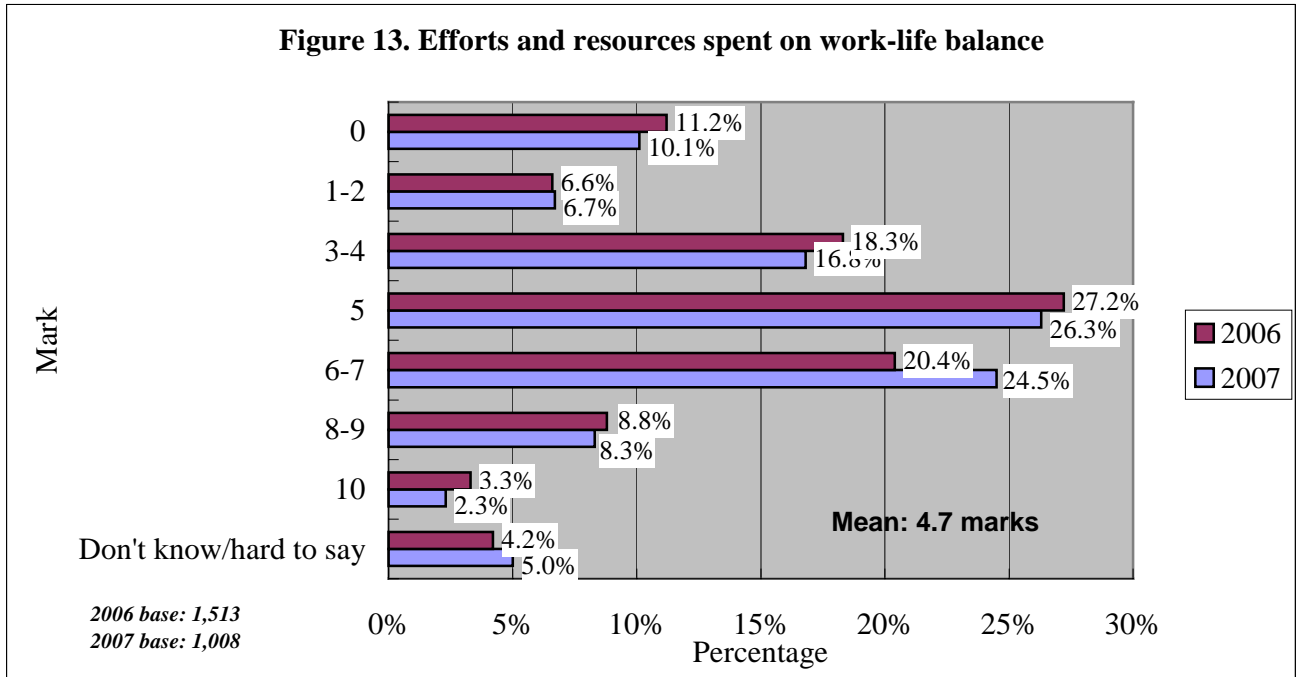
3.9 Regarding whether respondents’ current routine full time work and private life were balanced, similar to last year’s finding, 42% said it was, 29% considered it not balanced, and 28% opted for “half-half” (Table 16). Also see Figure 11.



3.10 When asked to compare their work life balance with the previous year, a quarter of the total sample (25%) thought that they had achieved a better balance this year while over half of the respondents (54%) said it was more or less the same. Another 19% said their work-life balance got worse and its 5-percentage-point decrease was proved to be statistically significant (Table 17). Also see Figure 12.

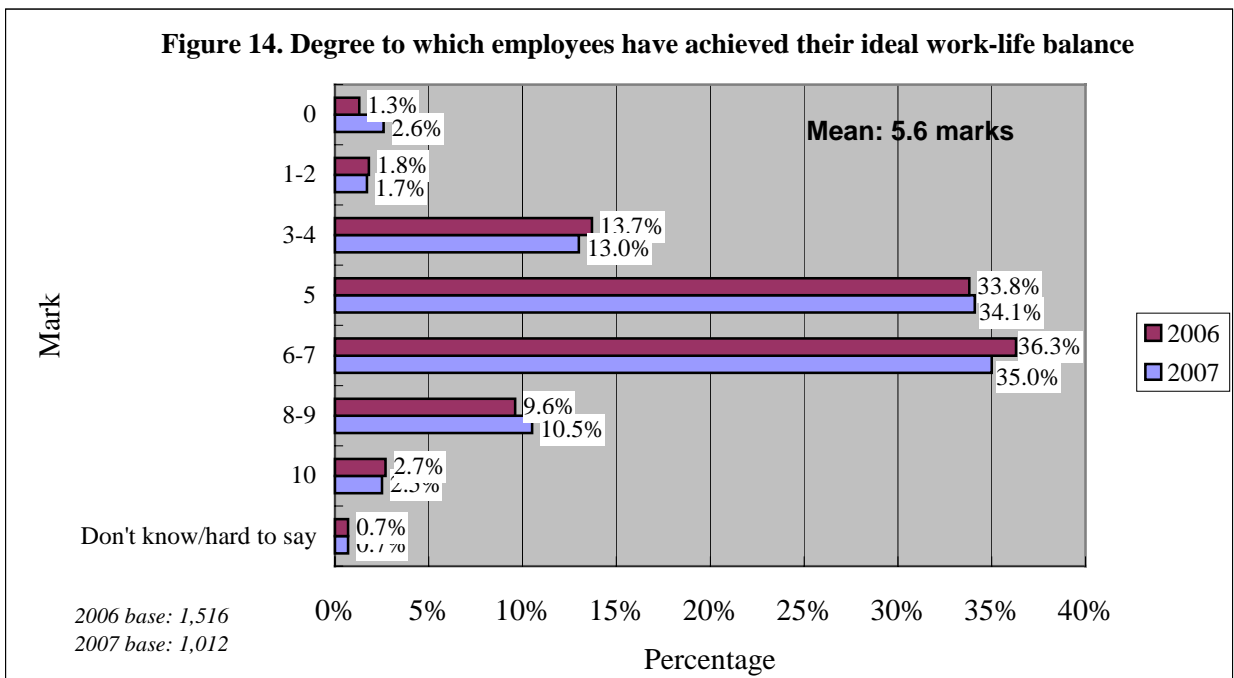


3.11 By use of a rating scale of 0-10 to measure the efforts and resources paid by the workplace/boss to promote work-life balance, with 0 representing no effort being made and 10 all possible efforts made, 26% of the working class interviewed gave a mid-point of 5 marks. Those who gave 6-7 marks rose significantly from 20% to 25%. Another 17% gave 3-4 marks. Overall speaking, of the 1,008 valid raters, the mean score obtained by the workplace/boss stood at 4.7 marks, which stayed practically the same as last year's figure (Table 18). Also see Figure 13.

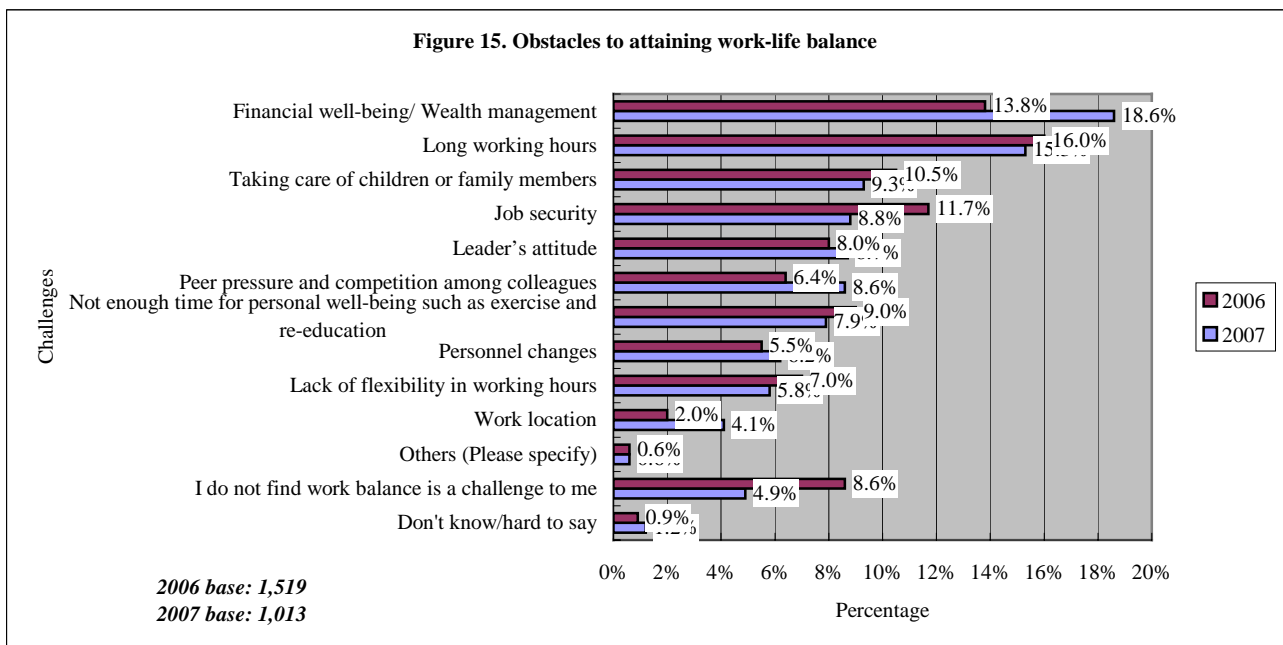


(C) Problems with work-life balance

3.12 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. By means of a 0-10 rating scale again, it began by asking how far the respondents thought they had achieved in terms of an ideal work-life balance. The higher the score, the closer they were to their ideal situation. Among the 1,012 raters, 35% of them opted for 6-7 marks, 34% gave a score of 5 (meaning half-half) while 13% gave 3-4 marks. The overall mean score attained was 5.6 marks, which was just marginally less than the 5.7 marks registered in 2006 (Table 19). Also see Figure 14.

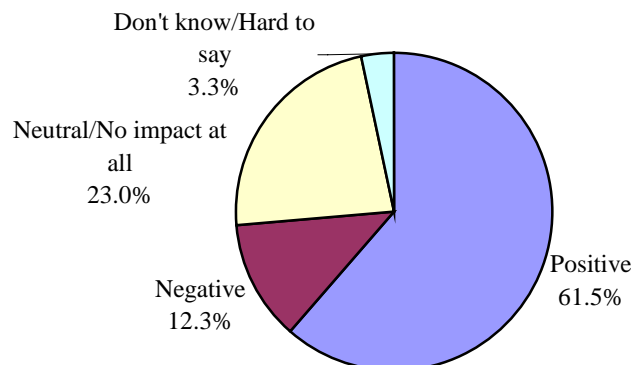


3.13 In this year’s survey, the most difficult work life balance challenge as reported by the respondents was their “financial well-being/wealth management” (19%), i.e. a notable increase of 5 percentage points from 2006. “Long working hours” (15%) which topped the list last year was placed at the 2nd rank this time. “Taking care of children or family members” (9%) and “job security” (9%) followed while the latter encountered a significant drop from last year’s 12%. Besides, significant increments were also observed in “peer pressure and competition among colleagues” (from 6% to 9%) and “work location” (from 2% to 4%). The proportion of respondents who had no problem in attaining work-life balance experienced a significant drop of 4 percentage points (from 9% to 5%, Table 20). Also see Figure 15.

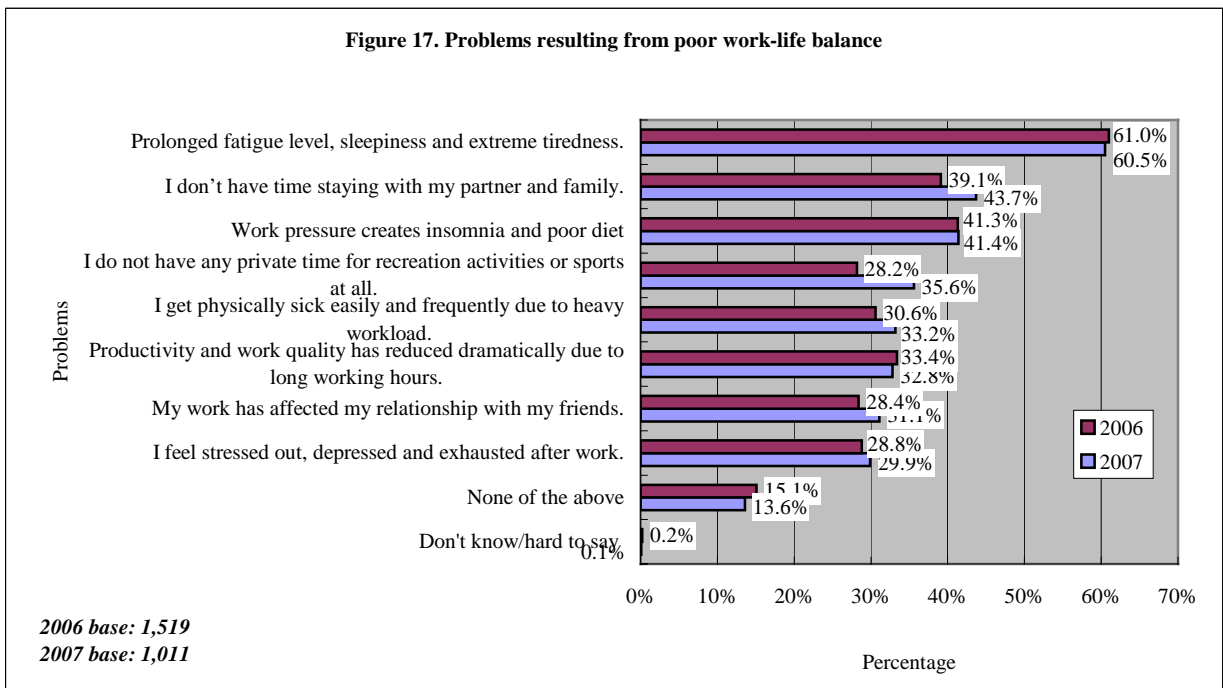


3.14 Another new question was added to examine the impact of the latest technology on respondents’ work-life balance. The majority of the sample (62%) evaluated it positively while 12% held a negative view and 23% said no impact at all. The remaining 3% could not give a definite answer (Table 21). Also see Figure 16.

Figure 16. Impact of technology to respondents' work-life balance

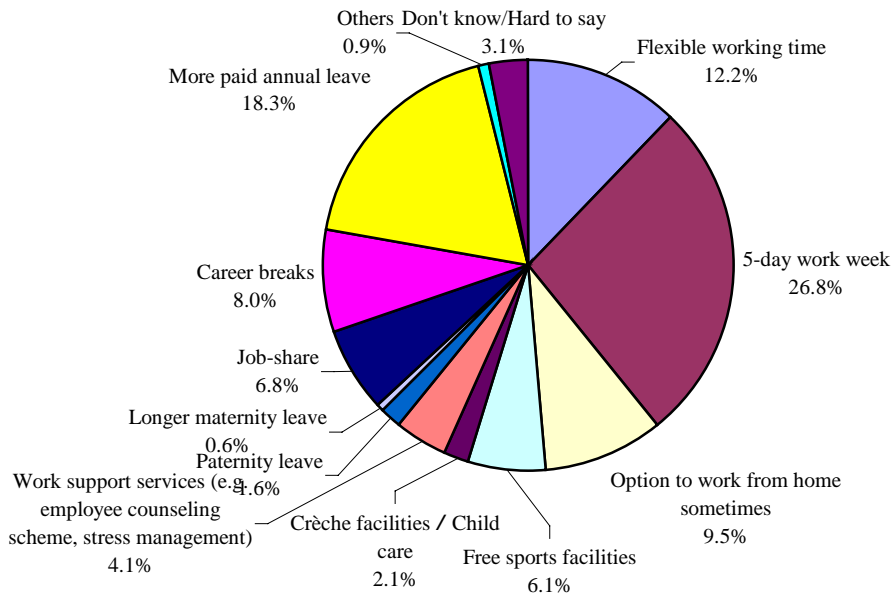


3.15 Have the respondents ever encountered any physical and social disturbances due to a problematic work-life balance? Results showed that 61% of the sample had experienced “prolonged fatigue and extreme tiredness”, followed at a distance by “insufficient time with partner and family” (44%) which encountered a 5-percentage-point increment and “insomnia and poor diet caused by work pressure” (41%). Other common problems encountered by the working class included “no private time for recreation activities or sports at all” (36%, which jumped significantly from last year’s 28%), “frequent physical sickness due to heavy workload” (33%), “reduced productivity and work quality” (33%) and “impact on relationship with friends” (31%). Only 14% of them were not bothered by any of these problems (Table 22). Also see Figure 17.

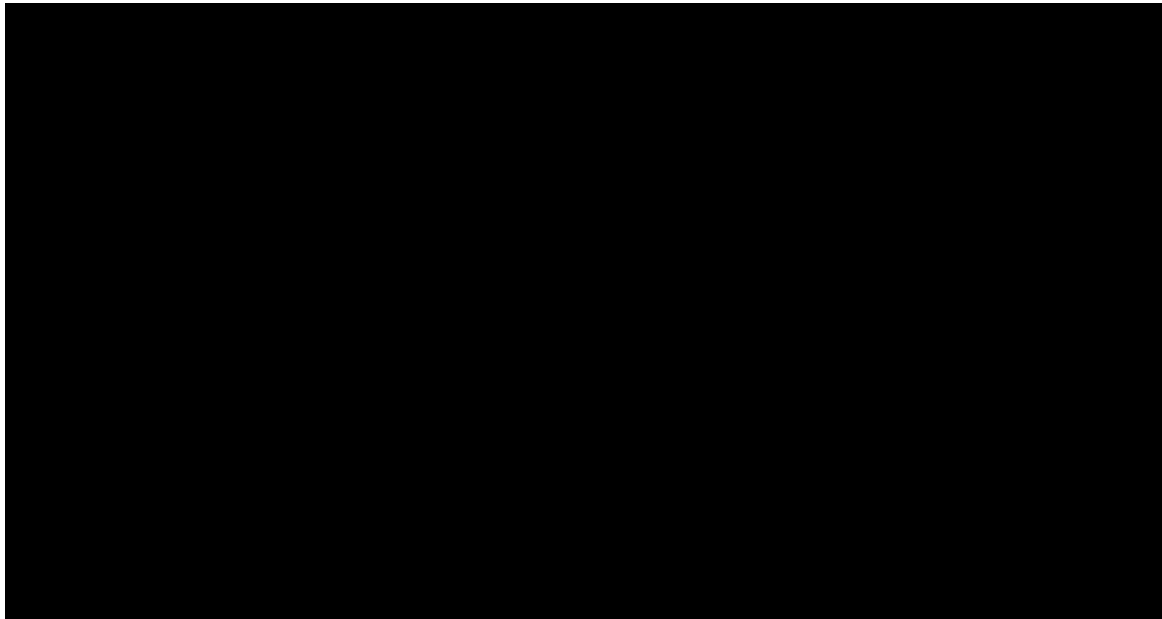


3.16 Looking ahead, 27% of the respondents wished that “5-day work week” could be implemented at their workplace such that a better work-life balance would be achieved in future. Another 18% opted for “more annual leave” while a respective of 12% and 10% chose “flexible working hours” and “option to work from home sometimes” (Table 23). Also see Figure 18.

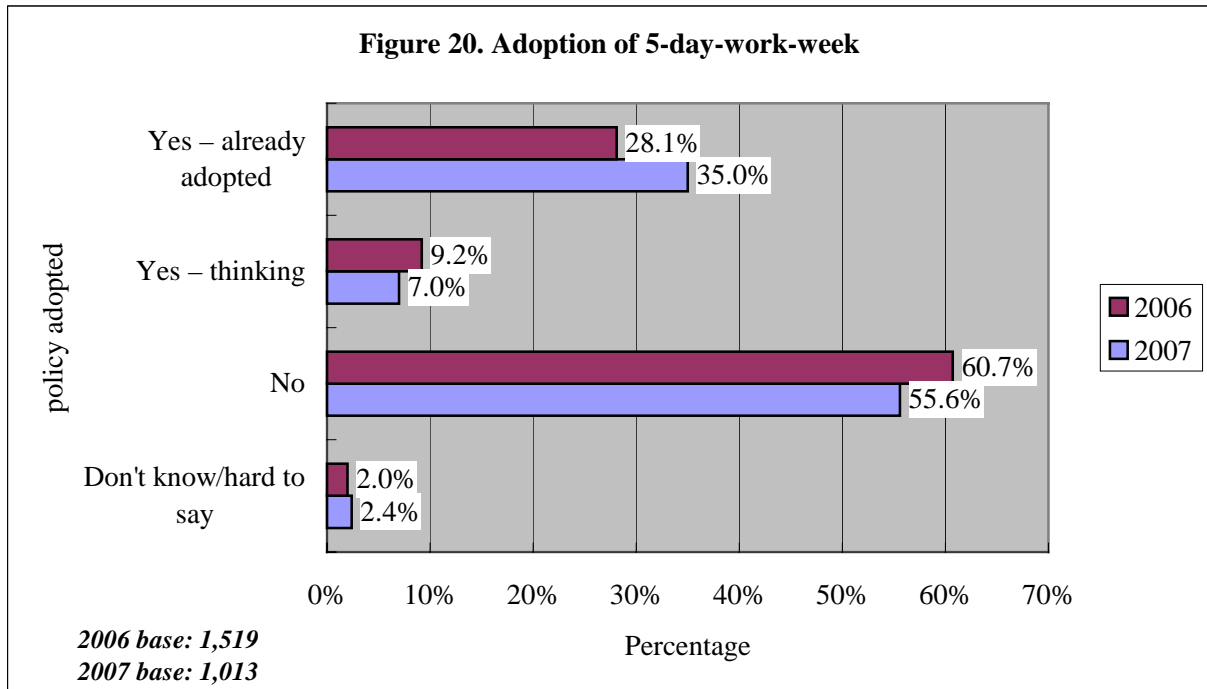
Figure 18. In order to help you achieve a better work-life balance, which of the following work facilities / arrangements would you desire MOST?



3.17 A brand new question was added to gauge how beneficial it would be to respondents' work-life balance if their line manager and other senior executives could set an example, like leaving office on time everyday. Findings revealed that the majority (61%) believed it would be beneficial for them whereas 28% held an opposite view. Less than 10% (8%) opted for the middle ground by saying "half-half" and 4% said "don't know/hard to say" (Table 24). Also see Figure 19.

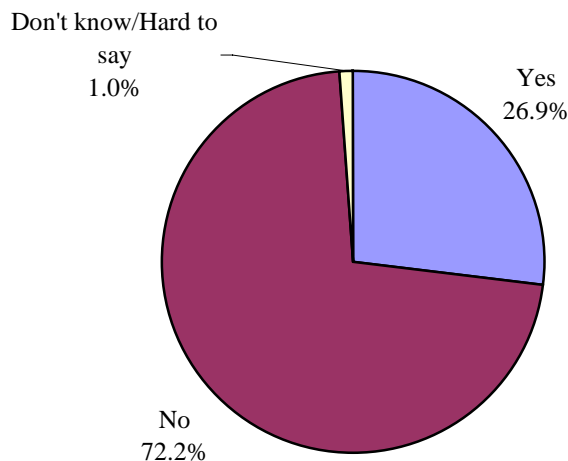


3.18 With the far-reaching promotion of 5-day work week by the local government, this year’s survey found that 42% of the respondent’s companies had already adopted or thinking to adopt a 5-day work week (increased remarkably from last year’s 37%) in which 35% said their companies had already adopted and 7% were still under consideration. Over half of the respondents said their employers had not yet adopted nor considering to adopt this policy, but the figure has encountered an obvious drop from 61% in 2006 to 56% this time (Table 25), which is expectedly to continue to drop in near future. Also see Figure 20.



3.19 Finally, the survey ended by asking all respondents if they would consider leaving Hong Kong to achieve a better work-life balance. Findings indicated that a majority of 72% said “no” while those who said they would take it into consideration accounted for 27%. The remaining 1% could not give a definite answer (Table 26). Also see Figure 21.

Figure 21. Respondents' consideration if they would leave HK for better WLB



IV. *Concluding Remarks*

- 4.1 Although the sample size of this survey was set at 1,000+ instead of 1,500+ successful samples as in the 2006 benchmark survey, we are able to show the work life balance of full time workers in Hong Kong down to a sampling error of less than plus/minus 3.1 percentage points at 95% confidence level, which is just marginally larger than the 2.6 percentage points of the last survey.
- 4.2 Like last year, this survey has found that working overtime continues to be a common phenomenon among Hong Kong's working population, and the situation has not improved much over the year past. Using "last month" as the time frame, the percentage of those who never had to work overtime has dropped from 37% to 32%, meaning that slightly more people had to work overtime. However, we need to consider these figures in relation to the decreasing number of working hours due to the implementation of the 5-day work week.
- 4.3 This year's survey shows that 35% of the respondents' companies have already adopted a 5-day week, compared to 28% last year. Because some companies might have shortened the number of their employees' working hours along with the implementation of the 5-day week, our survey this year has found that the average number of contractual working hours per worker per week has dropped from 47.3 to 46.5, and the average number of actual working hours from 51.3 to 49.2. In other words, the number of contractual working hours has dropped 2% while the number of actual working hours dropped 4%. Put it in another way, our labour force last year actually worked at 8% in excess of their contractual hours, while the figure has dropped to 6% this year.
- 4.4 In terms of work-life balance, respondents in last year's survey said 61:39 was the ideal split in terms of activity hours, while their actual split was 84:16. This year, the two ratios have both dropped nominally to 60:40 and 83:17. This shows that people's expectation has also changed, as the work environment changed, both in favour of a more balanced life style. Probably because of this changing expectation, respondent's self-rating of their achievement in attaining work-life balance has also dropped slightly from 5.7 last year to this year's 5.6, and the percentage of those who said they led a balanced work and private life has dropped from 44% to 42%. While these changes are statistically insignificant, they seem to fit well with the general picture, that although work time has been reduced, work life balance has not improved.

4.5 Other than due to rising expectations, one question seems particularly telling. When asked to pick the biggest challenge to their personal work life balance, 19% picked “financial well-being/wealth management”. It was 14% last year. This shows that although the economy has improved, more people have become worried about their financial well-being. As employment rate goes up, and job mobility is on the rise, more people may have to adapt to their new working environment, and to face new pressure. Coupled with rising expectations on work life balance, it seems that there is still a long way to go before Hong Kong has a perfectly happy and life-balanced work force.

Appendix 1

Contact Information

Table 1 Calculation of effective response rate

Effective response rate
<u>Successful cases</u>
= Successful cases + Partial interview + Refusal cases by eligible respondents* + Refusal cases by prorated-eligible respondents^
<u>1,014</u>
= $1,014 + 32 + 15 + 693 [(1,014 + 32 + 15) / (1,014 + 32 + 15 + 878)]^{\wedge}$
= 70.4%

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

^ Figure obtained by prorata

Table 2 Breakdown of contact information of the survey

	Frequency	Percentage
Respondents' ineligibility confirmed	7,966	41.2
<i>Fax/ data line</i>	870	4.5
<i>Invalid number</i>	5,025	26.0
<i>Call-forwarding/ mobile/ pager number</i>	143	0.7
<i>Non-residential number</i>	903	4.7
<i>Special technological difficulties</i>	147	0.8
<i>No eligible respondents</i>	878	4.5
Respondents' ineligibility not confirmed	5,056	26.1
<i>Line busy</i>	430	2.2
<i>No answer</i>	3,442	17.8
<i>Answering device</i>	89	0.5
<i>Call-blocking</i>	77	0.4
<i>Language problem</i>	198	1.0
<i>Interview terminated before the screening question</i>	693	3.6
<i>Others</i>	127	0.7
Respondents' eligibility confirmed, but failed to complete the interview	5,322	27.5
<i>Household-level refusal</i>	7	0.0
<i>Known respondent refusal</i>	8	0.0
<i>Appointment date beyond the end of the fieldwork period</i>	4,784	24.7
<i>Partial interview</i>	32	0.2
<i>Miscellaneous</i>	491	2.5
Successful cases	1,014	5.2
Total	19,358	100.0

Appendix 2

Frequency Tables

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

A. 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?

	2006		2007	
	Frequency	% (Base=1,516)	Frequency	% (Base=1,008)
<=30 hours	14	0.9	14	1.4
31 – 40 hours	247	16.3	246	24.4**
41 – 50 hours	788	52.0	473	46.9*
51 – 60 hours	178	11.7	115	11.4
61 – 70 hours	31	2.0	19	1.9
71 – 80 hours	22	1.5	22	2.2
>80 hours	9	0.6	5	0.5
Self-employed: no required working hours specified#	141	9.3	84	8.3
Don't know/forgot	86	5.7	30	3.0**
Total	1,516	100.0	1,008	100.0
Missing	3		6	

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

The option wording in 2006's survey was 'I do not have any required working hours because I am self-employed'.

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?

	2006		2007	
	Frequency	% (Base=1,512)	Frequency	% (Base=1,007)
<=30 hours	31	2.1	39	3.9**
31 – 40 hours	133	8.8	127	12.6**
41 – 50 hours	748	49.5	485	48.2
51 – 60 hours	382	25.3	217	21.5*
61 – 70 hours	77	5.1	52	5.2
71 – 80 hours	45	3.0	24	2.4
>80 hours	37	2.4	10	1.0**
Don't know/ forgot/ Hard to say	59	3.9	53	5.3
Total	1,512	100.0	1,007	100.0
Missing	7		7	

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

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

	Mean	Standard error	Base	Missing
2006				
REQUIRED working hours per week	47.3	0.25	1,289	230
ACTUAL working hours per week	51.3	0.32	1,453	66
2007				
REQUIRED working hours per week	46.5*	0.32	894	120
ACTUAL working hours per week	49.2**	0.36	954	60

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

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)

	2006		2007	
	Frequency	% (Base=1,516)	Frequency	% (Base=1,011)
Nearly everyday	339	22.4	227	22.5
Quite often, 3-4 days a week.	224	14.8	152	15.0
Occasionally, 1-2 days a week.	366	24.1	283	28.0*
Never (Skip to Q5)	554	36.5	319	31.6**
Others (Please specify)	10	0.7	9	0.9
Don't know/Hard to say (Skip to Q5)	23	1.5	21	2.1
Total	1,516	100.0	1,011	100.0
Missing	3		3	

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

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)

Answer code	2006			2007		
	Frequency	% of total response (Base=1,990)	% of valid sample (Base=932)	Frequency	% of total response (Base=1,425)	% of valid sample (Base=667)
1	780	39.2	83.7	549	38.5	82.3
2	425	21.4	45.6	306	21.5	45.9
3	258	13.0	27.7	177	12.4	26.5
4	137	6.9	14.7	108	7.6	16.2
5	130	6.5	13.9	92	6.5	13.8
6	112	5.6	12.0	81	5.7	12.1
7	67	3.4	7.2	42	2.9	6.3
8	50	2.5	5.4	39	2.7	5.8
9	13	0.7	1.4	15	1.1	2.2
10	18	0.9	1.9	16	1.1	2.4
Total	1,990	100.0		1,425	100.0	
Missing	7			4		

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

Code	Answer
1	I have too much work to do, and I have to keep up with the workload.
2	I have to support my co-workers.
3	A request ordered by the senior manager/boss.
4	I want to show my commitment and industrious performance to my boss/company.
5	I do not want to be seen as the first person to leave the office.
6	I cannot leave the office before my boss.
7	I enjoyed working over-time.
8	Working long hours is the only way to get promotion.
9	I do not want to go home.
10	Other (Please specify)

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	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,013)
<7 days	14	0.9	17	1.7
7 – 10 days	324	21.3	236	23.3
11-14 days	412	27.1	271	26.8
15 - 22 days	274	18.0	181	17.9
23 - 30 days	84	5.5	66	6.5
31 - 38 days	16	1.1	8	0.8
39 - 46 days	71	4.7	34	3.4
47 - 54 days	7	0.5	2	0.2
>54 days	17	1.1	6	0.6
Not fixed, because I am self-employed.	141	9.3	68	6.7*
No paid annual leave/paid vacation days.	109	7.2	94	9.3
Others	4	0.3	0	0.0
Don't know/Hard to say	46	3.0	30	3.0
Total	1,519	100.0	1,013	100.0
Missing	0		1	
Mean	15.3		13.9**	
Standard error	0.33		0.35	

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

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	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,013)
<1 week	14	0.9	17	1.7
1 - 2 weeks	736	48.5	507	50.0
3 - 4 weeks	294	19.4	207	20.4
5 - 6 weeks	148	9.7	80	7.9
7 - 8 weeks	12	0.8	4	0.4
> 8 weeks	15	1.0	6	0.6
Not fixed, because I am self-employed.	141	9.3	68	6.7*
No paid annual leave/paid vacation days. (Skip to Q7)	109	7.2	94	9.3
Others	4	0.3	0	0.0
Don't know/Hard to say	46	3.0	30	3.0
Total	1,519	100.0	1,013	100.0
Missing	0		1	

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

Table 10 Q6. How often do you take ALL your annual leave each year?

	2007	
	Frequency	% (Base=917)
Always	501	54.6
Usually	168	18.3
Rarely	105	11.5
Never	60	6.5
Don't know/Hard to say	83	9.1
Total	917	100.0
Missing	3	

Table 11 Q7. 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]

	2006		2007	
	Frequency	% (Base=1,507)	Frequency	% (Base=1,008)
No private activities at all	164	10.9	86	8.5
Less than 1 hour per day	515	34.2	348	34.5
1 - 2 hours per day	383	25.4	274	27.2
>2 - 3 hours per day	157	10.4	99	9.8
>3 - 4 hours per day	70	4.6	49	4.9
>4 - 5 hours per day	33	2.2	28	2.8
>5 - 6 hours per day	26	1.7	11	1.1
>6 - 7 hours per day	28	1.9	27	2.7
>7 hours per day	28	1.9	23	2.3
Don't know/forgot/Hard to say	103	6.8	63	6.3
Total	1,507	100.0	1,008	100.0
Missing	12		6	
Mean	11.1 hrs / week		12.0 hrs / week	
Standard error	0.36		0.47	

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

Table 12 Q8. 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	2006		2007	
	Frequency	% (Base=1,511)	Frequency	% (Base=1,007)
10%-15% : 85%-90%	0	0.0	1	0.1
20%-25% : 75%-80%	3	0.2	4	0.4
30%-35% : 65%-70%	41	2.7	22	2.2
40%-45% : 55%-60%	54	3.6	52	5.2
50%-55% : 45%-50%	368	24.4	281	27.9*
60%-65% : 35%-40%	385	25.5	241	23.9
70%-75% : 25%-30%	411	27.2	244	24.2
80%-85% : 15%-20%	135	8.9	92	9.1
90%-95% : 5%-10%	26	1.7	13	1.3
100% : 0%	1	0.1	2	0.2
Don't Know	87	5.8	55	5.5
Total	1,511	100.0	1,007	100.0
Missing	8		7	

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

Table 13 Q8. 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 base on your realistic number of working hours and exclude sleeping time (the ratio must add up to 100%)

	Mean	Standard error	Base	Missing
2006				
Percentage on work	61.3%	0.33	1,424	95
Percentage on personal activities	38.7%	0.33	1,424	95
2007				
Percentage on work	60.2%*	0.41	952	62
Percentage on personal activities	39.9%*	0.41	952	62

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

Table 14 Q2 & Q7. 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
2006				
Percentage on work	84.2%	0.37	1,363	156
Percentage on personal activities	15.8%	0.37	1,363	156
2007				
Percentage on work	82.6%*	0.49	897	117
Percentage on personal activities	17.4%*	0.49	897	117

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

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

Table 15 Q.9 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)

	2006		2007	
	Frequency	% (Base=1,518)	Frequency	% (Base=1,013)
Relationship with supervisors and colleagues	310	20.4	236	23.3
Pay benefits	259	17.1	209	20.6*
Workload	187	12.3	140	13.8
Job responsibility/Nature of the job	120	7.9	113	11.2**
Friendliness of working environment	121	8.0	78	7.7
Working hours	97	6.4	77	7.6
Location of the workplace	44	2.9	47	4.6*
Others (Please specify)	10	0.7	4	0.4
I am happy and satisfied with my job	364	24.0	97	9.6**
Don't know/Hard to say	6	0.4	12	1.2*
Total	1,518	100.0	1,013	100.0
Missing	1		1	

* Statistically significant at $p < 0.05$ level ** Statistically significant at $p < 0.01$ level, but these might have been due to the explicit prompted of the option "I am happy and satisfied with my job" in the survey of 2006 but no 2007.

Table 16 Q10. To what extent do you think your current routine full time work and private life are balanced?

	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,013)
Very balanced)	134	8.8	98	9.7
Quite balanced)	536	35.3	326	32.2
Half/half	410	27.0	280	27.6
Not quite balanced)	321	21.1	191	18.9
Not balanced at all)	109	7.2	104	10.3**
Don't know/Hard to say	9	0.6	14	1.4*
Total	1,519	100.0	1,013	100.0
Missing	0		1	

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

Table 17 Q11. Has your work life balance become better, worse or remained unchanged as compared with last year?

	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,014)
Better	340	22.4	249	24.6
More or less the same/Unchanged	797	52.5	550	54.2
Worse	369	24.3	193	19.0**
Don't know/Hard to say	13	0.9	22	2.2**
Total	1,519	100.0	1,014	100.0

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

Table 18 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.

	2006		2007	
	Frequency	% (Base=1,513)	Frequency	% (Base=1,008)
0	169	11.2	102	10.1
1-2	100	6.6	68	6.7
3-4	277	18.3	169	16.8
5	411	27.2	265	26.3
6-7	309	20.4	247	24.5*
8-9	133	8.8	84	8.3
10	50	3.3	23	2.3
Don't know/Hard to say	64	4.2	50	5.0
Total	1,513	100.0	1,008	100.0
Missing	6		6	
Mean	4.7		4.7	
Standard Error	0.07		0.08	

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

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

Table 19 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.

	2006		2007	
	Frequency	% (Base=1,516)	Frequency	% (Base=1,012)
0	20	1.3	26	2.6*
1-2	28	1.8	17	1.7
3-4	208	13.7	132	13.0
5	513	33.8	345	34.1
6-7	550	36.3	354	35.0
8-9	145	9.6	106	10.5
10	41	2.7	25	2.5
Don't know/Hard to say	11	0.7	7	0.7
Total	1,516	100.0	1,012	100.0
Missing	3		2	
Mean	5.7		5.6	
Standard Error	0.04		0.06	

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

Table 20 Q14. 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)

	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,013)
Financial well-being/ Wealth management#	210	13.8	188	18.6**
Long working hours	243	16.0	155	15.3
Taking care of children or family members	160	10.5	94	9.3
Job security	177	11.7	89	8.8*
Leader's attitude	121	8.0	88	8.7
Peer pressure and competition among colleagues	97	6.4	87	8.6*
Not enough time for personal well-being such as exercise and re-education^	137	9.0	80	7.9
Personnel changes	83	5.5	63	6.2
Lack of flexibility in working hours	107	7.0	59	5.8
Work location	31	2.0	42	4.1**
Others (Please specify)	9	0.6	6	0.6
I do not find work balance is a challenge to me	131	8.6	50	4.9**
Don't know / Hard to say	13	0.9	12	1.2
Total	1,519	100.0	1,013	100.0
Missing	0		1	

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

The option wording for 2006's survey was 'Financial management'.

^ The option wording for 2006's survey was 'Time for personal well-being such as exercise and re-education'.

Table 21 Q15. Do you think the latest technology has positive or negative impact to your work-life balance?

	2007	
	Frequency	% (Base=1,012)
Positive	622	61.5
Negative	124	12.3
Neutral/ No impact at all	233	23.0
Don't know/Hard to say	33	3.3
Total	1,012	100.0
Missing	2	

Table 22 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)

Answer Code	2006			2007		
	Frequency	% of total response (Base=4,650)	% of valid sample (Base=1,519)	Frequency	% of total response (Base=3,255)	% of valid sample (Base=1,011)
1	926	19.9%	61.0%	612	18.8%	60.5%
2	594	12.8%	39.1%	442	13.6%	43.7%*
3	627	13.5%	41.3%	419	12.9%	41.4%
4	429	9.2%	28.2%	360	11.1%	35.6%**
5	465	10.0%	30.6%	336	10.3%	33.2%
6	508	10.9%	33.4%	332	10.2%	32.8%
7	431	9.3%	28.4%	314	9.6%	31.1%
8	438	9.4%	28.8%	302	9.3%	29.9%
9	229	4.9%	15.1%	137	4.2%	13.6%
10	3	0.1%	0.2%	1	0.0%	0.1%
Total	4,650	100.0%		3,255	100.0%	
Missing	0			3		

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

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

Table 23 Q17. 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)

	2006		2007	
	Frequency	% (Base=1,515)	Frequency	% (Base=1,006)
5-day work week	491	32.4	270	26.8
More paid annual leave	--	--	184	18.3
Flexible working time	339	22.4	123	12.2
Option to work from home sometimes	214	14.1	96	9.5
Career breaks	--	--	80	8.0
Job-share	--	--	68	6.8
Free sports facilities	169	11.2	61	6.1
Work support services (e.g. employee counseling scheme, stress management training)	92	6.1	41	4.1
Crèche facilities/Child care	32	2.1	21	2.1
Parental leave	90	5.9	16	1.6
Longer maternity leave	--	--	6	0.6
Others (Please specify)	30	2.0	9	0.9
Don't know/Hard to say	58	3.8	31	3.1
Total	1,515	100.0	1,006	100.0
Missing	4		8	

Since the answer options in 2007's survey are different from those in 2006's survey, only rough comparison can, therefore, be made, and no statistical test has been applied.

Table 24 Q18. How beneficial it is to your work-life if your line manager and other senior executives could set an example, e.g. by leaving office on time every day and taking their annual leaves each year?

	2007	
	Frequency	% (Base=1,008)
Very beneficial)	289)	28.7)
Quite beneficial)	322)	31.9)
Half/half	79	7.8
Not quite beneficial)	163)	16.2)
Not beneficial at all)	116)	11.5)
Don't know/Hard to say	39	3.9
Total	1,008	100.0
Missing	6	

Table 25 Q19. Is your company adopting or thinking of adopting a 5-day work week?

	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,013)
Yes – already adopted	427) 567	28.1) 37.3	355) 426	35.0**) 42.1*
Yes – thinking	140)	9.2)	71)	7.0*)
No	922	60.7	563	55.6*
Don't know/Hard to say	30	2.0	24	2.4
Total	1,519	100.0	1,013	100.0
Missing	0		1	

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

Table 26 Q20. Would you consider leaving Hong Kong in order to achieve a better work-life balance?

	2007	
	Frequency	% (Base=1,013)
Yes	272	26.9
No	731	72.2
Don't know/Hard to say	10	1.0
Total	1,013	100.0
Missing	1	

Appendix 3

Demographics

Demographics

Table 27 Gender

	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,014)
Male	821	54.0	520	51.3
Female	698	46.0	494	48.7
Total	1,519	100.0	1,014	100.0

Table 28 Age Group

	2006		2007	
	Frequency	% (Base=1,511)	Frequency	% (Base=1,004)
15-19 years old	12	0.8	16	1.6
20-24 years old	95	6.3	95	9.5
25-29 years old	171	11.3	128	12.7
30-34 years old	194	12.8	114	11.4
35-39 years old	207	13.7	120	12.0
40-44 years old	305	20.2	184	18.3
45-49 years old	229	15.2	147	14.6
50-54 years old	181	12.0	118	11.8
55-59 years old	83	5.5	56	5.6
60 years old or above	34	2.3	26	2.6
Total	1,511	100.0	1,004	100.0
Missing	8		10	

Table 29 Education Attainment

	2006		2007	
	Frequency	% (Base=1,513)	Frequency	% (Base=1,007)
Primary school or below	92	6.1	64	6.4
Secondary school	730	48.2	479	47.6
Matriculated	112	7.4	75	7.4
Tertiary, non-degree course	124	8.2	62	6.2
Tertiary, degree course	360	23.8	240	23.8
Master's Degree	91	6.0	76	7.5
Doctor's Degree	4	0.3	11	1.1
Total	1,513	100.0	1,007	100.0
Missing	6		7	

Table 30 Position

	2006		2007	
	Frequency	% (Base=1,493)	Frequency	% (Base=998)
White collar:				
Professional/Manager/Executive	374)	25.1)	278)	27.9)
White collar: Trader/Proprietor	90) 1,036	6.0) 69.4	52) 699	5.2) 70.0
White collar: Office: skilled	323)	21.6)	187)	18.7)
White collar: Office: unskilled	249)	16.7)	182)	18.2)
Blue collar: Factory/Shop/Outdoor:				
skilled Manual worker	216)	14.5)	141)	14.1)
Blue collar: Factory/Shop/Outdoor:	457	30.6	299	30.0
unskilled Manual worker	241)	16.1)	158)	15.8)
Total	1,493	100.0	998	100.0
Missing	26		16	

Table 31 Industry

	2006		2007	
	Frequency	% (Base=1,487)	Frequency	% (Base=1,002)
Manufacturing Industry	153	10.3	101	10.1
Education	133	8.9	84	8.4
Transportation Industry	95	6.4	77	7.7
Construction Industry	139	9.3	76	7.6
Import/Export Trade	116	7.8	76	7.6
Commercial Service	118	7.9	75	7.5
Banks and Finance Sector	104	7.0	72	7.2
Medical, Hygiene and Welfare Sector	83	5.6	69	6.9
Wholesale/Retail	76	5.1	64	6.4
Government/Public Affairs	130	8.7	60	6.0
Restaurants/Hotels	72	4.8	52	5.2
Other Personal Services	79	5.3	46	4.6
Information Technology (IT)	48	3.2	36	3.6
Law, Accountancy, Professional Information Services	24	1.6	34	3.4
Property	33	2.2	22	2.2
Media	17	1.1	14	1.4
Telecommunication	12	0.8	11	1.1
Insurance	24	1.6	10	1.0
Warehouse Duties	7	0.5	8	0.8
Film/Entertainment Industry	14	0.9	5	0.5
Oil, Energy, Resources and Utilities	10	0.7	4	0.4
Others	0	0.0	6	0.6
Total	1,487	100.0	1,002	100.0
Missing	32		12	

Table 32 Martial status

	2006		1,006	
	Frequency	% (Base=1,511)	Frequency	% (Base=1,006)
Single	517	34.2	356	35.4
Married	958	63.4	630	62.6
Divorced/Widow	36	2.4	20	2.0
Total	1,511	100.0	1,006	100.0
Missing	8		8	

Table 33 Number of children

	2006		2007	
	Frequency	% (Base=987)	Frequency	% (Base=645)
1 child	309	31.3	186	28.8
2 children	385	39.0	289	44.8
3 children	96	9.7	56	8.7
4 children	17	1.7	12	1.9
5 children	7	0.7	5	0.8
6 children	0	0.0	2	0.3
No children	173	17.5	95	14.7
Total	987	100.0	645	100.0
Missing	15		13	

Table 34 Personal monthly income

	2006		2007	
	Frequency	% (Base=1,459)	Frequency	% (Base=971)
HK\$ 10,000 or below	414	28.4	263	27.1
HK\$ 10,001 20,000	590	40.4	410	42.2
HK\$ 20,001 30,000	205	14.1	129	13.3
HK\$ 30,001 40,000	101	6.9	63	6.5
HK\$ 40,001 50,000	52	3.6	35	3.6
HK\$ 50,001 or above	97	6.6	71	7.3
Total	1,459	100.0	971	100.0
Missing	60		43	

Table 35 District of residence

	2006		2007	
	Frequency	% (Base=1505)	Frequency	% (Base=1,003)
Hong Kong Island	299	19.9	206	20.5
Kowloon East	237	15.7	139	13.9
Kowloon West	189	12.6	120	12.0
New Territories East	390	25.9	275	27.4
New Territories West	390	25.9	263	26.2
Total	1,505	100.0	1,003	100.0
Missing	14		11	

Table 36 Language of interview

	2006		2007	
	Frequency	% (Base=1,519)	Frequency	% (Base=1,014)
Cantonese	1,450	95.5	958	94.5
Putonghua	1	0.1	2	0.2
English	68	4.5	54	5.3
Total	1,519	100.0	1,014	100.0

Appendix 4
In-depth Analysis: Cross-tabulation
for 2007 findings

Note: The results of in-depth analyses described in this appendix should be read in addition to the analyses described in the research findings in the main part of this research report. Items marked with (^) are subject to a sub-sample size <30. As the smaller the sample size, the larger the sampling error, findings of these items can be for rough reference only.

Cross-tabulation of Current Work Life Balance Situation by Demographic Variables *(The difference of the listed items are proved to be statistically significant.)*

1. Contractual and actual working hours

- 1.1 From the statistical t-test results, it was found that males (contractual: 48.9 hours, actual: 50.9 hours) were required to work and actually work longer hours than females (contractual: 44.2 hours and 47.5 hours), $p < 0.01$.
- 1.2 People working in "restaurants/hotels (54.6 hours)", "film/entertainment Industry"^(54.5 hours) and "other personal services" (51.2 hours) were required to work longer than other business types; whereas, respondents were obligated to work less within "telecommunication"^(41.7 hours), "law, accountancy, professional information services (42.0 hours) and insurance"^(42.2 hours). On the other hand, people who worked in "others"^(62.0 hours), "restaurants/hotels" (54.7 hours) and "transportation industry" (51.9 hours) actually worked longer while those working in "insurance"^(41.6 hours), "film/entertainment industry"^(41.8 hours) and "property"^(45.9 hours) had less actual working hours when compared with other industries, $p < 0.01$.
- 1.3 For those who earned less (HK\$ 10,000 or below :49.0 hours and HK\$ 10,001 – 20,000: 46.6 hours), they were obligated to work longer hours than high income groups (HK\$ 30,001 – 40,000: 41.9 hours, HK\$ 40,001 – 50,000: 44.8 hours and HK\$ 50,001 or above: 43.4 hours), $p < 0.01$.

2. Frequency of over-time working

- 2.1 Respondents were likely to work overtime nearly everyday within "information technology (IT) (47%)", "law, accountancy, professional information services" (38%) and "telecommunication"^(36%), whereas more people working in "property"^(68%), "oil, energy, resources and utilities"^(50%) and "commercial service" (47%) never had overtime work, $p < 0.01$.
- 2.2 People with high income were more likely to work overtime nearly everyday (HK\$ 30,001 – 40,000: 38% and HK\$ 50,001 or above:47%), whereas more people with low income just occasionally (HK\$ 10,000 or below: 25%, HK\$ 10,001 – 20,000: 31%) or

never (HK\$ 10,000 or below: 50%, HK\$ 10,001 – 20,000: 29%) work overtime, $p < 0.01$.

3. Number of annual paid leave (days)

3.1 Employees enjoying more annual paid leave within “government/public affairs” (25.2 days), “media”[^] (23.6 days) and “education” (23.5 days). On the other hand, those working in “other personal services” (7.9 days), “insurance”[^] (8.5 days) and “restaurant/hotels” (8.7 days) were entitled with fewer paid vacations, $p < 0.01$.

3.2 The higher the income groups, the more entitled annual leave the respondents have (HK\$ 10,000 or below: 8.1 days, HK\$ 10,001 – 20,000: 12.6 days, HK\$ 20,001 – 30,000: 18.5 days, HK\$ 30,001 – 40,000: 18.6 days, HK\$ 40,001 – 50,000: 25.7 days, HK\$ 50,001 or above: 26.5 days), $p < 0.01$.

4. Take all paid annual leave

4.1 More females (always: 58%, usually: 20%) took all of their paid annual leaves than males (always: 51%; usually: 17%), $p < 0.05$.

4.2 In light of industry, respondents who worked in “oil, energy, resources and utilities”[^] (100%), “banks and finance sector” (74%) and “law, accountancy, professional information services” (71%) are more likely to take all their paid leaves than other business types. On the other hand, more respondents “never” took all their paid leaves if working in industries like “telecommunication”[^] (27%), “government/public affairs” (23%) and “insurance”[^] (14%), $p < 0.01$.

5. Amount of time spent on private activities

Low income groups (HK\$ 10,000 or below: 9.0 hours and HK\$ 10,001 – 20,000: 11.5 hours) spent less time on private activities a week than the high income groups (HK\$ 20,001 – 30,000: 15.4 hours, HK\$ 30,001 – 40,000: 13.7 hours, HK\$ 40,001 – 50,000: 16.7 hours and HK\$ 50,001 or above: 12.7 hours), $p < 0.01$

6. Preferred but realistic and actual work-life ratio

6.1 Females (59% vs 41%) preferred to have a more balanced work-life ratio than their male counterparts (61% vs 39%), $p < 0.05$.

6.2 High income groups (both HK\$ 30,001 – 40,000 and HK\$ 40,001 – 50,000: 79% vs 21%) seemed to have a more balanced work-life ratio than the low income groups (HK\$

10,000 or below: 86% vs 14% and HK\$ 10,001 – 20,000: 83% vs 17%), $p < 0.01$.

7. Important factor that make respondents feel unhappy with their jobs

7.1 Respondents mainly regarded either “relationship with supervisors and colleagues” or “pay benefits” as the core factor. Those who opted for “relationship with supervisors and colleagues” worked within industries like “banks and finance Sector”, “commercial service”, “government/public affairs”, “information technology” (IT), “insurance”[^], “law, accountancy, professional information services”, “media”[^], “medical, hygiene and welfare sector”, “oil, energy, resources and utilities”[^] and “property”[^], with the proportion in “insurance” (40%) being the largest. Those who chose “pay benefits” worked within industries including “construction industry”, “import/export trade”, “manufacturing industry”, “other personal services”, “restaurants/hotels”, “transportation industry”, “warehouse duties”[^] and “wholesale/retail”, with the proportion in “restaurants/hotels (29%)” being the largest, $p < 0.01$.

7.2 Significantly more people with high income (HK\$ 40,001 – 50,000: 20%, HK\$ 50,001 or above: 23%) were satisfied with their job than the low income groups (HK\$ 10,000 or below: 10%, HK\$ 10,001 – 20,000: 6%, HK\$ 20,001 – 30,000: 9% and HK\$ 30,001 – 40,000: 6%). More people with low income (HK\$ 10,001 – 20,000: 25%) and middle income (HK\$ 20,001 – 30,000: 26% and HK\$ 30,001 – 40,000: 25%) regarded “relationship with supervisors and colleagues” as the core factor, $p < 0.01$.

8. Work and private life balanced?

Significantly more people with middle (HK\$ 20,001 – 30,000: 32%, HK\$ 30,001 – 40,000: 35%) or high income (HK\$ 40,001 – 50,000: 49%) found their WLB not balanced than the low income groups (HK\$ 10,000 or below: 25% and HK\$ 10,001 – 20,000: 29%), $p < 0.01$.

9. Change of WLB

More females said their WLB have turned better (27%) than their male counterparts (22%) while more males (58%) regarded their WLB more or less the same/unchanged than females (50%), $p < 0.05$.

10. Effort and resources spent on work-life balance

Workplace/boss have paid larger effort within industries like “insurance”[^] (6.2 marks), “banks and finance sector” (6.1 marks) and “others”[^] (6.0 marks). Yet, those working in “telecommunication”[^] (3.6 marks), “film/entertainment industry”[^] (4.0 marks) and “property”[^] (4.1 marks) gave a lower marks in this aspect, $p < 0.01$

11. Degree to which employees have achieved their ideal work-life balance

11.1 Females (5.8 marks) generally claimed to have achieved a higher level of work-life balance than their male counterparts (5.5 marks), $p < 0.05$.

11.2 The higher the income groups, the higher WLB level the respondents have achieved. (HK\$ 10,000 or below: 5.4 marks and HK\$ 10,001 – 20,000: 5.6 marks, HK\$ 20,001 – 30,000: 5.6 marks, HK\$ 30,001 – 40,000: 5.8 marks, HK\$ 40,001 – 50,000: 5.9 marks and HK\$ 50,001 or above: 6.2 marks), $p < 0.01$.

12. Most difficult WLB challenge

More respondents with low income (HK\$10,000 or below: 21%, HK\$ 10,001 – 20,000: 21%) and middle income (HK\$ 20,001 – 30,000: 19% and HK\$ 30,001 – 40,000: 13%) considered “Financial well-being /Wealth management” to be the most difficult WLB challenge. On the other hand, the high income group opted for “long working hours” (HK\$ 40,001 – 50,000:26%, HK\$ 50,001 or above: 20%), $p < 0.01$.

13. Impact of the latest technology

13.1 Regarding the impact of technology on respondents’ work-life balance, more females (63%) said the latest technology had “positive” impact than their male counterparts (60%) while significantly more males (26%) held a neutral stand than females (20%), $p < 0.01$.

13.2 More people in higher income groups (HK\$40,001~50,000: 20%; HK\$50,001 or above: 31%) thought the latest technology would negatively affect their work-life balance than low income groups (HK\$10,000 or below: 16%; HK\$10,001~20,000: 9%). On the other hand, far more low income respondents (HK\$10,000 or below: 31%) opted for “neutral/no impact at all”, $p < 0.01$.

14. Facilities or arrangements desired most

14.1 As for the work facilities/arrangements which help people to achieve a better WLB, “5-day-work week” turned out to be the most popular arrangement within 14 industries and those with the highest percentage included “film / Entertainment Industry” (60%), “property” (46%), “transportation industry” (38%) and “warehouse duties” (38%). More respondents in “oil, energy, resources and utilities” (50%) and “banks and finance sector” (18%) desired “flexible working hours”; a large proportion of respondents in “information technology” (IT) (28%) and “law, accountancy, professional information

services” (24%) chose “option to work from home sometimes”, whereas “more paid annual leave” was the most desired item to people working in “restaurants /hotels” (31%) and “education” (19%), $p < 0.01$.

14.2 Significantly more respondents from the high income group opted for “flexible working hours”(HK\$ 30,001 – 40,000: 18%, HK\$ 40,001 – 50,000: 23% and HK\$ 50,001 or above 19%) and “option to work from home sometimes” (HK\$ 30,001 – 40,000: 13%, HK\$ 40,001 – 50,000: 20% and HK\$ 50,001 or above 26%). On the other hand, more people with low income preferred “5-day-work week” (HK\$ 10,000 or below: 30% and HK\$ 10,001 – 20,000: 33%) and “more paid annual leave” (HK\$ 10,000 or below: 24% and HK\$ 10,001 – 20,000: 20%) $p < 0.01$.

15. How beneficial for the senior setting an example to WLB

A significantly higher percentage among the low income groups (HK\$ 10,000 or below: 64% and HK\$ 10,001 – 20,000: 62%) found it “beneficial” if their line manager or other senior executive set an example, like leaving office on time everyday, than those high income groups (HK\$ 40,001 – 50,000: 57%, HK\$ 50,001 or above: 55%), $p < 0.01$.

16. 5-day-work week

16.1 More females said their companies were adopting (39%) or thinking of adopting (8%) 5-day-work week than their male counterparts (adopting: 31%, thinking: 6%), $p < 0.01$.

16.2 Significantly more people work 5 days a week within “banks and finance sector” (76%), “government/public affairs” (73%) and “oil, energy, resources and utilities” (75%) while a large percentage of respondents working in “restaurants/hotels” (87%), “other personal services” (83%) and “transportation industry” (82%) did not enjoy 5-day-work week, $p < 0.01$.

16.3 The higher the income group, the more the respondents working 5 days a week. (HK\$ 10,000 or below: 18%, HK\$ 10,001 – 20,000: 30%, HK\$ 20,001 – 30,000: 43%, HK\$ 30,001 – 40,000: 51%, HK\$ 40,001 – 50,000: 66% and HK\$ 50,001 or above: 72%), $p < 0.01$.

Appendix 5

In-depth Analysis: Cross-tabulation On yearly comparison

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 (*The difference of the listed items are proved to be statistically significant.*)

All in all, the HK working population's WLB seems to have slightly improved in a way that both the required & actual working hours of the respondents were less than 2006; also significantly more companies have adopted 5-day work week.

Remarks: Yearly sub-group comparisons are included, while items marked with (^) are subject to a sub-sample size <30. As the smaller the sample size, the larger the sampling error, findings of these items can be for rough reference only.

A) Respondents' Work and Living Patterns

1. Contractual working hours per week

1.1 Within the female** group, the average contractual working hours per week reduced significantly from 46.4 hours to 44.2 hours. Significant more male* (from 14% to 18%) and female** (from 19% to 31%) were required to work 31-40 hours while fewer males (51% vs 44%) and females (53% vs 50%) were obligated to work "41-50 hours" when compared with last year's figures.

1.2 The mean of contractual working hours per week in "telecommunication"***^ decreased notably from 44.8 hours to 41.7 hours. The proportion of respondents who were required to work for 31 to 40 hours a week in "bank and finance sector"*, "commercial service"*, "other personal services"***, "telecommunication"*^ and "wholesales/retail"* surged over 10 percentage points when compared with last year, with that in "telecommunication" most considerable from 8% to 55%.

1.3 A significant drop (from 43.9 hours to 41.9 hours) in the average contractual working hours was observed in income group "HK\$ 30,001 - 40,000"*. Within "HK\$10,000 or below", there was a surge (from 8% to 16%) in the percentage of people who were obligated to work for 31-40 hours a week.

2. Actual working hours

2.1 The average working hours per week in female** group reduced notably from 51.3 hours to 47.5 hours. Within the female** group, more respondents actually worked less than 30 hours

(from 2% to 4%) and 31-40 hours (from 9% to 15%). On the other hand, fewer females actually worked for “51-60 hours” (from 23% to 20%) and “over 80 hours” (from 4% to 0.4%).

2.2 Significant changes in the average working hours per week were observed within “commercial service”*, “medical, hygiene and welfare sector”*, “other personal services”**, “property”*^ and “wholesale/retail”*, with that in “other personal services” being the largest from 64.6 hours to 49.3 hours. When compared with last year, more respondents in “import/export trade”* worked for 31-40 hours (7% vs 22%) while a larger proportion of employees working in “other personal services”** worked less than 30 hours (1% vs 11%) and 31-40 hours (5% vs 11%) coupled with a notable decrease in the percentage of “over 80 hours” (20% to 0%).

2.3 The average working hours in “HK\$10,000 or below”** and “HK\$ 10,001 – 20,000”** dropped significantly from 53.5 hours to 49.8 hours and from 51.0 hours to 48.3 hours respectively. Within “HK\$10,000 or below”* group, the percentage of respondents working 31-40 hours increased remarkably from 6% to 12% coupled with decrements in “51-60 hours”, “61-70 hours”, “71-80 hours” and “Over 80 hours” of which the difference was the greatest (from 5% to 1%). A remarkable increase which accounted for 6 percentage points (From 9% to 15%) was also obtained within “HK\$ 10,001 – 20,000”*.

3. The number of paid annual leaves the respondents were entitled to have

3.1 Both males* (from 15.3 days to 13.8 days) and females* (15.3 days to 14.0 days) enjoyed fewer paid vacation when compared with last year.

3.2 Significant decrements in the number of paid annual leave were obtained within “commercial service”* and “other personal services”**. The figure of the former industry dropped from 13.7 days to 11.0 days while that of the latter industry decreased from 12.3 days to 7.9 days.

3.3 When compared with last year, respondents with income “HK\$10,000 or below”*, “HK\$ 10,001 – 20,000”* and “HK\$ 30,001 – 40,000”* enjoyed fewer paid vacation, with the decrements for “HK\$ 30,001 – 40,000” (from 24.2 to 18.6 days) being the largest.

4. Preferred but realistic work-life ratio

4.1 Regarding the preferred but realistic work-life ratio, significant changes were found in the female** group. The percentage on work dropped from 61% to 59% while that on

private life increased from 39% to 41%.

4.2 The preferred but realistic ratio in “law, accountancy, professional information services”^{^**} encountered a significant change, with a decrement in the percentage on work (from 66% to 56%) and an increase in the proportion on private activities (from 34% to 44%).

5. Actual work-life ratio

5.1 Significant changes in the actual work-life ratio were observed in “insurance”^{^*} and “other personal services”^{*}. Within “insurance”, the percentage on work (from 86% to 76%) and that on private life (from 14% to 24%) changed 10 percentage points, but in different directions (the former: up, the latter: down). Within “other personal services”, the 5 percentage-point increment in the percentage on private activities (from 11% to 16%) was coupled with the decrement of the same magnitude in the proportion on work (from 89% to 84%).

5.2 The actual work-life ratio for respondents with "HK\$ 40,001 50,000"^{*} experienced a notable change, with a drop in the percentage on work from 85% to 79% and an increase in the percentage on private activities from 15% to 21%.

B) Satisfaction with Work and Life and Importance of WLB

6. Most important factor that makes the respondents feel unhappy with their job

6.1 Significant changes were observed within male^{**} and female^{**} groups. Within the male group, increases were found in almost all answer options other than “others” and “satisfied with my job”, with the increment in “relationship with supervisors and colleagues” (from 19% to 23%) being the largest. Within the female group, more were unhappy with “pay benefits” (from 14% to 21%).

6.2 In light of industry, “pay benefits” increased significantly in “government/public affair”^{*}, “import/export trade”^{*}, “manufacturing industry”^{*}, “property”^{**^} and “wholesale/retail”^{*}, in particular in “government/public affair” and “manufacturing industry”. 10-percentage-point increments were obtained in the above two groups. On the other hand, there was a significant surge in “job responsibility/nature of the job” within “wholesale/retail”, from 4% to 16%.

6.3 When it comes to the income group, “pay benefits” increased remarkably in “HK\$10,000

or below”*** (18% vs 23%), “HK\$ 10,001 – 20,000”*** (22% vs 27%), and “HK\$ 20,001 – 30,000”* (12% vs 19%).

7. Comparison of WLB with last year

- 7.1 Significantly fewer males* (from 22% to 18%) and females* (from 27% to 20%) thought their WLB became worse.
- 7.2 Significant changes were obtained in “banks and finance sector”* and “commercial service”***. The increase in the positive figure (“banks and finance sector”: from 21% to 33% and “commercial service: from 14% to 24%) was coupled with the notable decrease in the “worse” figure (“banks and finance sector”: from 27% to 19% and “commercial service”: from 28% to 9%).
- 7.3 The “worse” figure reduced significantly to less than 20 percentage points in “HK\$10,000 or below”* (from 23% to 17%), “HK\$ 10,001 – 20,000”*** (from 23% to 19%) and “HK\$ 20,001 – 30,000” groups* (29% to 19%).

C) Problems Facing in terms of WLB and Desired Solutions

8. Most difficult work life balance challenge

- 8.1 Significantly more males** (13% vs 19%) and females* (16% vs 18%) chose “financial well-being/wealth management” as the most difficult WLB challenge.
- 8.2 Significant changes were observed in “law, accountancy, professional information services”*^ and “transportation industry”*. Within the “transportation industry”, there was a remarkable jump in “financial well-being/wealth management” (from 12% to 33%).
- 8.3 The percentage of “financial well-being/wealth” surged within “HK\$10,000 or below”* (from 15% to 21%) and “HK\$ 10,001 – 20,000”*** (from 15% to 21%).

9. Problems brought by a disturbed WLB

- 9.1 Significantly more females** chose “I do not have time staying with my partner and family” (36% to 46%) and “I do not have any private time for recreation activities or sports at all” (from 28% to 38%).

- 9.2 When compared with last year's findings, a larger proportion of respondents opted for "I do not have any private time for recreation activities or sports at all" within "law, accountancy, professional information services"*^, "media"*^, "oil, energy, resources and utilities"*^ and "wholesale/retail"*^, with the increment in "oil, energy, resources and utilities" (10% to 50%) being the largest. Meanwhile, significantly more people chose "I do not have time staying with my partner and family" within "import/export trade"*^, "media"*^, "telecommunication"*^, "warehouse duties"*^ and "wholesale/retail"*^ and the increase in "warehouse duties" was the greatest (14% to 50%).
- 9.3 The proportion of respondents who chose "I do not have any private time for recreation activities or sports at all" and "I do not have time staying with my partner and family" increased notably in both "HK\$ 30,001 - 40,000"*^ (recreation: from 28% to 51%; family: from 40% to 52%) and "HK\$ 50,001 or above"*^ (recreation: from 23% to 30%; family: 36% to 44%).

10. 5-day work

- 10.1 Significantly more females* (from 31 % to 39%) were now working five days a week than last year.
- 10.2 When compared with last year, more respondents in "banks and finance sector"*^ (from 52% to 76%) and "government/public affairs"*^ (from 47% to 73%) were enjoying 5-day work.
- 10.3 A larger proportion of respondents with income "HK\$10,000 or below"* (from 10% to 18%) and "HK\$ 50,001 or above"* (from 52% to 72%) worked for 5 days a week when compared with the previous survey.

Appendix 6

Bilingual Questionnaires

Work Life Balance Survey of the Hong Kong Working Population 2007

Questionnaire (English)

Final Draft

16 July 2007

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

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)

Self-employed: no required working hours specified

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] How often do you take ALL your entitled annual leave each year?

Always

Usually

Rarely

Never

Don't know/Hard to say

Refuse to answer

[Q7] 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

[Q8] 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

Satisfaction with Work-Life Balance

[Q9] 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

[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

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] 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
Not enough time for exercise and re-education
Financial well-being / Wealth 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

[Q15] Do you think the latest technology has positive or negative impact to your work-life balance?

Positive
Negative
Neutral / No impact at all
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] 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)
Paternity leave
Longer maternity leave
Job-share
Career breaks
More paid annual leave
Others (Please specify)
Don't know/Hard to say
Refuse to answer

[Q18] How beneficial it is to your work-life balance if your line manager and other senior executives could set an example, e.g. by leaving office on time every day and taking their annual leaves each year? (Interviewers probe degree of importance)

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

[Q19] 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

[Q20] Would you consider leaving Hong Kong in order to try to achieve a better work-life balance?

Yes
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 attached “occupation” sheet for detailed categorizations)

White collar:

Professional / Manager / Executive

Trader / Proprietor

Office: skilled

Office: unskilled

Blue collar:

Factory/Shop/Outdoor: skilled Manual worker

Factory/ Shop/Outdoor: unskilled Manual worker

Refuse to answer

(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 2007

問卷

2007年7月17日

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

第三部分 意見部分

被訪者的生活及工作模式

[Q1] 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)

自僱人士：沒有特定工時

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)

自僱人士：不定

沒有有薪假期

其他 (請註明)

唔知/難講

拒答

[Q6] 你有幾經常放晒每年你所享有既有薪假期？

經常

間中

很少

從不

唔知/難講

拒答

[Q7] 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

[Q8] 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

(II) 對生活及工作的滿意程度

[Q9] 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 7 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

[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] 你認為你宜家係生活及工作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生活及工作既平衡？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

(III) 生活及工作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，達到最理想生活及工作平衡方面既邊個階段？0 分代表現時情況非常差，10 分代表已達到非常理想階段、5 分代表一半半。

_____ [入實數]

唔知 / 難講

拒答

[Q14] 你認為以下邊一項係對你達到生活及工作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

運動及進修時間不足

經濟狀況/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

[Q15] 你認為創新科技對你既生活及工作平衡帶黎正面定負面既影響？

正面

負面

中性/冇咩影響

唔知/難講

拒答

[Q16] 你有冇試過因為生活及工作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
我沒有足夠時間跟自己的伴侶或家人相聚
每次工作後我感到身心瀟灑、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] 為咗達到一個較佳既生活及工作平衡，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 11 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)

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)
男士產假
更長的女士產假
工作共享
短暫休假/停薪留職
享有更多有薪假期
其他(請註明)
唔知/難講
拒答

[Q18] 如果你既直屬上司及其他高級行政人員做好榜樣，例如每日準時收工、每年放晒所有有薪假期等，你認為咁樣對你既生活及工作平衡有冇幫助呢？(訪員追問程度)

- 非常有幫助
- 幾有幫助
- 一半半/一般
- 冇咩幫助
- 完全冇幫助
- 唔知/難講
- 拒答

[Q19] 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

[Q20] 你會唔會考慮離開香港以嘗試達到更好既生活及工作平衡？

- 會
- 唔會
- 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 attached “occupation” sheet 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/舖位/戶外:技術藍領人士

工廠/舖位/戶外:非技術藍領人士

拒答

(DM5) 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 xxxxx-xxxx 同我地既督導員潘小姐聯絡, 或者係辦公時間打 xxxxx-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 7

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