

THE UNIVERSITY OF HONG KONG PUBLIC OPINION PROGRAMME

Work Life Balance Survey of the Hong Kong Working Population 2008



Final Report

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Contents

I.	Preamble	2
II.	Research Design	3
III.	Research Findings	5
	Respondents' Work and Living Patterns	5
	Problems Facing Work-Life Balance and Desired Solutions	8
IV.	Concluding Remarks	14

Appendices

1.	Calculation of Response Rate and Detailed Breakdown of Contact Information
2.	Frequency Tables
3.	Demographics of the Respondents
4.	In-depth Analysis: Cross-tabulations for 2008 findings
5.	In-depth Analysis: Cross-tabulation on yearly comparison
6.	Questionnaire (Bilingual)
7.	Definition of Occupation Categories

I. Preamble

- 1.1 The Public Opinion Programme (POP) was established in June 1991 to collect and study public opinion on topics which could be of interest to academics, journalists, policy-makers, and the general public. POP was at first under the Social Sciences Research Centre, a unit under the Faculty of Social Sciences of the University of Hong Kong, it was transferred to the Journalism and Media Studies Centre in the University of Hong Kong in May 2000. In January 2002, it was transferred back to the Faculty of Social Sciences in the University of Hong Kong. Since its establishment, POP has been providing quality survey services to a wide range of public and private organizations, on condition that they allow the POP Team to design and conduct the research independently, and to bear the final responsibilities. POP also insists that the data collected should be open for public consumption in the long run.
- 1.2 In March 2006, the Community Business Limited commissioned POP to conduct a public opinion poll entitled “Work Life Balance Survey of the Hong Kong Working Population 2006”. The primary objective of the survey was to gauge the current status of Hong Kong people’s work and personal life, their satisfaction of work-life balance as well as their expectation of a balanced life. The survey was repeated in July 2007 to track changes in the local working population. In July 2008, the Community Business Limited again commissioned POP, for the third time, to conduct this “Work Life Balance Survey” to serve exactly the same purpose.
- 1.3 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

- 2.1 This was a random telephone survey conducted by telephone interviewers under close supervision. To minimize sampling bias, telephone numbers were first drawn randomly from the residential telephone directories as “seed numbers”, from which another set of numbers was generated using the “plus/minus one/two” method, in order to capture the unlisted numbers. Duplicated numbers were then filtered, and the remaining numbers were mixed in random order to produce the final telephone sample.
- 2.2 The target population of this survey was full time workers of age 15 or above who 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 currently working full time was selected. If more than one subject had been available, selection was made using the “next birthday rule” which selected the person who had his/her birthday next.
- 2.3 Telephone interviews were conducted during the period of 17-29 July, 2008. A total of 1,011 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 around 70:30 (710 and 288 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 67.0% (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.
- 2.4 As shown in Table 2 of Appendix 1, among the 13,428 telephone numbers sampled for the survey, 4,012 were confirmed to be ineligible, among them 317 were fax or data lines, 2,529 were invalid telephone numbers, 120 were call-forwarding numbers, while another 446 were non-residential numbers. Besides, 46 of them were invalidated due to special technological reasons, while 554 cases were voided because target respondents were unavailable at the numbers provided.

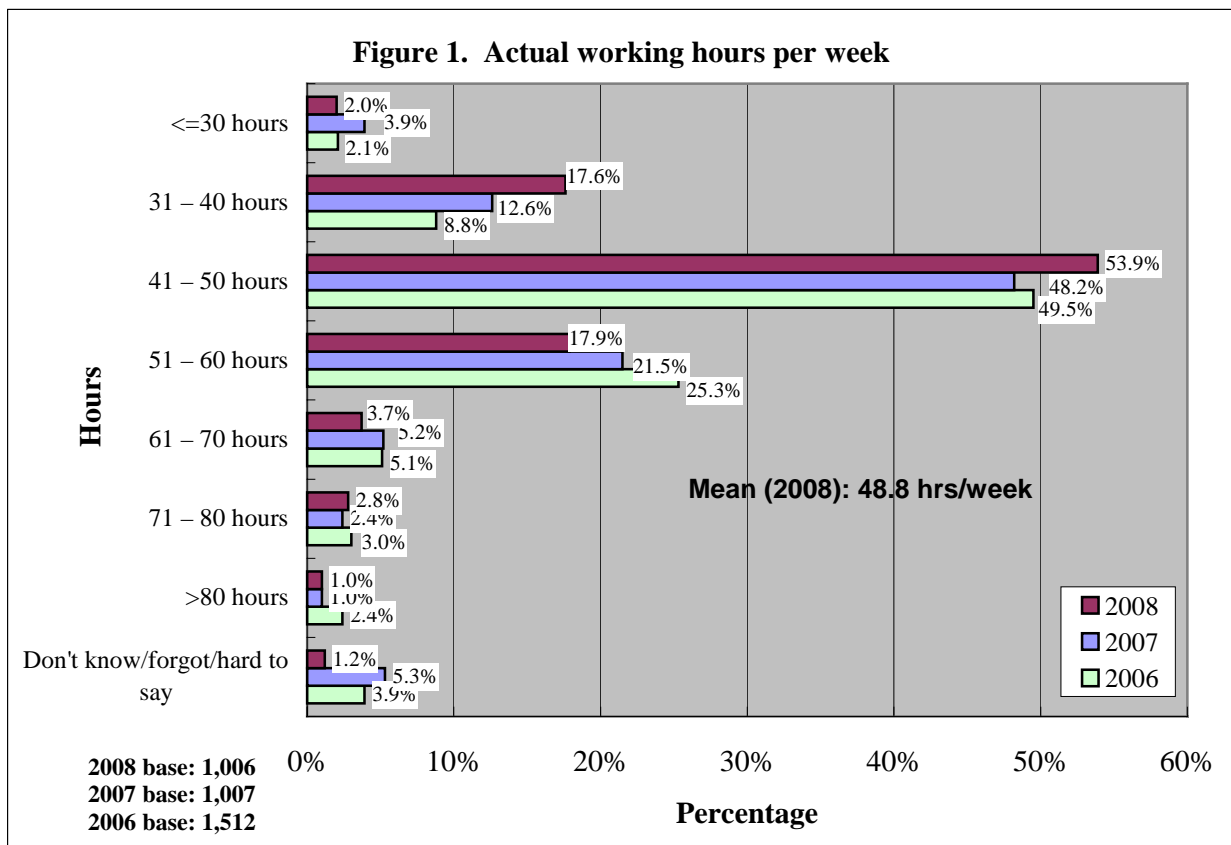
- 2.5 Meanwhile, a total of 4,393 telephone numbers were invalidated before the research team could confirm their eligibility. Among them 129 were busy lines and 2,497 were no-answer calls after making a maximum of 5 times' recalls. 51 cases were diverted to answering devices while another 36 were blocked. Moreover, 684 cases were treated as unsuccessful because of language problems, while 661 interviews were terminated before the screening question and 335 cases were voided for other problems.
- 2.6 On the other hand, 4,012 cases failed to complete the interview. Among them 12 were rejected at the household level, another 24 rejected the interview immediately after their eligibility was confirmed, 3,672 were unfinished cases with appointment dates beyond the end of fieldwork period. Besides, 27 cases were incomplete due to unexpected termination of interviews, 277 were classified as miscellaneous due to other non-contact problems, and the remaining 1,011 were successful cases (Table 2).
- 2.7 Statistical tests of “difference-of-proportions” and “difference-of-means” have been applied whenever applicable, in order to check for significant differences between groups. Figures marked with double asterisks (**) indicated that the variation has been tested to be statistically significant at $p < 0.01$ level, whereas those with single asterisk (*) denoted statistical significance at $p < 0.05$ level.
- 2.8 Items marked with a spike (^) are subject to a small sub-sample size (<30). It should be noted that the smaller the sample size, the larger the sampling error. Hence, such findings should be treated as rough reference only.

III. Research Findings

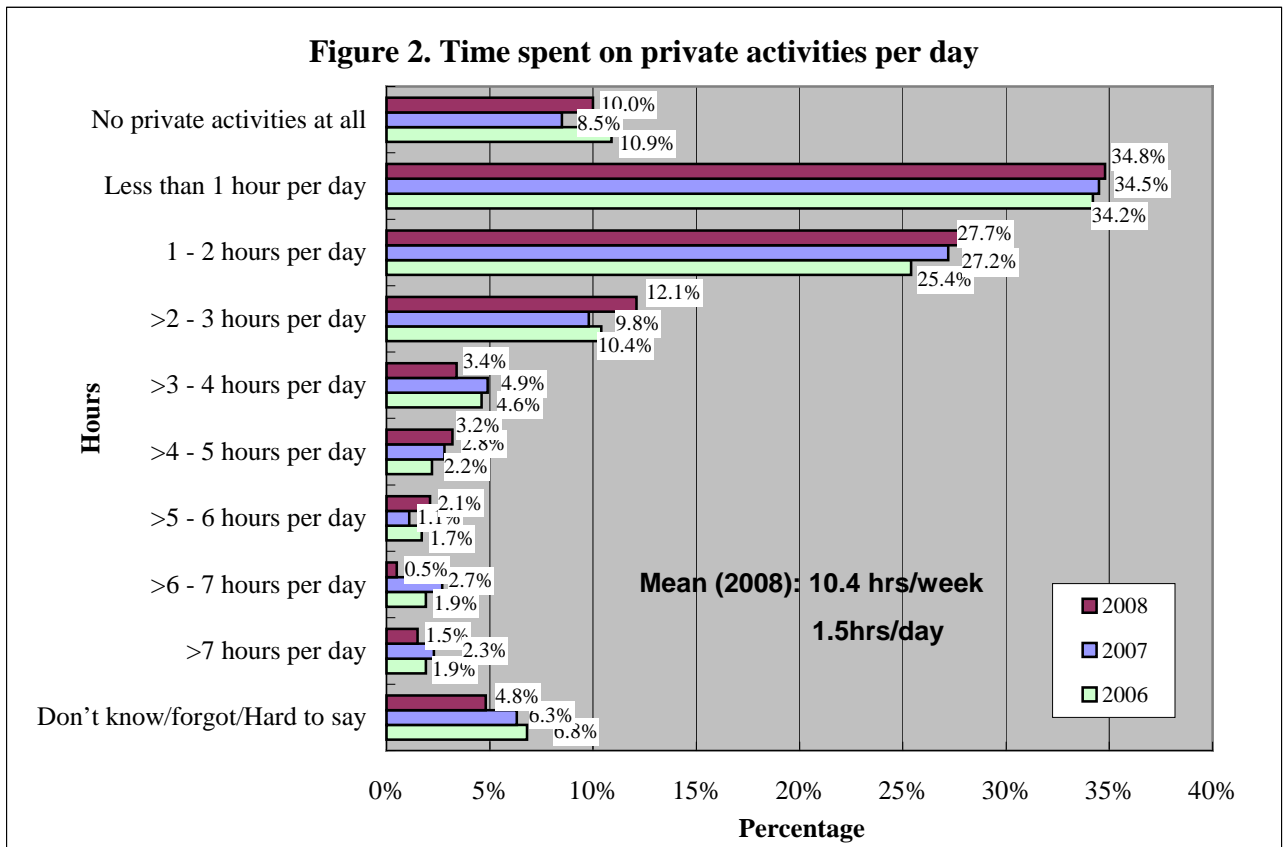
The questionnaire comprised two major topics, namely, “respondents’ work and living patterns” and “problems of work-life balance and desired solutions” and ended by mapping some standard demographics of the respondents. The key findings are summarized below under these two main topics. All frequency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

(A) Respondents’ Work and Living Patterns

3.1 In order to understand respondents’ current working status, the survey began by asking their actual working hours per week in the month past. Results showed that the majority of 54% (2007: 48%) said they worked for “41-50 hours” in a week while 18% each said “31-40 hours” (2007: 13%) and “51-60 hours” (2007: 22%). Changes in the above three figures are proved to be statistically significant, but of different magnitude and in different directions (former two: up; latter: down). Notable changes were also observed for the answers “30 hours or less” (from 4% to 2%) and “don’t know/hard to say” (from 5% to 1%). Of 994 respondents who gave a definite answer to this question, the mean actual working time obtained was 48.8 hours per week, which has dropped for 2 consecutive times since the survey started in 2006 (Table 3). Also see Figure 1.

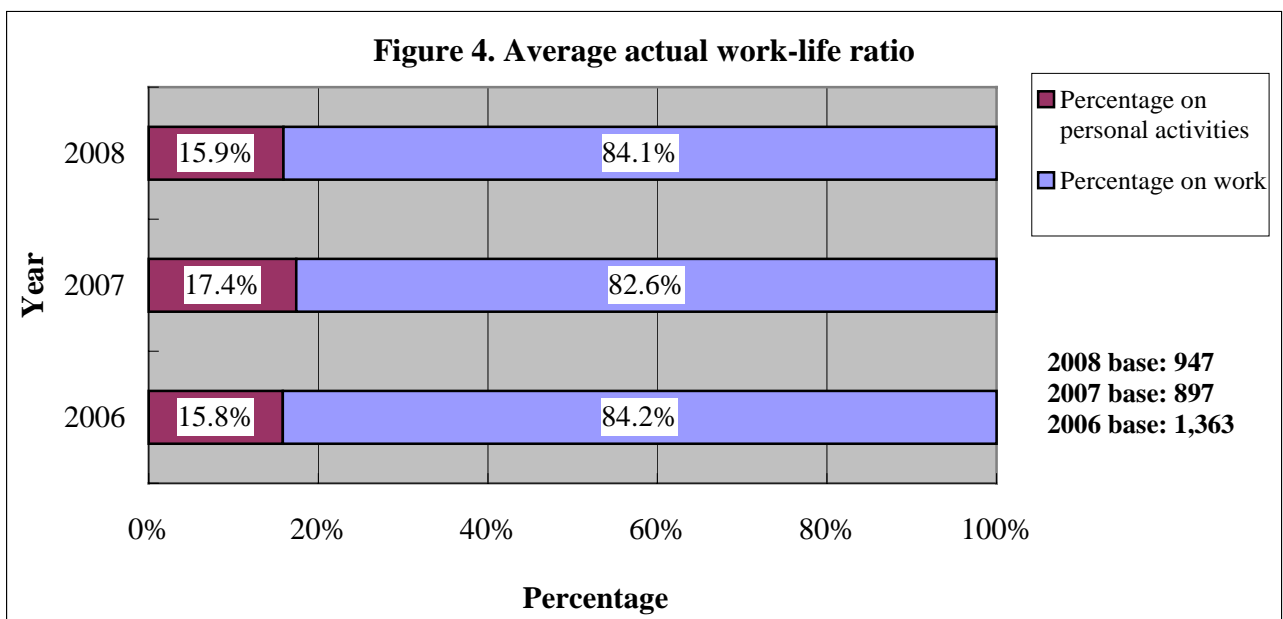
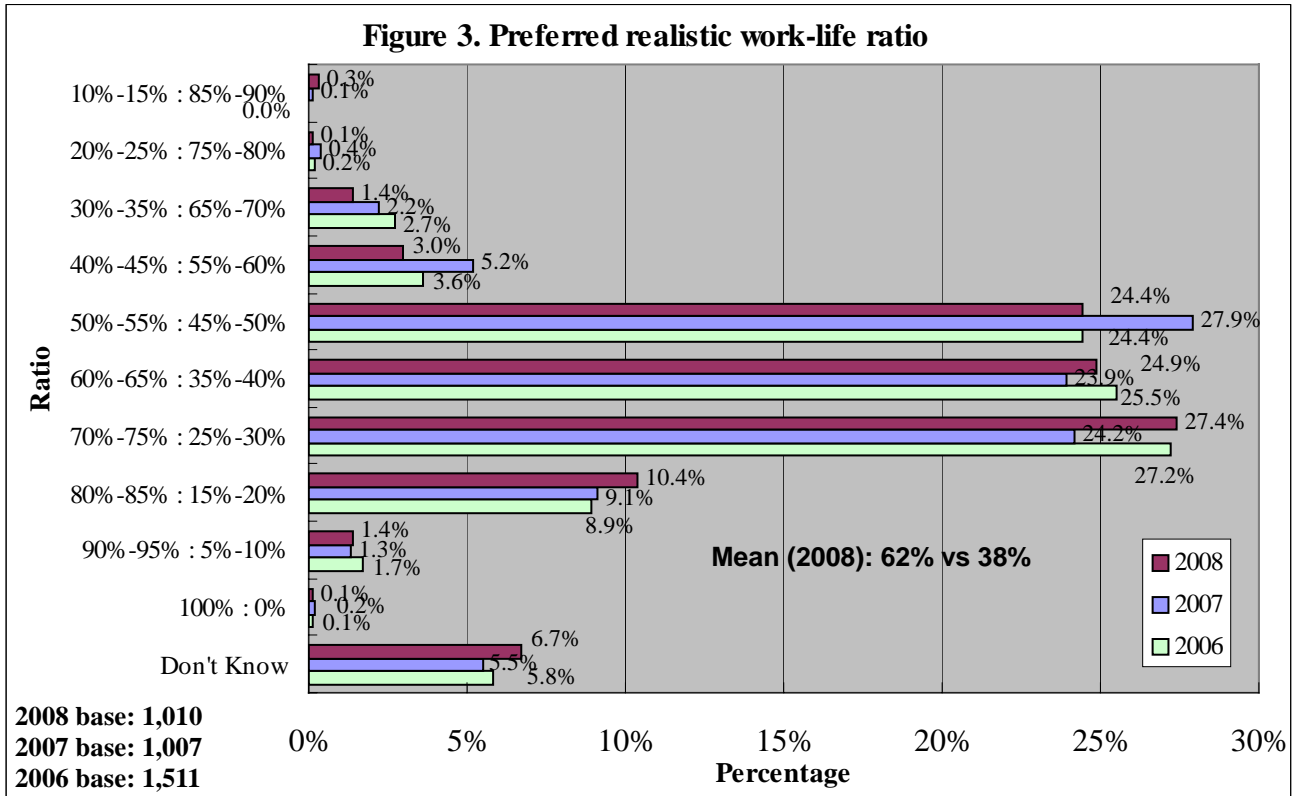


3.2 When it comes to the amount of time spent on their personal or private activities, such as meeting friends and engaging in activities for leisure like sports and traveling, one-third of the respondents (35%) claimed that they spent “less than 1 hour a day” on these personal events, while over a quarter (28%) could afford “1-2 hours” and over one-tenth (12%) could spare “>2-3 hours a day”. Besides, respondents who spent “>6 - 7 hours a day” has dropped significantly to 1% from last year’s 3%. On average, each respondent spent 10.4 hours a week (1.5 hours a day) on their personal and re-energizing activities. This is the lowest figure registered across the past three years, with a significant decrement of 1.6 hours per week from 2007. Judging from the above figures, personal time and leisure activities continued to remain a luxury to most full time workers in Hong Kong (Table 4). Also see Figure 2.



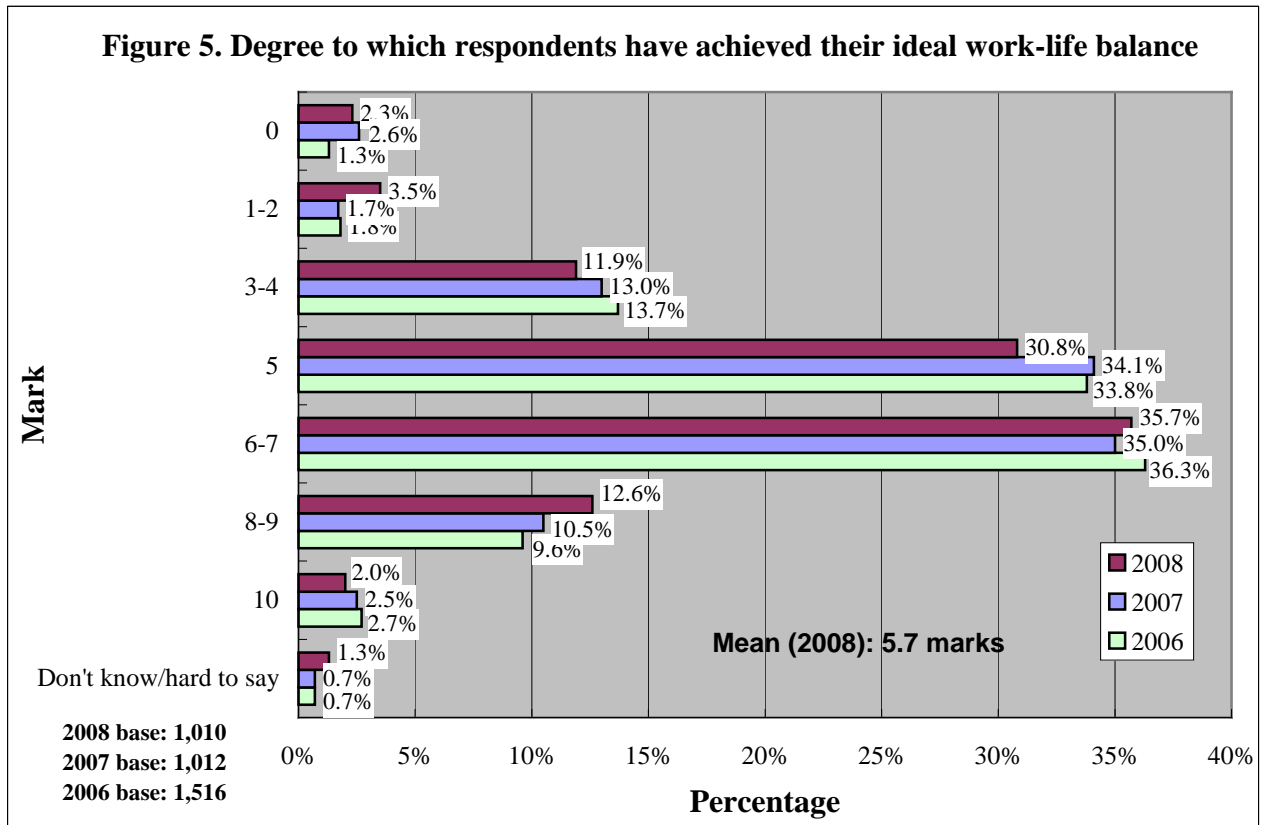
3.3 Regardless of their current situation, the survey continued to ask the respondents what would be their preferred but realistic ratio between the time they wanted to spend on working and on private activities. This year’s results found that despite the swapped positions, the three most popular work-life ratios remained to be “70-75% to 25-30%” (2nd rank in 2007), “60-65% to 35-40%” (3rd in 2007) and “50-55% to 45-50%” (1st in 2007). Their respective percentages were 27%, 25% and 24% (Table 5). Only one notable change was observed, i.e. the “40%-45%:55%-60%” figure dropped from 5% to 3%. In terms of the overall mean ratio as provided by 942 workers, the ideal distribution between work and

life changed from 2007's 60:40 to **62:38** this year (Table 6). When it was compared with the actual ratio (calculated by dividing the actual work hours reported in Q1 by their leisure hours in Q2), a significant discrepancy continued to exist over the past three years because their actual distribution of time between work and life was in a rough ratio of **84:16**. Both variations in the two ratios are proved to be statistically significant, but of different magnitudes (Table 7). Also see Figure 3 and 4.



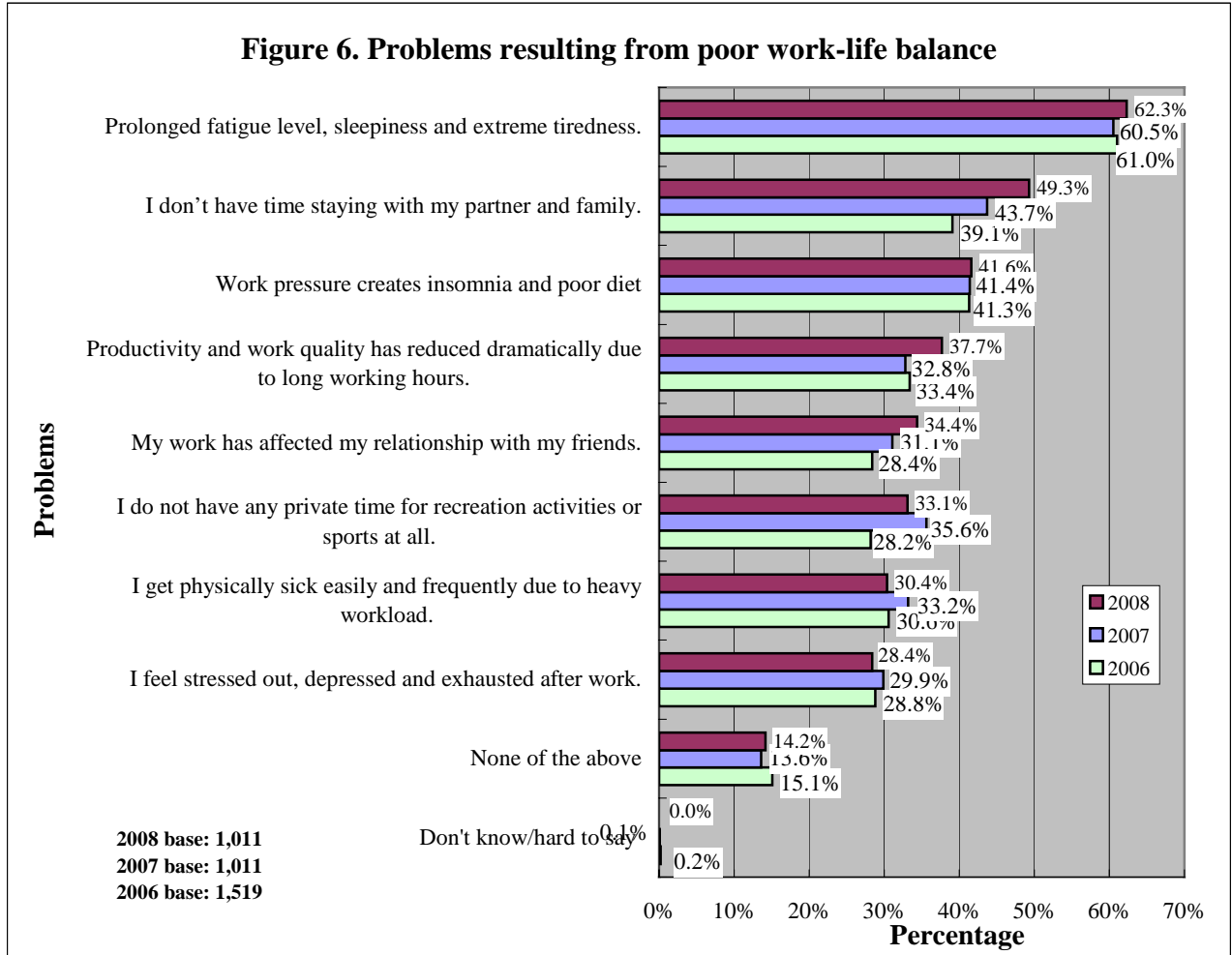
(B) Problems Facing Work-Life Balance and Desired Solutions

3.4 The next 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 the problems. By use of a rating scale of 0-10, the survey measured 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 1,010 raters, 2% gave “0 mark”, 15% “1-4 marks” while 31% opted for the middle ground by giving “5 marks”. Nearly half of the total sample (48%) scored “6-9 marks” whilst 2% claimed they had already achieved their ideal situation by giving “10 marks”. Excluding those who said “don’t know/hard to say”, the mean score obtained climbed up slightly to 5.7 marks from last year’s 5.6 marks, but this change is not statistically significant (Table 8). Also see Figure 5.

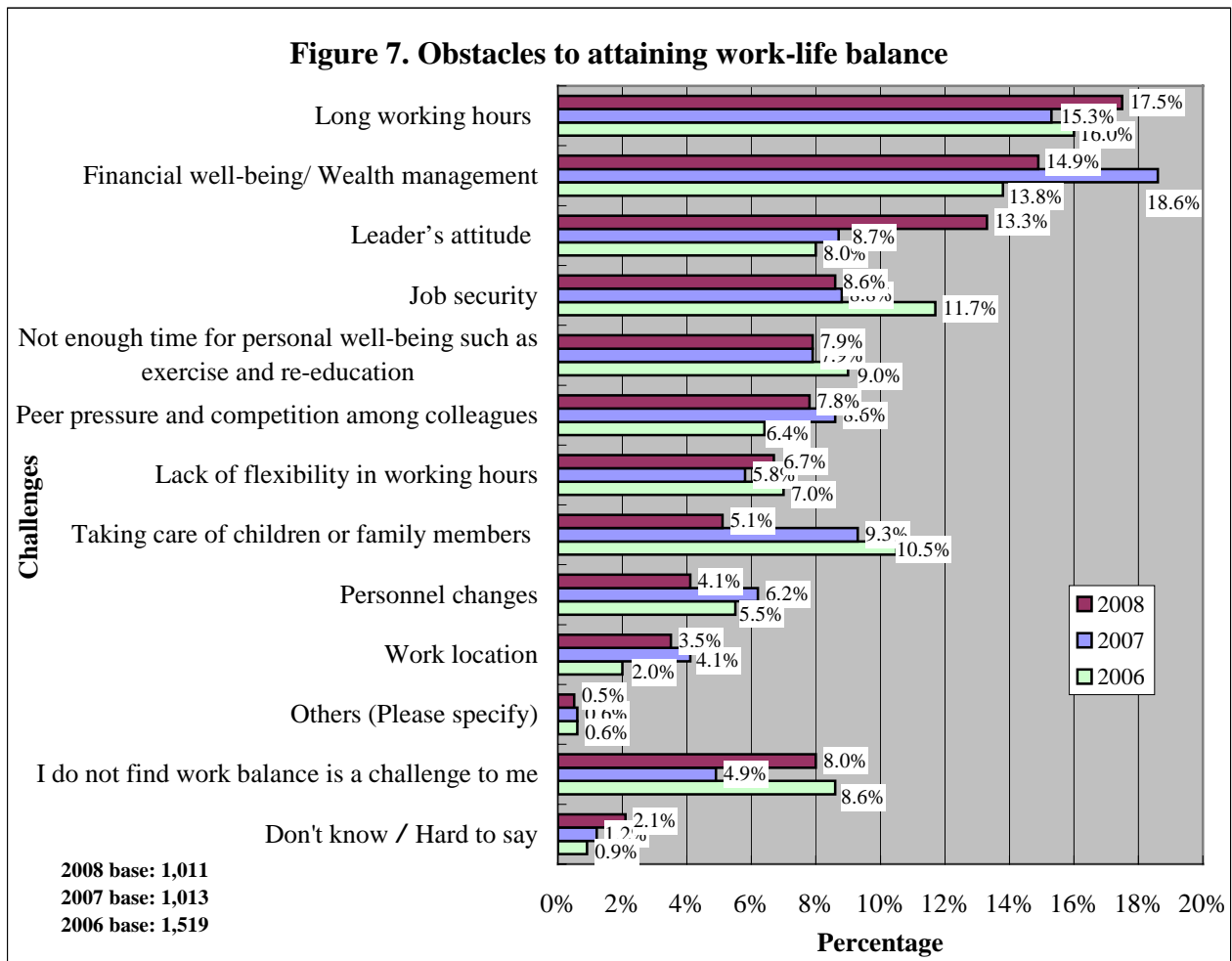


3.5 Have the respondents ever encountered any physical and social disturbances due to a problematic work-life balance? Leading with a large margin, “prolonged fatigue and extreme tiredness” which amounted to 62% continued to top the list. “Insufficient time with partner and family” jumped significantly from last year’s 44% to 49% and “insomnia and poor diet caused by work pressure” (42%) came next. With a significant increment of 5 percentage points, “reduced productivity and work quality” attained 38% this year and ranked the 4th place. Other common problems encountered by the working class included

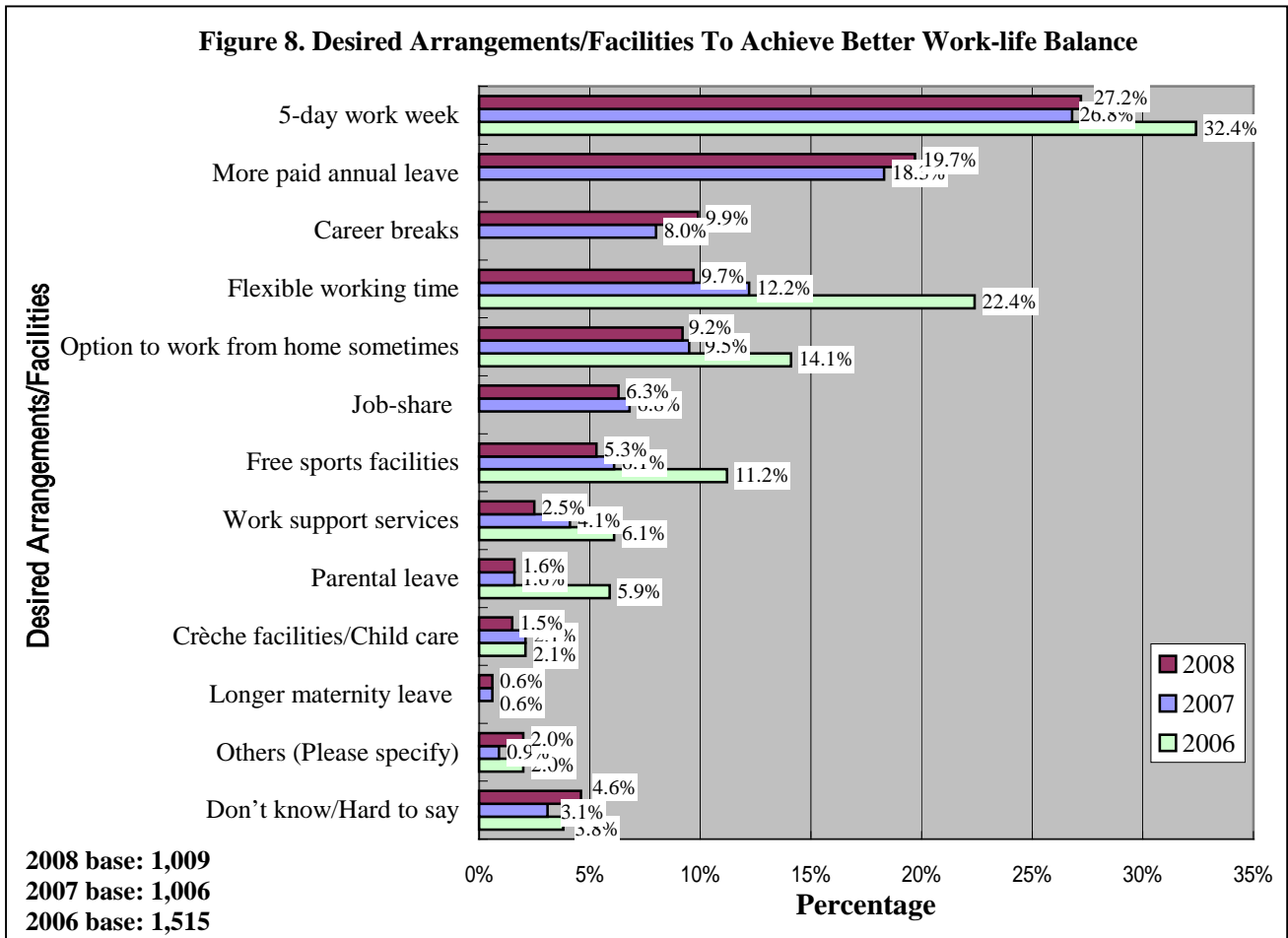
“impact on relationship with friends” (34%), “no private time for recreation activities or sports at all” (33%) and “frequent physical sickness due to heavy workload” (30%). In line with last year’s result, 14% of them were not bothered by any of these problems at all (Table 9). Also see Figure 6.



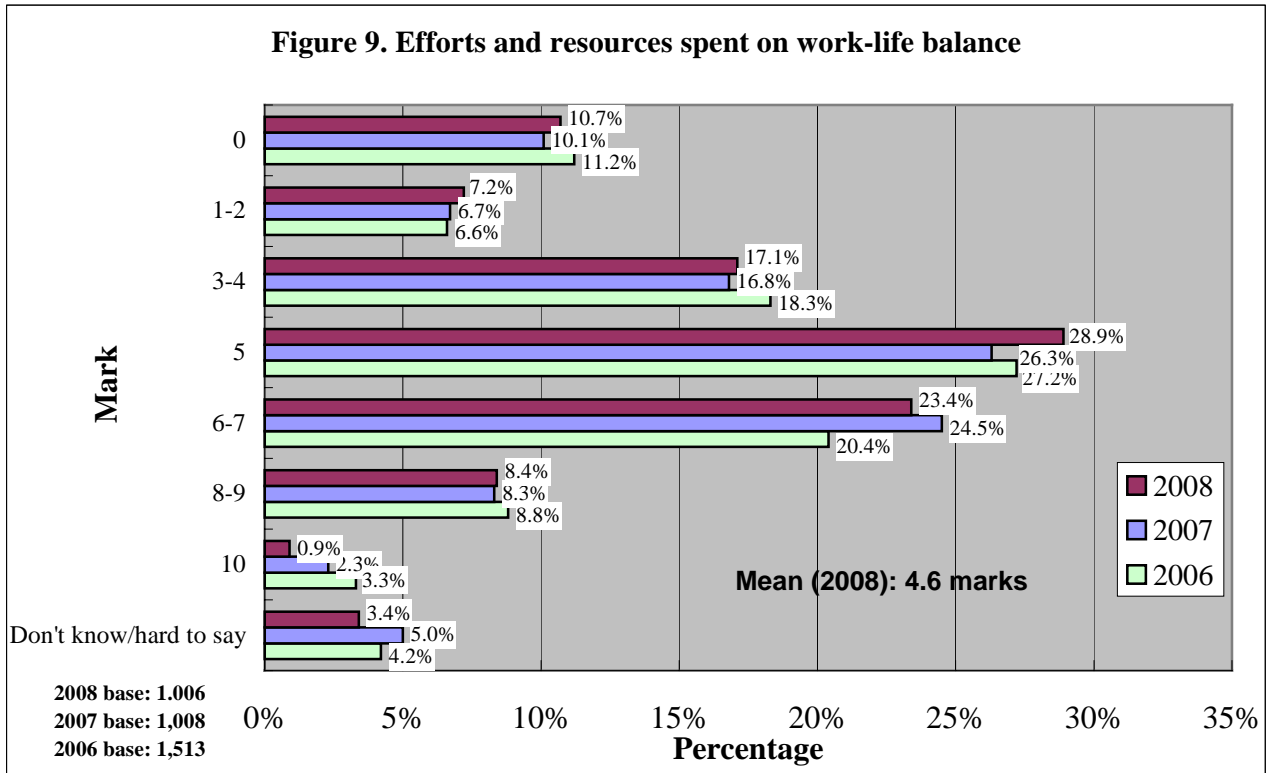
3.6 In this year’s survey, the most difficult work life balance challenge as reported by the respondents was “long working hours” which accounted for 18% of the total sample. With a significant decrement of 4 percentage points, “financial well-being/wealth management” (15%) which topped the list last year fell to the 2nd rank this time. “Leader’s attitude” (13%) occupied the 3rd place after encountering a notable increase of 4 percentage points this year. Meanwhile, significant decrements were also observed in “taking care of children or family members” (from 9% to 5%) and “personnel changes” (from 6% to 4%). The proportion of respondents who had no problem in attaining work-life balance rebound to 8% from 2007’s 5% after a significant plunge from the 9% registered in 2006 (Table 10). Also see Figure 7.



3.7 Looking ahead, “5-day work week” (27%) remained to be the most desired arrangement, as cited by over a quarter of respondents, in order to achieve a better work-life balance at their workplace. Following at quite a distance was “more paid annual leave” with 20%. Besides, 10% each chose “career breaks” and “flexible working hours”, closely followed by “option to work from home sometimes” (9%; Table 11). Also see Figure 8.

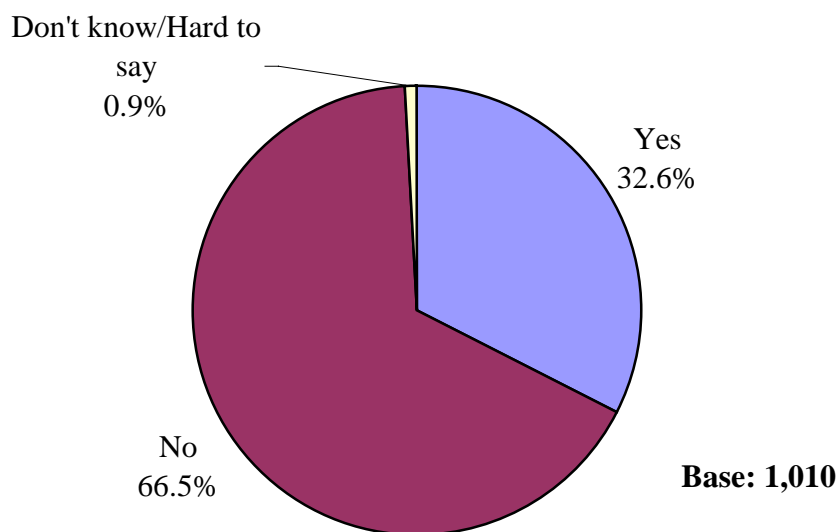


3.8 By means of a 0-10 rating scale again, the survey attempted to measure the efforts and resources paid by respondents’ workplace/boss to promote work-life balance, with 0 representing no effort being made, 10 all possible efforts made and 5 being half-half. Specifically, 11% of the working class interviewed gave “0 mark” while 24% chose “1-4 points”. Another 29% opted for a mid-point of “5 marks” whilst 32% appraised their workplace/boss positively by scoring “6-9 marks”. Those who gave a full mark accounted for 1% only. Overall speaking, of the 972 valid raters, the mean score obtained by the workplace/boss was 4.6 marks, which is highly comparable with 2007’s 4.7 marks. (Table 12). Also see Figure 9.

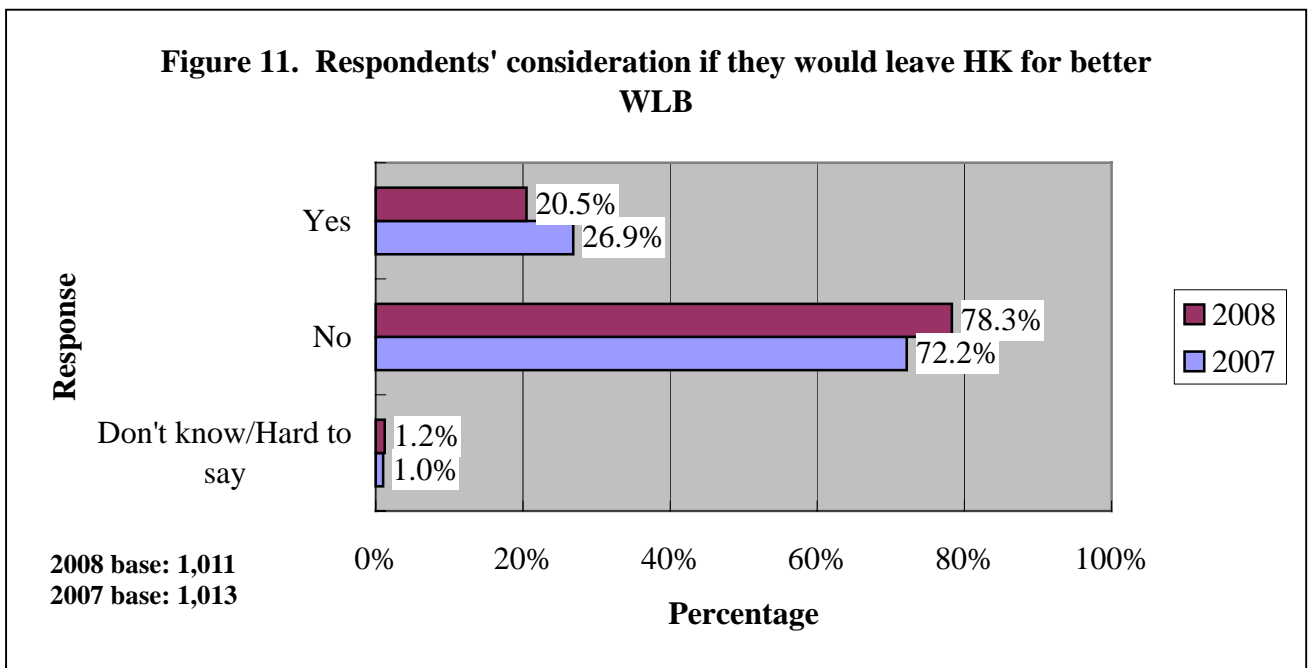


3.9 A new question was added to ask respondents if they would leave their current job for a better work-life balance. Findings indicated that the majority of 67% said “no” while those who would take it into consideration accounted for the remaining 33% (Table 13). Also see Figure 10.

Figure 10. Respondents' consideration if they would leave their current job for better WLB



3.10 Finally, the survey ended by asking all respondents if they would consider leaving Hong Kong to achieve a better work-life balance. This year, only one-fifth of the total sample (21%) would consider this, representing a notable 6-percentage-point plunge from last year's 27%. On the other hand, the opposite sentiment, i.e. not leaving HK, was on a remarkable rise from 2007's 72% to 78% this year (Table 14). Also see Figure 11.



IV. Concluding Remarks

- 4.1 As with our 2007 benchmark survey, the sample size of this survey was set at 1,000+ successful cases, so that we are able to control the sampling error of our findings down to not more than plus/minus 3.1 percentage points at 95% confidence level, for percentage figures based on the full sample.
- 4.2 As in previous years, this survey has found that working long hours continues to be a common problem facing our work force, but the situation is somewhat improving. Using "last month" as the time frame, the number of actual working hours has dropped from 51.3 in 2006, 49.2 in 2007 to 48.8 this year, probably due to the gradual adoption of the 5-day work week.
- 4.3 However, the slight shortening of working hours is not paralleled by an increase in personal time. In 2006 and 2007, about 70% of employees say they spent less than 2 hours per day on personal or private activities. It is 73% this year. In terms of absolute numbers, the average amount of time employees spend on personal activities has changed from 11.1 hours in 2006, 12.0 hours in 2007 to 10.4 hours this year. Travelling time, study time, idle time and the like, are probably not included in respondents' self-definition of "personal time".
- 4.4 Turning to employees' subjective appraisal of their work-life balance, on a scale of 0 to 10, employees on average give themselves a score of 5.7 in terms of their achievement towards ideal work-life balance. However, they only give a 4.6 to their employers' contribution in terms of effort and resources to promote work-life balance. These scores have been fairly consistent over the past 3 years. The preferred work-life ratio for 2008 is 62:38, while the actual work-life ratio is 84:16.
- 4.5 To conclude, just like two years ago when we started our benchmark surveys, the work-life balance of Hong Kong's work force is far from satisfactory, but they seem to be fairly complacent with the current situation, and there are significant variations across different industries, occupation and income groups. We have by now conducted three annual benchmark surveys, accumulating more than 3,500 successful samples. Other than tracking employees' work-life balance over time, we now have much bigger database to compile benchmarks for different industries and demographic groups. This would probably become another focus for our future studies.

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>1,011</u>
= $1,011 + 27 + 36 + 661 [(1,011 + 27 + 36) / (1,011 + 27 + 36 + 554)]^{\wedge}$
= 67.0%

* 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	4,012	29.9
<i>Fax/ data line</i>	317	2.4
<i>Invalid number</i>	2,529	18.8
<i>Call-forwarding/ mobile/ pager number</i>	120	0.9
<i>Non-residential number</i>	446	3.3
<i>Special technological difficulties</i>	46	0.3
<i>No eligible respondents</i>	554	4.1
Respondents' ineligibility not confirmed	4,393	32.7
<i>Line busy</i>	129	1.0
<i>No answer</i>	2,497	18.6
<i>Answering device</i>	51	0.4
<i>Call-blocking</i>	36	0.3
<i>Language problem</i>	684	5.1
<i>Interview terminated before the screening question</i>	661	4.9
<i>Others</i>	335	2.5
Respondents' eligibility confirmed, but failed to complete the interview	4,012	29.9
<i>Household-level refusal</i>	12	0.1
<i>Known respondent refusal</i>	24	0.2
<i>Appointment date beyond the end of the fieldwork period</i>	3,672	27.3
<i>Partial interview</i>	27	0.2
<i>Miscellaneous</i>	277	2.1
Successful cases	1,011	7.5
Total	13,428	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 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	2008	
	% (Base=1,512)	% (Base=1,007)	Frequency	% (Base=1,006)
<=30 hours	2.1	3.9**	20	2.0*
31 – 40 hours	8.8	12.6**	177	17.6**
41 – 50 hours	49.5	48.2	542	53.9*
51 – 60 hours	25.3	21.5*	180	17.9*
61 – 70 hours	5.1	5.2	37	3.7
71 – 80 hours	3.0	2.4	28	2.8
>80 hours	2.4	1.0**	10	1.0
Don't know/ forgot/ Hard to say	3.9	5.3	12	1.2**
Total	100.0	100.0	1,006	100.0
Missing	7	7	5	
Mean	51.3 hrs/week	49.2 hrs/week**	48.8 hrs/week	
Standard error	0.32 hrs	0.36 hrs	0.33 hrs	
Base	1,453	954	994	

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

Table 4 Q2 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 hours per day]

	2006	2007	2008	
	% (Base=1,507)	% (Base=1,008)	Frequency	% (Base=1,011)
No private activities at all	10.9	8.5	101	10.0
Less than 1 hour per day	34.2	34.5	352	34.8
1 - 2 hours per day	25.4	27.2	280	27.7
>2 - 3 hours per day	10.4	9.8	122	12.1
>3 - 4 hours per day	4.6	4.9	34	3.4
>4 - 5 hours per day	2.2	2.8	32	3.2
>5 - 6 hours per day	1.7	1.1	21	2.1
>6 - 7 hours per day	1.9	2.7	5	0.5**
>7 hours per day	1.9	2.3	15	1.5
Don't know/forgot/Hard to say	6.8	6.3	49	4.8
Total	100.0	100.0	1,011	100.0
Missing	12	6	0	
Mean	11.1 hrs / week	12.0 hrs / week	10.4 hrs / week**	
Standard error	0.36 hrs	0.47 hrs	0.35 hrs	
Base	1,404	945	962	

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

Table 5 Q3 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	2008	
	% (Base=1,511)	% (Base=1,007)	Frequency	% (Base=1,010)
10%-15% : 85%-90%	0.0	0.1	3	0.3
20%-25% : 75%-80%	0.2	0.4	1	0.1
30%-35% : 65%-70%	2.7	2.2	14	1.4
40%-45% : 55%-60%	3.6	5.2	30	3.0*
50%-55% : 45%-50%	24.4	27.9*	246	24.4
60%-65% : 35%-40%	25.5	23.9	251	24.9
70%-75% : 25%-30%	27.2	24.2	277	27.4
80%-85% : 15%-20%	8.9	9.1	105	10.4
90%-95% : 5%-10%	1.7	1.3	14	1.4
100% : 0%	0.1	0.2	1	0.1
Don't Know	5.8	5.5	68	6.7
Total	100.0	100.0	1,010	100.0
Missing	8	7	1	

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

Table 6 Q3 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%)

	2006		2007		2008	
	% on work	% on personal activities	% on work	% on personal activities	% on work	% on personal activities
Mean	61.3%	38.7%	60.2%*	39.9%*	62.3%**	37.7%**
Standard error	0.33	0.33	0.41	0.41	0.40	0.40
Base	1,424	1,424	952	952	942	942
Missing	95	95	62	62	69	69

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

Table 7 Q1 & Q2 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%).

	2006		2007		2008	
	% on work	% on personal activities	% on work	% on personal activities	% on work	% on personal activities
Mean	84.2%	15.8%	82.6%*	17.4%*	84.1%*	15.9%*
Standard error	0.37	0.37	0.49	0.49	0.43	0.43
Base	1,363	1,363	897	897	947	947
Missing	156	156	117	117	64	64

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

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

Table 8 Q4 Using 0-10, how much have YOU achieved in terms of an ideal work-life balance? 0 represents the worst case possible, 10 represents already ideal, and 5 being half-half.

	2006	2007	2008	
	% (Base=1,516)	% (Base=1,012)	Frequency	% (Base=1,010)
0	1.3	2.6*	23	2.3
1-2	1.8	1.7	35	3.5*
3-4	13.7	13.0	120	11.9
5	33.8	34.1	311	30.8
6-7	36.3	35.0	361	35.7
8-9	9.6	10.5	127	12.6
10	2.7	2.5	20	2.0
Don't know/Hard to say	0.7	0.7	13	1.3
Total	100.0	100.0	1,010	100
Missing	3	2	1	
Mean	5.7	5.6	5.7	
Standard Error	0.04	0.06	0.06	
Base	1,505	1,005	997	

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

Table 9 Q5 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	2008		
	% of valid sample (Base=1,519)	% of valid sample (Base=1,011)	Frequency	% of total response (Base=3,351)	% of valid sample (Base=1,011)
1	61.0%	60.5%	630	18.8%	62.3%
2	39.1%	43.7%*	498	14.9%	49.3%*
3	41.3%	41.4%	421	12.6%	41.6%
4	33.4%	32.8%	381	11.4%	37.7%*
5	28.4%	31.1%	348	10.4%	34.4%
6	28.2%	35.6%**	335	10.0%	33.1%
7	30.6%	33.2%	307	9.2%	30.4%
8	28.8%	29.9%	287	8.6%	28.4%
9	15.1%	13.6%	144	4.3%	14.2%
10	0.2%	0.1%	0	0.0%	0.0%
Total	--	--	3,351	100.0%	
Missing	0	3	0		

* 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	Productivity and work quality has reduced dramatically due to long working hours.
5	My work has affected my relationship with my friends.
6	I do not have any private time for recreation activities or sports at all.
7	I get physically sick easily and frequently due to heavy workload.
8	I feel stressed out, depressed and exhausted after work.
9	None of the above
10	Don't know/Hard to say

Table 10 Q6 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	2008	
	% (Base=1,519)	% (Base=1,013)	Frequency	% (Base=1,011)
Long working hours	16.0	15.3	177	17.5
Financial well-being/ Wealth management#	13.8	18.6**	151	14.9*
Leader's attitude	8.0	8.7	134	13.3**
Job security	11.7	8.8*	87	8.6
Not enough time for personal well-being such as exercise and re-education^	9.0	7.9	80	7.9
Peer pressure and competition among colleagues	6.4	8.6*	79	7.8
Lack of flexibility in working hours	7.0	5.8	68	6.7
Taking care of children or family members	10.5	9.3	52	5.1**
Personnel changes	5.5	6.2	41	4.1*
Work location	2.0	4.1**	35	3.5
Others (Please specify)	0.6	0.6	5	0.5
I do not find work balance is a challenge to me	8.6	4.9**	81	8.0**
Don't know / Hard to say	0.9	1.2	21	2.1
Total	100.0	100.0	1,011	100.0
<i>Missing</i>	<i>0</i>	<i>1</i>	<i>0</i>	

* 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 11 Q7 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#	2008	
	% (Base=1,515)	% (Base=1,006)	Frequency	% (Base=1,009)
5-day work week	32.4	26.8	274	27.2
More paid annual leave	--	18.3	199	19.7
Career breaks	--	8.0	100	9.9
Flexible working time	22.4	12.2	98	9.7
Option to work from home sometimes	14.1	9.5	93	9.2
Job-share	--	6.8	64	6.3
Free sports facilities	11.2	6.1	53	5.3
Work support services (e.g. employee counseling scheme, stress management training)	6.1	4.1	25	2.5
Parental leave	5.9	1.6	16	1.6
Crèche facilities/Child care	2.1	2.1	15	1.5
Longer maternity leave	--	0.6	6	0.6
Others (Please specify)	2.0	0.9	20	2.0
Don't know/Hard to say	3.8	3.1	46	4.6
Total	100.0	100.0	1,009	100.0
<i>Missing</i>	<i>4</i>	<i>8</i>	<i>2</i>	

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

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 12 Q8 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	2008	
	% (Base=1,513)	% (Base=1,008)	Frequency	% (Base=1,006)
0	11.2	10.1	108	10.7
1-2	6.6	6.7	72	7.2
3-4	18.3	16.8	172	17.1
5	27.2	26.3	291	28.9
6-7	20.4	24.5*	235	23.4
8-9	8.8	8.3	85	8.4
10	3.3	2.3	9	0.9*
Don't know/Hard to say	4.2	5.0	34	3.4
Total	100.0	100.0	1,006	100.0
Missing	6	6	5	
Mean	4.7	4.7	4.6	
Standard Error	0.07	0.08	0.08	
Base	1,449	958	972	

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

Table 13 Q9 Would you consider leaving your current job for better work-life balance?

	Frequency	% (Base=1,010)
Yes	329	32.6
No	672	66.5
Don't know/Hard to say	9	0.9
Total	1,010	100.0
Missing	1	

Table 14 Q10. Would you consider leaving Hong Kong in order to achieve a better work-life balance?

	2007		2008	
	Frequency	% (Base=1,013)	Frequency	% (Base=1,011)
Yes	272	26.9	207	20.5**
No	731	72.2	792	78.3**
Don't know/Hard to say	10	1.0	12	1.2
Total	1,013	100.0	1,011	100.0
Missing	1		0	

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

Appendix 3

Demographics

Demographics

Table 15 Gender

	2006	2007	2008	
	% (Base=1,519)	% (Base=1,014)	Frequency	% (Base=1,011)
Male	54.0	51.3	546	54.0
Female	46.0	48.7	465	46.0
Total	100.0	100.0	1,011	100.0

Table 16 Age Group

	2006	2007	2008	
	% (Base=1,511)	% (Base=1,004)	Frequency	% (Base=965)
15-19 years old	0.8	1.6	8	0.8
20-24 years old	6.3	9.5	65	6.7
25-29 years old	11.3	12.7	90	9.3
30-34 years old	12.8	11.4	98	10.2
35-39 years old	13.7	12.0	117	12.1
40-44 years old	20.2	18.3	169	17.5
45-49 years old	15.2	14.6	176	18.2
50-54 years old	12.0	11.8	124	12.8
55-59 years old	5.5	5.6	78	8.1
60 years old or above	2.3	2.6	40	4.1
Total	100.0	100.0	965	100.0
Missing	8	10	46	

Table 17 Education Attainment

	2006	2007	2008	
	% (Base=1,513)	% (Base=1,007)	Frequency	% (Base=993)
Primary school or below	6.1	6.4	80	8.1
Secondary school	48.2	47.6	468	47.1
Matriculated	7.4	7.4	67	6.7
Tertiary, non-degree course	8.2	6.2	66	6.6
Tertiary, degree course	23.8	23.8	237	23.9
Master's Degree	6.0	7.5	75	7.6
Doctor's Degree	0.3	1.1	0	0.0
Total	100.0	100.0	993	100.0
Missing	6	7	18	

Table 18 Position

	2006	2007	2008	
	% (Base=1,493)	% (Base=998)	Frequency	% (Base=998)
White collar:				
Professional/Manager/Executive	25.1)	27.9)	240)	24.0)
White collar: Trader/Proprietor	6.0) 69.4	5.2) 70.0	52) 710	5.2) 71.1
White collar: Office: skilled	21.6)	18.7)	225)	22.5)
White collar: Office: unskilled	16.7)	18.2)	193)	19.3)
Blue collar: Factory/Shop/Outdoor:				
skilled Manual worker	14.5)	14.1)	157)	15.7)
Blue collar: Factory/Shop/Outdoor:	30.6	30.0	288	28.9
unskilled Manual worker	16.1)	15.8)	131)	13.1)
Total	100.0	100.0	998	100.0
Missing	26	16	13	

Table 19 Industry

	2006	2007	2008	
	% (Base=1,487)	% (Base=1,002)	Frequency	% (Base=988)
Commercial Service	7.9	7.5	98	9.9
Construction Industry	9.3	7.6	96	9.7
Education	8.9	8.4	95	9.6
Manufacturing Industry	10.3	10.1	86	8.7
Import/Export Trade	7.8	7.6	74	7.5
Government/Public Affairs	8.7	6.0	73	7.4
Transportation Industry	6.4	7.7	71	7.2
Medical, Hygiene and Welfare Sector	5.6	6.9	66	6.7
Banks and Finance Sector	7.0	7.2	65	6.6
Restaurants/Hotels	4.8	5.2	47	4.8
Wholesale/Retail	5.1	6.4	47	4.8
Other Personal Services	5.3	4.6	38	3.8
Information Technology (IT)	3.2	3.6	32	3.2
Law, Accountancy, Professional Information Services	1.6	3.4	26	2.6
Media	1.1	1.4	20	2.0
Telecommunication	0.8	1.1	17	1.7
Insurance	1.6	1.0	11	1.1
Property	2.2	2.2	9	0.9
Film/Entertainment Industry	0.9	0.5	5	0.5
Warehouse Duties	0.5	0.8	4	0.4
Oil, Energy, Resources and Utilities	0.7	0.4	2	0.2
Others	0.0	0.6	6	0.6
Total	100.0	100.0	988	100.0
Missing	32	12	23	

Table 20 Personal monthly income

	2006	2007	2008	
	% (Base=1,459)	% (Base=971)	Frequency	% (Base=947)
HK\$ 10,000 or below	28.4	27.1	273	28.8
HK\$ 10,001 ~ 20,000	40.4	42.2	364	38.4
HK\$ 20,001 ~ 30,000	14.1	13.3	135	14.3
HK\$ 30,001 ~ 40,000	6.9	6.5	54	5.7
HK\$ 40,001 ~ 50,000	3.6	3.6	34	3.6
HK\$ 50,001 or above	6.6	7.3	87	9.2
Total	100.0	100.0	947	100.0
Missing	60	43	64	

Table 21 District of residence

	2006	2007	2008	
	% (Base=1505)	% (Base=1,003)	Frequency	% (Base=1,003)
Hong Kong Island	19.9	20.5	206	20.5
Kowloon East	15.7	13.9	159	15.9
Kowloon West	12.6	12.0	154	15.4
New Territories East	25.9	27.4	227	22.6
New Territories West	25.9	26.2	257	25.6
Total	100.0	100.0	1,003	100.0
Missing	14	11	8	

Table 22 Language of interview

	2006	2007	2008	
	% (Base=1,519)	% (Base=1,014)	Frequency	% (Base=1,011)
Cantonese	95.5	94.5	960	95.0
Putonghua	0.1	0.2	2	0.2
English	4.5	5.3	49	4.8
Total	100.0	100.0	1,011	100.0

Appendix 4
In-depth Analysis: Cross-tabulation
for 2008 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 by Demographic Variables for 2008 Findings *(The differences of the listed items are proved to be statistically significant.)*

1. Actual working hours

- 1.1 Sub-group analyses showed that, same as previous years, males (50.2 hours) actually worked longer hours than females (47.2 hours) in general, $p < 0.01$.
- 1.2 People belonging to the “other industries”[^] (61.2 hours), “warehouse duties”[^] (60.3 hours) and “property”[^] (54.4 hours) worked relatively longer hours while those from “insurance”[^] (44.7 hours), “telecommunication”[^] (44.9 hours) and “oil, energy, resources and utilities”[^] (45.0 hours) had actually worked fewer hours when compared with other industry groups, $p < 0.01$.

2. Amount of time spent on private activities

- 2.1 Though males worked longer hours than females, they at the same time spent more time on leisure activities (11.1 hours) a week than their female counterparts (9.6 hours), $p < 0.05$. This could imply that males generally slept less than females.
- 2.2 The highest income groups (HK\$ 40,001 – 50,000: 12.7 hours and HK\$ 50,001 or above: 13.1 hours) tended to have more time on private activities. Conversely, people earning HK\$ 10,000 or below (8.0 hours) and HK\$ 30,001 – 40,000 (9.6 hours) appeared to enjoy less leisure time a week, $p < 0.01$.

3 Actual work-life ratio

- 6.1 The “banks and finance sector” (78:22), “telecommunication”[^] (80:20) and “film/entertainment”[^] industry (80:20) seemed to offer a more balanced work-life ratio. Imbalanced ratio, on the other hand, were found for “warehouse duties”[^] (95:5), “oil energy, resources and utilities”[^] (91:9) and wholesales/retail” (89:11) industry, $p < 0.05$.
- 6.2 Again, the highest income groups were able to achieve a more balanced work-life ratio (HK\$ 40,001 – 50,000 and HK\$ 50,001 or above, both at 81:19) than the low income groups (HK\$ 10,000 or below at 88:12), $p < 0.01$.

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

4.1 Respondents within “law accountancy, professional information services”[^] (6.6 marks), “oil, energy, resources and utilities”[^] (6.5 marks) and “banks and finance sector” (6.4 marks) claimed to have achieved a higher level of work-life balance when compared with other industries. On the other hand, people working in “warehouse duties”[^] (4.0 marks), “telecommunication”[^] (4.8 marks) and “others”[^] (4.8 marks) were lagging behind in this aspect, $p < 0.01$.

4.2 Consistent with previous observations, higher income groups tended to give themselves a higher work-life-balance rating (HK\$ 30,001 – 40,000: 6.5 marks and HK\$ 50,001 or above: 6.2 marks) than those with lower incomes (HK\$ 10,000 or below: 5.2 marks), $p < 0.01$.

5 Most difficult WLB challenge

5.1 Comparatively more males regarded “long working hours” and “financial well-being/wealth management” (both at 17%) as the major challenges to their work-life balance. As for the female counterparts, “leader’s attitude” (14% vs. males’ 12%) was the second most common obstacle other than “long working hours” (18%), $p < 0.05$.

5.2 All in all, respondents mainly cited “long working hours” and “financial well-being/wealth management” to be the most difficult WLB challenges. More people from the “banks and finance sector”, “education”, “information technology (IT)”, “law, accountancy, professional information services”[^], “media”[^], “transportation industry” and “wholesale/retail” complained against “long working hours”, with the proportion in “media” (35%) being the largest. Whilst for the challenge “financial well-being/wealth management”, it was most common among the “commercial service”, “government/public affairs”, “import/export trade”, “property”[^], “restaurants/hotels”, “warehouse duties”[^] and “others”[^], with the situation in “warehouse duties” (50%) being most serious, $p < 0.05$.

5.3 With respect to respondent’s income, expectedly, a higher proportion of the lower income groups found “financial well-being /wealth management” (HK\$10,000 or below: 19% and HK\$ 10,001 – 20,000: 18%) a challenge to them. “Long working hours” topped the list for the middle income groups (HK\$ 20,001 – 30,000: 21% and HK\$ 30,001 – 40,000: 24%). Meanwhile, the high income groups concerned the “leader’s attitude” (HK\$ 40,001 – 50,000: 24%) and “long working hours” (HK\$ 50,001 or above: 18%) more, $p < 0.01$.

6 Facilities or arrangements desired most

6.1 Significantly more respondents coming from the lower income groups desired for “5-day-work week” (HK\$ 10,000 or below: 34%, HK\$ 10,001~20,000: 32% and HK\$ 20,001~30,000: 26%) whereas more people with higher income opted for “more paid annual leave” (HK\$ 30,001~40,000: 19% and HK\$ 40,001~50,000: 18%) and “flexible working hour time” (HK\$ 50,001 or above: 17%), $p<0.01$.

7 Effort and resources spent on work-life balance

7.1 In line with other findings, the higher income groups tended to assess their workplace/boss more positively as regards their effort and resources paid to work-life balance (“HK\$ 40,001 50,000” and “HK\$ 50,001 or above” scored 4.8 and 5.1 marks respectively). On the contrary, the lower income groups appraised their workplace/boss less favorably in this regard (HK\$ 10,000 or below: 4.2 marks and HK\$ 10,001 20,000: 4.7marks), $p<0.01$.

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.

Yearly Comparison and Cross-tabulation of Current Work Life Balance Situation by Demographic Variables (*Other than the trend mentioned in the following, the differences of the listed items are proven to be statistically significant.*)

All in all, the HK working population's WLB seemed to have been worse off as evidenced by the significant increase in the work percentage of the actual work-life ratio. Yet, they seemed to have fewer grumbles as they might have realized the economic downturn in the territories. Though significantly more respondents did not find work-life balance a challenge to them, they were still the minority group with the proportion of less than one-tenth.

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.

Subgroups 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.

I) Respondents' Work and Living Patterns

1. Actual working hours

1.1 When looking at the data of 2006, 2007 and 2008, a downward trend is observed for the mean working hours among the working population interviewed, which has decreased for 2 consecutive times to 48.8 hours per week in this year's survey (vs. 49.2 hrs in 2007 and 51.3 hrs in 2006), even though only the change between 2007 and 2006 is statistically significant.

2. Actual time spent on personal / private activities

2.1 Meanwhile, the number of hours people spent on private activities has dropped significantly from 2007's 12.0 hours a week to 10.4 hours this year, $p < 0.01$, which is also the lowest figure registered across 3 years.

2.1.1 The mean of time spent on private activities within females** dropped notably from 11.8 hours a week in 2007 to 9.6 hours this year.

2.1.2 Significant decrement was also observed within "wholesale /retail"*** as respondents working in this industry only enjoyed 6.5 hours a week for leisure,

about 8 hours down from 2007's figure.

- 2.1.3 When compared with last year, respondents with income HK\$ 20,001 – 30,000* (from 15.4 hours to 10.3 hours) and HK\$ 30,001 – 40,000* (from 13.7 hours to 9.6 hours) enjoyed less private time.

3. Actual work-life ratio

3.1 As far as respondents' actual work-life ratio is concerned, by considering the two aforementioned figures together, a significant increase (from 83% to 84%) was observed for the work % over the past 12 months. Such increase could be explained by a notable decrease in the private time % (17% to 16%), $p < 0.05$.

- 3.1.1 The actual work-life ratio has changed significantly within the female group*, i.e. 85%:15% this year (2007: 82%: 18%), meaning that the females had enjoyed relatively less private time as compared to 2007.

- 3.1.2 Significant change in the actual work-life ratio was observed in the “wholesale /retail”*** industry as both percentages on work (from 82% to 89%) and private life (from 18% to 11%) have experienced a 7-percentage-point change but in opposite directions (the former: up; the latter: down).

4. Preferred but realistic work-life ratio

4.1 Likewise, significant changes took place for their preferred work-life ratio in the year past. The percentage on work increased remarkably from 2007's 60% to this year's 62% while that on personal activities dropped from 40% to 38%, $p < 0.01$.

- 4.1.1 Both male* and female** groups encountered a notable change in this preferred but realistic work-life ratio, but of different magnitude. The former changed from 61%:39% to 63%:37% while the latter changed from 59%:41% to 62%:38%.

- 4.1.2 This preferred work-life ratio had changed significantly within the industries, in descending order, “law, accountancy, professional information services”^* (from 56%:44% to 63%:37%), “commercial service”* (from 59%:41% to 63%:37%) and “manufacturing industry”* (from 59%:41% to 63%:37%).

- 4.1.3 In terms of income, the change for the “HK\$ 30,001 – 40,000”* group (from 58%:42% to 64%:36%) was the largest and significant, followed by the “HK\$ 10,001 – 20,000”* (from 60%:40% to 63%:37%) and “HK\$ 50,001 or above”*

(from 61%:39% to 65%:35%) groups.

II) Problems Facing in terms of Work-Life Balance and Desired Solutions

5. Problems caused by a disturbed work-life balance

5.1 Nearly half (49%) of the respondents complained against “no time staying with their partner and family”, representing a 5-percentage-point increase from last year (44%) while significantly more respondents admitted they had encountered “reduced productivity and work quality due to long working hours” (from 33% to 38%), $p < 0.05$.

5.1.1 Significant changes were only observed for the income groups “HK\$ 10,000 or below”** and “HK\$ 20,001 – 30,000”*. The problem of “reduced productivity and work quality due to long working hours” was most evident for people earning “HK\$ 10,000 or below”, which had gone up for 14 percentage points in the year past, while for the “HK\$ 20,001 – 30,000” income group, the increment for “not having time staying with partner and family” was most apparent (from 42% to 50%).

5.2 Overall speaking, by looking at three years’ data, it seems that more and more respondents believed that a disturbed work-life balance would lead to “not having time staying with partner and family” (2006: 39%, 2007: 44% and 2008: 49%) as well as causing an “adverse effect on their relationship with friends” (2006: 28%, 2007: 31% and 2008: 34%).

6. Work life challenge

6.1 As compared to the findings of 2007, significantly more respondents expressed “leader’s attitude” was the most difficult challenge (from 9% to 13%). Coming along with such notable increase, significant decrements were obtained for “financial well-being/wealth management” (from 19% to 15%), “taking care of children or family members” (from 9% to 5%) and “personnel changes” (from 6% to 4%). Encouragingly, 8% said they did not find work-life balance was a challenge to them, representing a significant 3-percentage-point increase from last year’s 5%.

6.1.1 Significant changes were obtained for both the male* and female groups** in this regard. Those who regarded “leader’s attitude” as their main challenge was on the rise in general (male: from 8% to 12%; female: from 10% to 14%). On the contrary, decrements were observed for “taking care of children or family members” (male: from 7% to 5%; female: from 12% to 6%), “financial well-being/wealth management” (male: from 19% to 17%; female: from 18% to 13%) and “personnel changes” (male: from 6% to 3%; female: from 6% to 5%). Meanwhile, those who did not find work life balance a challenge for them had increased significantly for

both genders (both: from 5% to 8%).

6.1.2 In light of industry, “leader attitude” increased significantly in “education”^{*} (from 13% to 24%) and “law, accountancy, professional information services”^{^*} (from 3% to 12%) whereas a notable drop was registered in “financial well being/wealth management” for “education” (from 13% to 5%) and in “taking care of children or family members for “law, accountancy, professional information services” (from 27% to 4%). Those who said they had no challenge in their work life balance for “education” and “law, accountancy, professional information services” both increased remarkably from last year.

6.1.3 When it came to income, significant change was observed within the “HK\$ 10,000 or below”^{*} group with the figure choosing “leader’s attitude” increased significantly for 8 percentage points (from 6% to 14%). Conversely, “taking care of children or family members” registered a 7-percentage-point drop to 3% this year.

6.2 All in all, an upward trend was noted for people who named “leader’s attitude” (2006: 8%, 2007: 9% and 2008: 15%) over the past three years while seemingly fewer and fewer people considered “taking care of children or family members” as a challenge to them (2006: 11%, 2007: 9% and 2008: 5%).

7. Facilities / Arrangements for better work-life balance

7.1 The popularity for “flexible working hours” (2006: 22%, 2007: 12% and 2008: 10%) seemed to drop continuously over the past three years. Same trend for “option to work from home sometimes” (2006: 14%, 2007: 10% and 2008: 9%), “free sports facilities” (2006: 11%, 2007: 6% and 2008: 5%) and “work support services” (2006: 6%, 2007: 4% and 2008: 3%).

8. Leaving HK for better work-life balance

8.1 This year, only about one-fifth of the respondents (21%) would consider leaving Hong Kong for better work-life balance, which was a significant decrement of 6 percentage points from last year. Conversely, the opposite sentiment, i.e. not leaving HK, was on the rise from 2007’s 72% to this year’s 78%, $p < 0.01$.

8.1.1 Within the female group^{**}, the number of respondents who would leave Hong Kong for better work-life balance dropped notably to 19% from 28% while 80%, up for 9 percentage points, said “no”.

8.1.2 The proportion of respondents who said they would leave Hong Kong plunged for

the sectors “government /public affairs”*, “import /export trade”** and “manufacturing”*. These drops (“government /public Affairs”: from 23% to 8%, “import /export trade”: from 36% to 12% and “manufacturing industry”: from 32% to 17%) were off-set by the increases of people holding the opposite view, i.e. no plan to leave HK in pursuit of a better work-life balance (“government /public Affairs”: from 77% to 90%, “import /export trade”: from 63% to 87% and “manufacturing industry”: from 68% to 80%).

- 8.1.3 When compared with last year, significantly more respondents belonging to the “HK\$ 10,000 or below”* group opted not to leave Hong Kong to achieve better work-life balance (yes: from 23% to 16%; no: from 77% to 82%).

Appendix 6

Bilingual Questionnaires

Work Life Balance Survey of the Hong Kong Working Population 2008

Questionnaire (English)
Final Draft

10 July 2008

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

I. Respondents' Work and Living Patterns

[Q1] 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

[Q2] 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

[Q3] 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

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

[Q4] Using 0-10, how much have YOU achieved in terms of an ideal work-life balance? 0 represents the worst case possible, 10 represents already ideal, and 5 being half-half.

_____ (Exact figure from 0-10)

Don't know/Hard to say

Refuse to answer

[Q5] 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

[Q6] 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

[Q7] In order to help you achieve a better work-life balance, what type of work facility/arrangement would help you best? (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 (for internal ref only: 10 weeks by law)

Job-share (for internal ref only: split up one full-time job to more than 1 staff)

Career breaks

More paid annual leave

Others (Please specify)

Don't know/Hard to say

Refuse to answer

[Q8] In terms of effort and resources required to balance work and life, how much effort do you think your workplace/boss has 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

[Q9] Would you consider leaving your current job for better work-life balance?

Yes

No

Don't know/Hard to say

Refuse to answer

[Q10] Would you consider leaving Hong Kong for 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 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 call 3921-2703 to talk to our supervisor Ms Louise Pun, or the Human Research Ethics Committee for Non-Clinical Faculties of the University of Hong Kong at 2241-5267 during office hours to verify this interview's authenticity and confirm my identity. Good-bye!

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

香港在職人士的生活及工作平衡調查 2008

問卷(定稿)

2008年7月14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，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 歲或以上既全職人士係度，因為我地要隨機抽樣，如果多過一位，請你叫即將生日果位黎聽電話。(如被訪者暫未能接受訪問，訪問員另約時間再致電。)

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

I. 被訪者的生活及工作模式

[Q1] 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個鐘頭？

_____ 小時 (入實數)

唔知/難講

拒答

[Q2] 就以上個月為例，你每個星期實際有幾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

[Q3] 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. 生活及工作平衡所面對的問題及理想解決方法

[Q4] 請用 0-10 分評價一下你自己，達到最理想生活及工作平衡方面既邊個階段？0 分代表現時情況非常差，10 分代表已達到非常理想階段、5 分代表一半半。

_____ [入實數]

唔知/難講

拒答

[Q5] 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崩潰、抑鬱及氣餒
工作壓力導致失眠及冇胃口
以上全部沒有
唔知/難講
拒答

[Q6] 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

[Q7] 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(現法例規定產假為 10 星期)

工作共享(即由多於一位員工分擔同一個全職職位)

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

[Q8] 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

[Q9] 你會唔會考慮辭職或者轉工以達到更好既生活及工作平衡？

會

唔會

唔知/難講

拒答

[Q10] 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 歲

20-24 歲

25-29 歲

30-34 歲

35-39 歲

40-44 歲

45-49 歲

50-54 歲

55-59 歲

60 歲或以上

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/鋪位/戶外:技術藍領人士

工廠/鋪位/戶外:非技術藍領人士

拒答

[DM5] 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] 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

問卷已經完成，多謝你接受訪問。如果你對呢個訪問有任何疑問，可以打熱線電話 XXXX-XXXX 同我地既督導員潘小姐聯絡，或者係辦公時間打 XXXX-XXXX 向香港大學操守委員會查詢今次訪問既真確性同埋核對我既身分。拜拜！

*****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