

Positive Workplace and Staff Development (PWSD) Initiatives 正向工作間及員工發展(PWSD)活動
Survey on Workplace Courtesy and Civility (WCC) 「雅禮文明工作間」(WCC)問卷調查

This is a survey for colleagues' completion before attending the WCC staff engagement sessions. The outcome of the survey will be shared at the sessions.

此問卷調查是為即將參加共建「雅禮文明工作間」的同事們而設，敬希完成。我們將在活動中與同事們分享問卷調查的結果。

What can be conducive to cultivating positive experience in the workplace? An efficient computer unit, a comfortable work cubicle or a clean working environment? These are certainly on the list! This survey, however, targets at identifying individual's behavioural attributes, as well as a group's interaction and communication (both verbal and non-verbal) at the workplace that are welcomed and embraced by the peer colleagues. These can also generate positive experience that are conducive to enhanced mutual understanding and trust, as well as the work outcome. At the same time, the survey also targets at identifying the factors, if any, leading to negative experience and making one feels uncomfortable or even offended. We trust that most of these are not intended and once uncovered, the occurrence can be minimized. Through this exercise, we aim at developing norms of courtesy and civility at the workplace where colleagues treat each other with respect and kindness and come to work as part of the team for accomplishment and success.

怎樣才有助在工作間締造正向的經歷？高效能的電腦？舒適的座位間隔或是整潔的工作環境？這些當然少不了！這次問卷調查的目的是要找出同事們在工作間樂見及擁護的一些個人行為特質，以及團隊互動和溝通（包括語言和非語言）的方式。這些皆有助締造正向的經歷，促進同事間互信互諒，並達成良好的工作成果。與此同時，我們希望透過這次問卷調查找出什麼行為會令同事們感到反感或冒犯，帶給他們不愉快的經歷。我們相信這些行為並非出於惡意，一旦自覺發現冒犯他人，也會盡量避免。有見及此，我們希望透過這個活動，制訂一些有關「雅禮文明工作間」的規範，讓同事明白在工作間需要互相尊重和友善對待，自己作為團隊的一員，盡心為團隊的成功作出貢獻。

Please share your general impression and/or recent encountering experienced or witnessed in the workplace. 請分享你的感受及/或最近在工作間曾遇過/目睹的經歷。

The survey should only take 10-15 minutes to complete, and your responses are completely anonymous. We really appreciate your input! 😊

這份問卷調查只需 10-15 分鐘便可完成，而你所填寫的內容將絕對保密。我們非常感謝你的分享！😊

Mini Survey on Workplace Courtesy and Civility (WCC) 「雅禮文明工作間」(WCC)問卷調查

1. Have you encountered/witnessed the following examples of positive experience in the workplace recently? Please check those items under column (a) and feel free to add your own experience under "Others:" 你最近曾否在工作間遇過/目睹下列的正向經歷? 請細閱後在(a)欄剔出曾遇見的經歷, 並歡迎在「其他」選項內填上你的正向經歷。
2. Which are the top ten items you would vote as the experience you treasure most in the workplace? Please check those items under column (b) and feel free to add your own experience under "Others:" 你認為下列哪十項的正向經歷在工作間是最可貴的呢? 請細閱後在(b)欄剔出曾遇見的經歷, 並歡迎在「其他」選項內填上你的正向經歷。

- | | | |
|---|--------------------------|--------------------------|
| i) <u>Relating to my work</u> 與工作有關 | (a) | (b) |
| ● My efforts and contributions are recognized/appreciated. 我的努力和貢獻得到認同/讚賞。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My opinions/suggestions are adopted. 我的意見/建議獲得採用。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● I feel secure and comfortable to raise my concerns and make suggestions. 我提出關注和建議時感到安心及放心。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My personal circumstances (e.g. family commitment, health conditions) are understood/accommodated by supervisor(s)/colleague(s). 上司(們)或同事(們)體諒/包容我的個人情況(例如: 家庭責任、健康狀況)。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● I can work smoothly and contribute fully at the workplace. 我在工作間能夠順利工作及有所貢獻。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● Others 其他: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| ii) <u>Relating to my colleagues</u> 與同事有關 | (a) | (b) |
| ● My colleagues are friendly and caring, e.g. a treat during difficult times, remind each other, lend a listening ear to each other. 我的同事友善和關顧, 例如: 在艱苦時刻送上小食、彼此提點、互相聆聽。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My colleagues share and discuss issues/problems occurred during work with me. 我的同事會與我分享及討論工作上的問題/困難。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● There is teamwork in my team/among my peers. Everyone takes their place to help out each other. 同事間有團隊精神, 互相幫助。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My colleagues are professional and they will complete their work regardless of personal issues/difficulties. 我的同事表現專業, 即使有個人問題/困擾, 也會完成工作。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My colleagues respect each other at work. 我的同事在工作上互相尊重。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● We have personal touch at work and communicate directly from time to time. 我們在工作上會保持親切聯繫及直接溝通。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● Others 其他: _____ | <input type="checkbox"/> | <input type="checkbox"/> |

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- | iii) Relating to my supervisor(s) 與上司(們)有關 | (a) | (b) |
|--|--------------------------|--------------------------|
| ● My supervisor(s) is/are willing to share information and provide(s) advice. 我的上司(們)樂於分享工作上的資訊及給予指導。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My supervisor(s) welcome(s) interaction with us. He/She/They encourage(s) new ideas/suggestions and feedback from colleagues. 我的上司(們)歡迎互動, 鼓勵同事提出新意念、建議及回應。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My supervisor(s) encourage(s) teamwork and collaborative efforts. 我的上司(們)鼓勵團隊攜手協作。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My supervisor(s) is/are nice and approachable. 我的上司(們)和藹及平易近人。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● Instead of just blaming for faults, my supervisor(s) allow(s) mistakes among team members, help(s) us resolve problems and seek(s) improvement together. 我的上司(們)容許同事犯錯, 不會只懂責備, 而是幫助我們解決問題及一起尋求改善方案。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My supervisor(s) communicate(s) with us directly apart from email communication. 我的上司(們)除了以電郵聯繫, 還會直接與同事溝通。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My supervisor(s) treat(s) everybody equally without prejudice. 我的上司(們)對所有同事一視同仁。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● My supervisor(s) care(s) about us/our career development. 我的上司(們)關顧我們/我們的事業發展。 | <input type="checkbox"/> | <input type="checkbox"/> |
| ● Others 其他: _____ | <input type="checkbox"/> | <input type="checkbox"/> |

3. In your view, which of the following stakeholder(s) would be important in fostering positive experience at the workplace? (Please give rating of importance in a scale of 1 to 5 for each stakeholder)
 你認為下列哪個持份者對促進工作間的正向經歷最為重要? (請分別就各項以 1-5 分評分)

	<u>Least Important</u> 最不重要				<u>Most Important</u> 最重要
● University management 大學管理層	1	2	3	4	5
● Unit head and supervisor(s) 部門主管及上司(們)	1	2	3	4	5
● Teammate 團隊成員	1	2	3	4	5
● I myself 我本人	1	2	3	4	5

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4. What are the usual occasions when positive experience is encountered/witnessed? (You may choose more than 1 option)

何時最常遇上/目睹正向經歷? (可選多於一項)

- Daily operation 日常工作
- Meetings 會議
- Lunch and break time 午膳及休息時間
- After office hours 非辦公時間
- Office formal briefings 部門簡報會
- Office informal gatherings/events 部門的非正式聚會或活動
- Others 其他: _____

Please give specific example(s) and elaborate your choice(s):

就以上所選的項目，請提供例子及說明:

5. Have you encountered/witnessed the following unsatisfactory/inappropriate behaviours in the workplace recently?

你最近曾否在工作間遇過/目睹下列令人不滿/不恰當的行為?

- No, I haven't 沒有，我最近不曾遇過/目睹有關行為
- Unfriendly/impolite/rude behaviours 不友善/無禮/粗魯的行為
- Being secluded from the team 被團隊排擠
- Over-talking/Interrupting others 喋喋不休/騷擾他人
- Using insulting languages 使用侮辱性言詞
- Being uncooperative 不合作
- Refusing to share information 拒絕分享與工作有關的資訊
- Telling offensive jokes 談及冒犯性的笑話
- Spreading rumours 散播謠言
- Others 其他: _____

6. How frequent have you encountered/witnessed such unsatisfactory/inappropriate behaviours in the workplace?

你有多常在工作間遇過/目睹上述令人不滿/不恰當的行為?

Never 從不	Rarely 甚少	Sometimes 偶爾	Often 時常	Always 總是
1	2	3	4	5

Please share your experience 請分享你的經歷:

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7. What are the usual occasions when negative experience is encountered/witnessed? (You may choose more than 1 option)

何時最常遇上/目睹負面經歷? (可選多於一項)

- Daily operation 日常工作
 Meetings 會議
 Lunch and break time 午膳及休息時間
 After office hours 非辦公時間
 Office formal briefings 部門簡報會
 Office informal gatherings/events 部門的非正式聚會或活動
 Others 其他: _____

Please give specific example(s) and elaborate your choice(s):

就以上所選的項目，請提供例子及說明:

8. Would you support and give your commitment to the norms on the workplace courtesy and civility?
你會否支持制訂「雅禮文明工作間」的規範及作出貢獻?

- Yes 會
 I have reservation on this 對此我有所保留 (Please share more 請分享你的想法: _____)
 No 不會 (Please share more 請分享你的想法: _____)

9. Which of the following do you think would be effective in promoting the implementation/practice of the norms of workplace courtesy and civility? (Please give rating of effectiveness in a scale of 1 to 5 for each option)

你認為下列各項對推行及實踐「雅禮文明工作間」規範的成效如何? (請分別就各項以 1-5 分評分)

	<u>Least Effective</u> 最沒有成效					<u>Most Effective</u> 最有成效
● Articulating our values to potential candidates during the hiring process 在聘任過程中，向求職者闡述我們的工作價值觀	1	2	3	4	5	

	<u>Least Effective</u> 最沒有成效				<u>Most Effective</u> 最有成效
● Setting and reinforcing the expectations among colleagues from time to time (e.g. meetings, gatherings) 訂明期望，並適時提醒同事們相關的期望(例如：會議、聚會)	1	2	3	4	5
● Setting a good example by modelling the preferred behaviours 建立合意仿效的行為榜樣，以身作則，樹立良好典範	1	2	3	4	5
● Others 其他: _____	1	2	3	4	5

10. To what extent do you agree that you work in a positive workplace? (Please give rating of agreement in a scale of 1 to 5 for each of the following PWSD element)
你有多同意你是在正向工作間內工作? (請分別就以下各項「正向工作間及員工發展」元素以 1-5 分評分)

	<u>Strongly Disagree</u> 非常不同意				<u>Strongly Agree</u> 非常同意	
● Teamwork 團隊關係	1	2	3	4	5	
● Mutual Trust and Respect 互信與尊重	1	2	3	4	5	
● Positive Communication 正向溝通	1	2	3	4	5	
● Continuous Learning and Development 持續學習改進	1	2	3	4	5	
● Work Safety 工作安全	1	2	3	4	5	

~ Thank you ~

~謝謝~

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