

20 June 2023



香港基督教服務處
HONG KONG CHRISTIAN SERVICE

全人關心 卓越創新
care for all excel in all

Over Half of Hong Kong Employees Experience Poor Physical and Mental Well-being Urging Government to Subsidise SMEs to Train Staff as Mental Health First Aiders

The physical and mental health of Hong Kong people has been a growing concern in recent months. It is particularly significant amongst employees when different life and work challenges impose notable impact on their work performance and overall well-being. **Employee Development Service of Hong Kong Christian Service and Four Dimensions Consulting Limited** launched the 'Employee Assistance Programme' (EAP) to provide physical and mental health services to employees. From 2011 to 2022, they conducted the '**Hong Kong Employees Physical and Mental Health Survey**', interviewing 627 service users to gain an in-depth understanding of employees' overall well-being in their workplace. The survey found that 38.8% of respondents experienced 'very high work stress' and 19.5% had 'considered suicide or self-harm'.

Well-being of Hong Kong Employees Worse than the International Level

The survey used the 'Workplace Outcome Suite' to compare the well-being of employees in Hong Kong with those internationally. Before joining EAP, **77.8% of employees reported being 'distracted at work'**, which was about 20% higher than the international average. **49.0% felt 'unable to commit to work' and 48.4% were 'dissatisfied with life'**, both about 20% and 10% higher than the international average respectively. **34.8% said they were 'afraid to go to work'**, which is about 10% higher than the international average. In addition, **34.8% of employees 'took leave due to personal concern'**, with an average of 6.1 sick days in the past month.

EAP Improves Mental Health and Work Performance

The survey found that the Professional Personal Counselling and Consultation service provided by EAP was effective in improving employees' physical and mental health, work performance and workplace relationships. Before joining EAP, **53.8% of individuals rated their physical and mental well-being as 'poor' or 'very poor'**. After receiving the EAP counselling service, **almost 60% of them reported their wellbeing as 'good' or 'very good'**. Of those who initially experienced 'very high work stress', 70.2% reported 'moderate' or 'low' stress after using EAP service. In addition, 93.1% of employees who had 'considered suicide or self-harm' before stated that they no longer had such thoughts after joining EAP. There were also significant improvements in being 'distracted at work', 'unable to commit to work', 'dissatisfied with life', 'afraid to go to work' and 'taking leave due to personal concern'.

True story: EAP Helped Employee Deal with Work Stress and Emotional Crises

Mr CHAN (pseudonym), a 50-year-old worker in the finance field, was strained in high stress and emotional breakdown due to excessive workload. He was overburdened with long working hours and overloaded with hundreds of emails every day. He was also asked to carry the workload of other colleagues which saddened him with crying spells, insomnia, poor appetite and even contemplation of suicide. In 2022, Mr CHAN heard about the EAP provided by Four Dimensions through his company and eventually sought help. The professional counsellor provided immediate Mental Health First Aid



by assessing his suicidal risk, stabilising his emotions, offering care and reassurance, as well as creating a supportive net that ultimately relieved him from his suicidality.

After about 6 months of professional counselling, Mr CHAN expressed his gratitude for the support provided by Four Dimensions and said that he had made major progress in recognising and managing his negative emotions. He gradually became aware of his psychological needs, abilities and resources, and no longer spiralled into negative emotional state.

Improving the Problem through Government, Employers, and Employees

Based on the survey results, Four Dimensions makes the following recommendations:

1. Government subsidising SMEs to implement EAP

- In addition to mandating employers to provide insurance for their employees, the government should encourage their participation in EAP. Financial support should be provided to small and medium-sized enterprises to provide relevant services to their employees and promote recognition in staffs' mental health. This would contribute to the development of healthy and productive teams and help Hong Kong retain talent.

2. Employers training staff as 'Mental Health First Aiders' in the workplace.

- Employers should organise Mental Health First Aid training and set the ratio of Mental Health First Aiders based on job types, company size and employee characteristics. This allows early identification and support for employees experiencing mental distress. Employers should also review staffs' working hours, workload and relationships between colleagues regularly to promote a culture of care and create a positive and mentally healthy working environment.

3. Employees equipping knowledge and ways to improve physical and mental well-being.

- Employees are encouraged to learn stress management to improve their physical and mental well-being, including the 'MNCPR' five-step approach to stress reduction. In addition, awareness and understanding of mental health should be raised by learning the 'ALGEE' of Mental Health First Aid.

MNCPR	ALGEE
Movement: do more exercises	A pproach the person, assess and assist with any crisis
Nutrition: develop a proper diet	L isten non-judgmentally
Community: maintain social life	G ive support and information
Purpose: set goals	E ncourage the person to get appropriate professional help
Relaxation: take rest	E ncourage other supports

About Four Dimensions Consulting Limited:

Hong Kong Christian Service (HKCS) is the first provider of EAP in Hong Kong with the establishment of Employee Development Service since 1991. With a continuous expansion of services, HKCS established a subsidiary company, Four Dimensions Consulting Limited, in 2005 to offer total solutions to assist employees with work and life issues, develop strengths and potentials, increase work engagement and positivity at work, which ultimately enhance organizational excellence and sustainability. For details, please visit: <https://www.fourdimensions.org/>.



Download Photos: <https://cutt.ly/eds2023>

Photo Captions:

01: From left: Dr Jackie CHAN, Research & Advocacy Officer, HKCS; Dr Klaris LEUNG, Clinical Psychologist and Case Manager, Four Dimensions Consulting Limited; Ms Sandra LAI, Senior Consultant, Four Dimensions Consulting Limited; Mr Nathaniel SUEN, Research Associate, Four Dimensions Consulting Limited

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For more information about our services, please visit our website: www.hkcs.org

Since 1952, **Hong Kong Christian Service (HKCS)** has been working towards a humane and just society. We provide the needy with suitable, professional and quality services genuinely. We care for the disadvantaged and the neglected. We uphold our vision of 'Towards a Benevolent and Just Society, Holistic Development for All' by instilling hope, advocating justice and promoting harmony for our people and society.

香港打工仔身心健康調查 發布會

富達盟信顧問有限公司
香港基督教服務處 僱員發展服務



FOUR DIMENSIONS



發布會程序

1. 簡介僱員支援計劃
2. 香港打工仔身心健康調查結果及分析
3. 分享個案
4. 提出建議
5. 傳媒發問

僱員支援計劃 Employee Assistance Program (EAP)

由僱主為僱員提供的支援服務

- 協助員工於個人、家庭或工作上解決及處理問題
- 提高員工對工作的投入和滿足感
- 協助工作和生活取得平衡
- 令員工擁有健康精彩的生活
- 促進企業發展快樂、健康及具生產力的團隊；
並建立正向工作間

關於 香港基督教服務處 僱員支援服務 / 富達盟信顧問有限公司

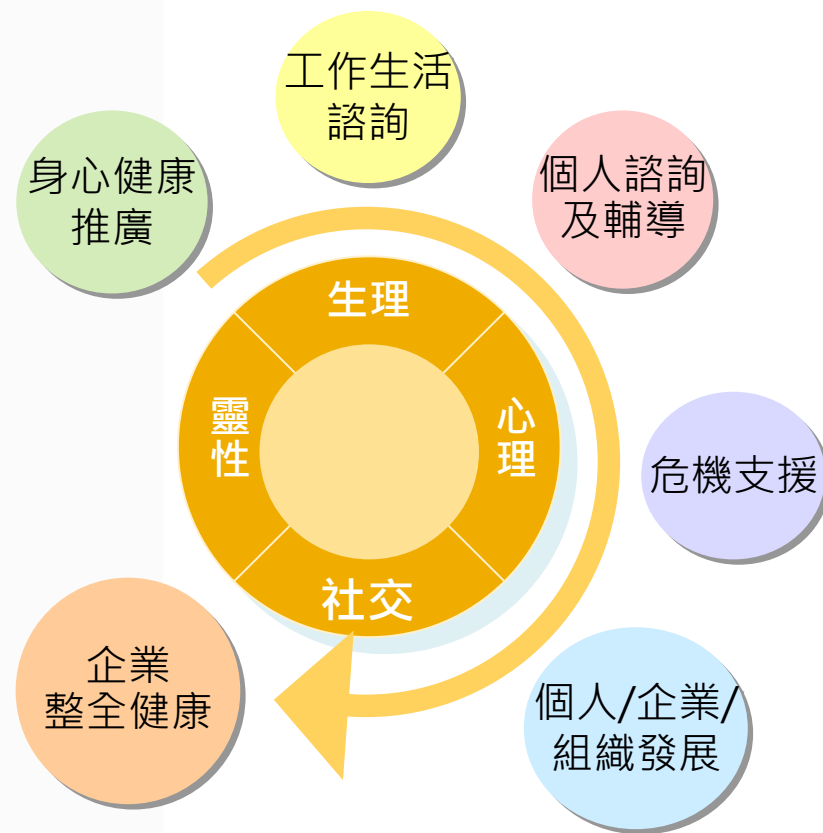


- 本港首間及具領導地位的「僱員支援計劃」提供者
- 專業顧問團隊：
 - 註冊社工、專業輔導員、家庭治療師、臨床心理學家、管理專才
- 服務超過**1100**家本地及跨國企業
- 服務超過**880,000**在職員工及其家屬
- 客戶主要包括：
 - 商業機構、政府及公營機構、大專院校、社福機構

僱員支援計劃 Employee Assistance Program (EAP)

計劃特色

- 24小時諮詢熱線全天候支援
- 方便、快捷、友善
- 專業企業心理輔導
- 提升正向心理質素
- 全面危機支援
- 絕對保密
- 中立第三者
- 由企業承擔為員工提供的支援



調查簡介



目的

- 了解曾使用本處/公司僱員支援計劃服務的僱員以下範疇的狀況：
 - 職場狀況
 - 曾嘗試處理困擾的方法
 - 使用計劃後的轉變，當中包括：
職場狀況及健康狀況

調查簡介



調查方法

- 僱員諮詢及輔導服務使用者在接受服務前後填寫評估問卷

調查簡介

調查工具

- 職場狀況：職場狀況量表
(Workplace Outcome Suite, WOS)
[國際僱員支援計劃專業協會 (EAPA) 建議
採用以評估 EAP 的服務成效]
- 曾嘗試處理有關困擾的方法，以及健康狀況：
本處自己設計問題



調查簡介



職場狀況：職場狀況量表涵蓋範圍

■ 職場表現 (WOS)

- 心不在焉 (Presenteeism)
- 工作投入度 (Work Engagement)
- 生活滿意度 (Life Satisfaction)
- 工作苦惱度 (Work Distress)
- 缺勤率 (Absenteeism)

■ 其他

- 工作表現
- 職場關係
- 工作滿足感
- 身心狀態

調查簡介



曾嘗試處理有關困擾的方法，以及健康狀況 涵蓋範圍

- 員工面對的各類困擾的方法
- 健康狀況
 - 「受到身體健康問題困擾」；
 - 「想過自殺/傷害自己」及
 - 「曾經誤用/濫用/過量服用酒精/藥物」的情況。

調查簡介



時段



2011年
至
2022年

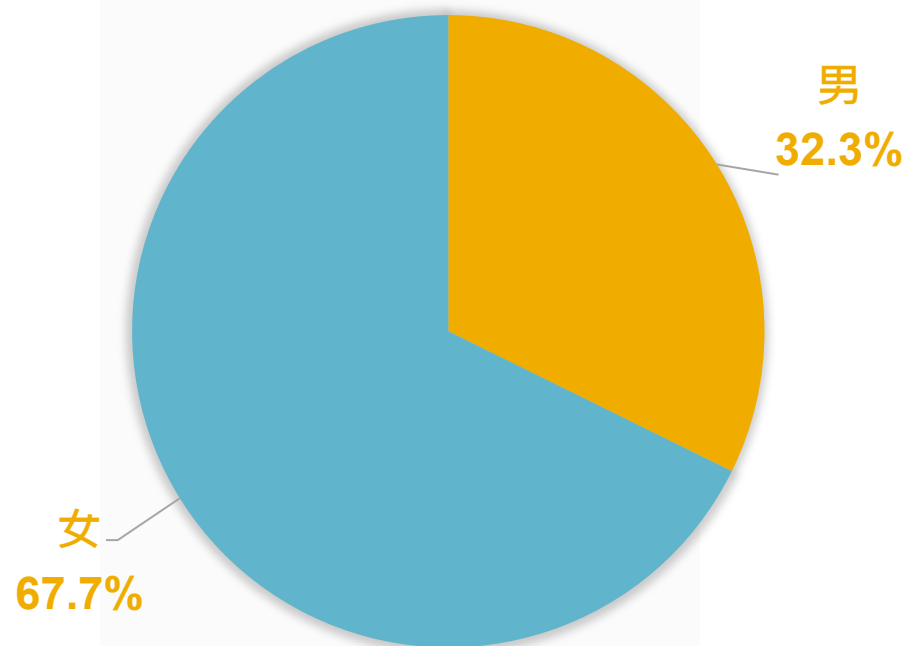
對象



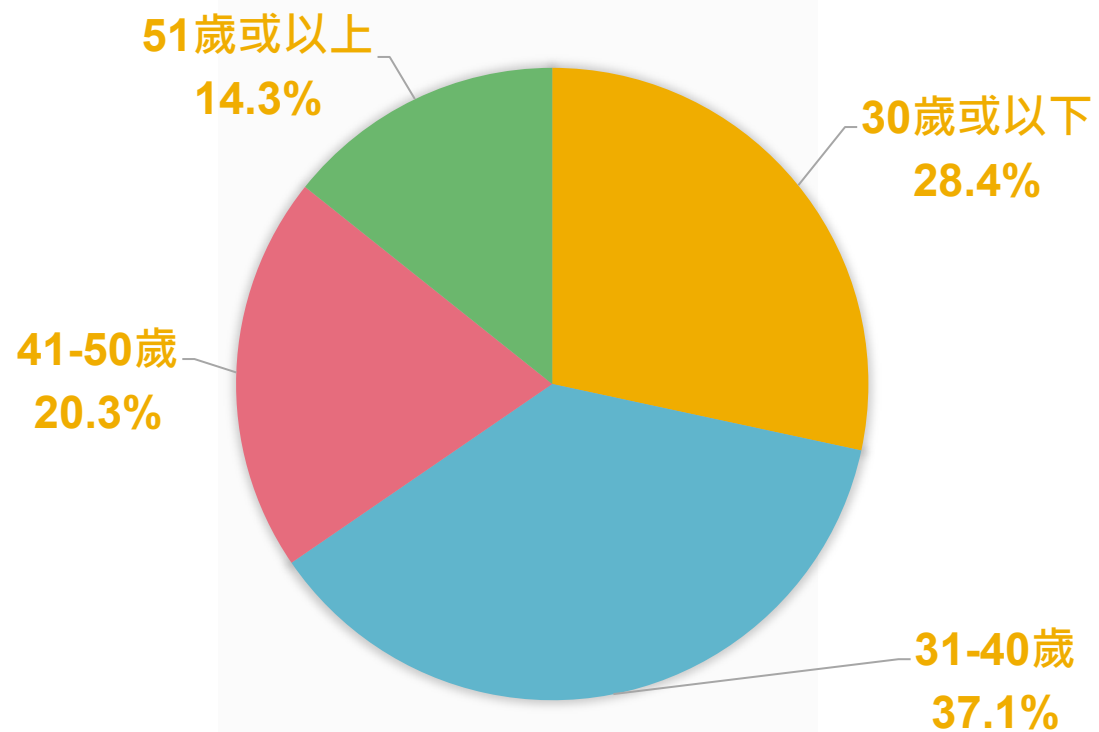
成功訪問了627位
於上述期間尋求
僱員諮詢及輔導服務的僱員

香港打工仔身心健康調查 結果及分析

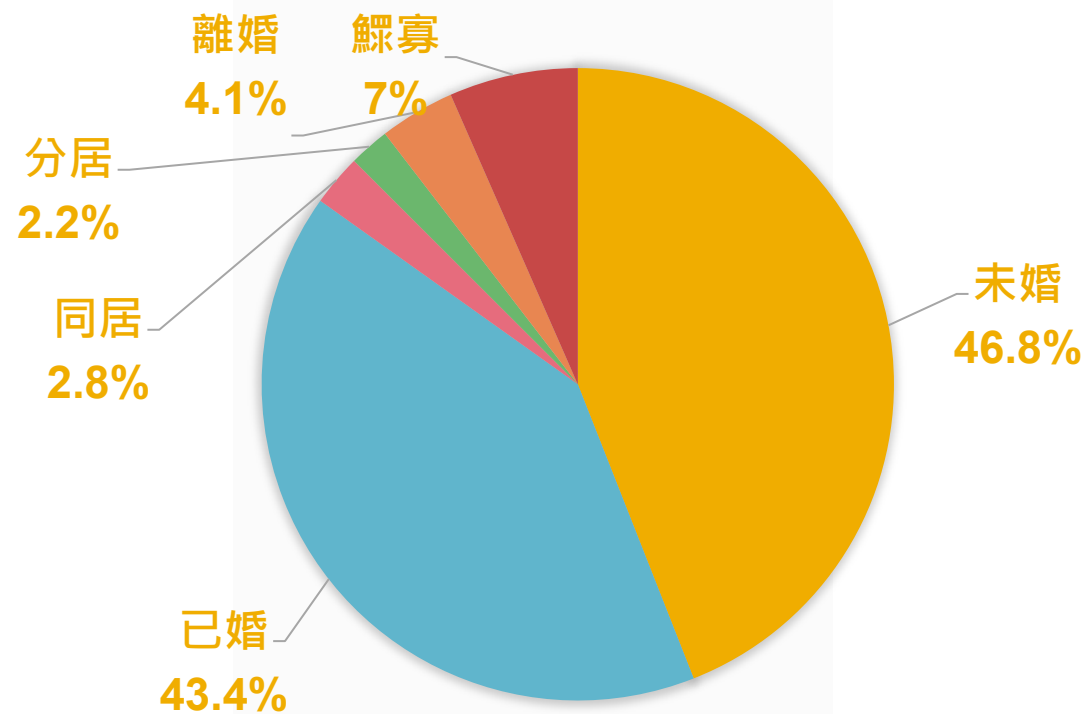
性別分佈



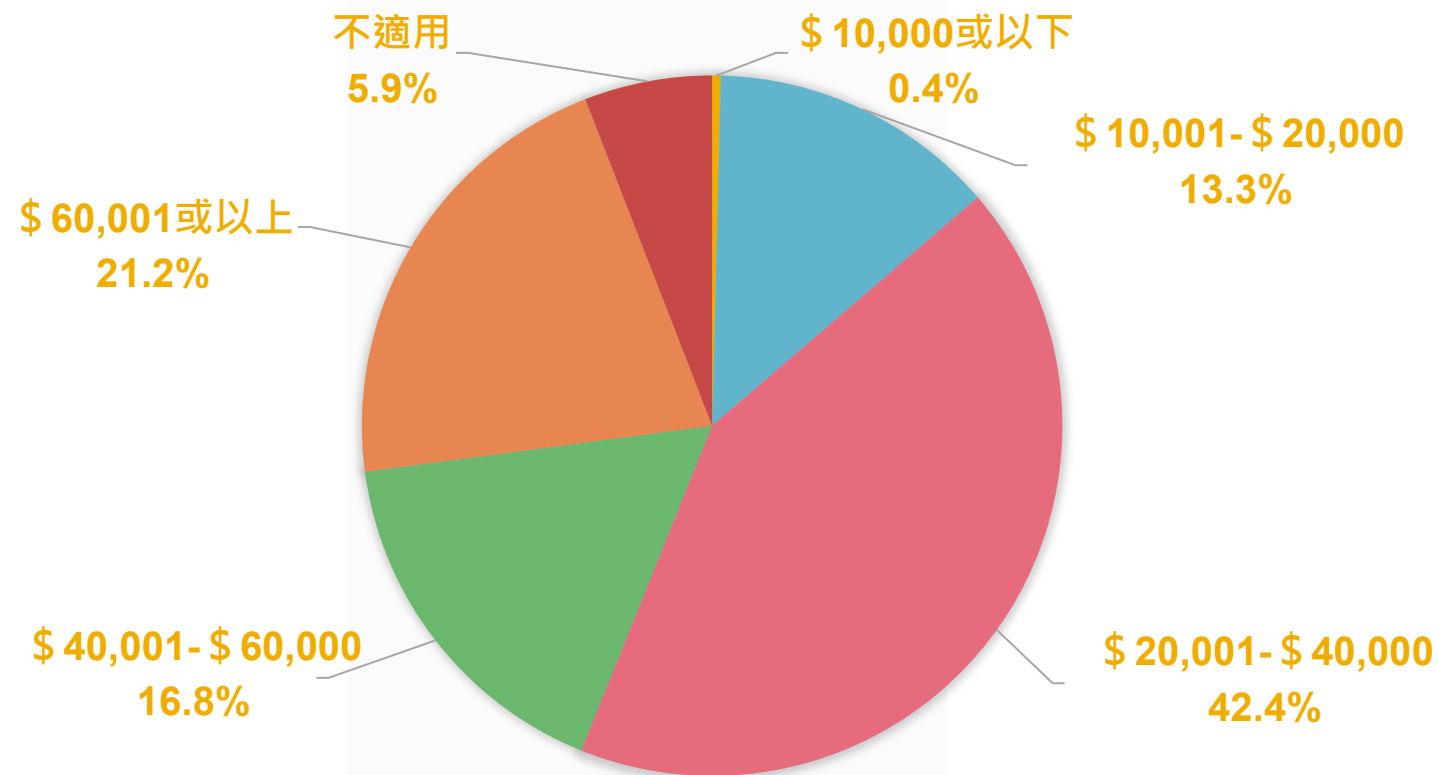
年齡分佈



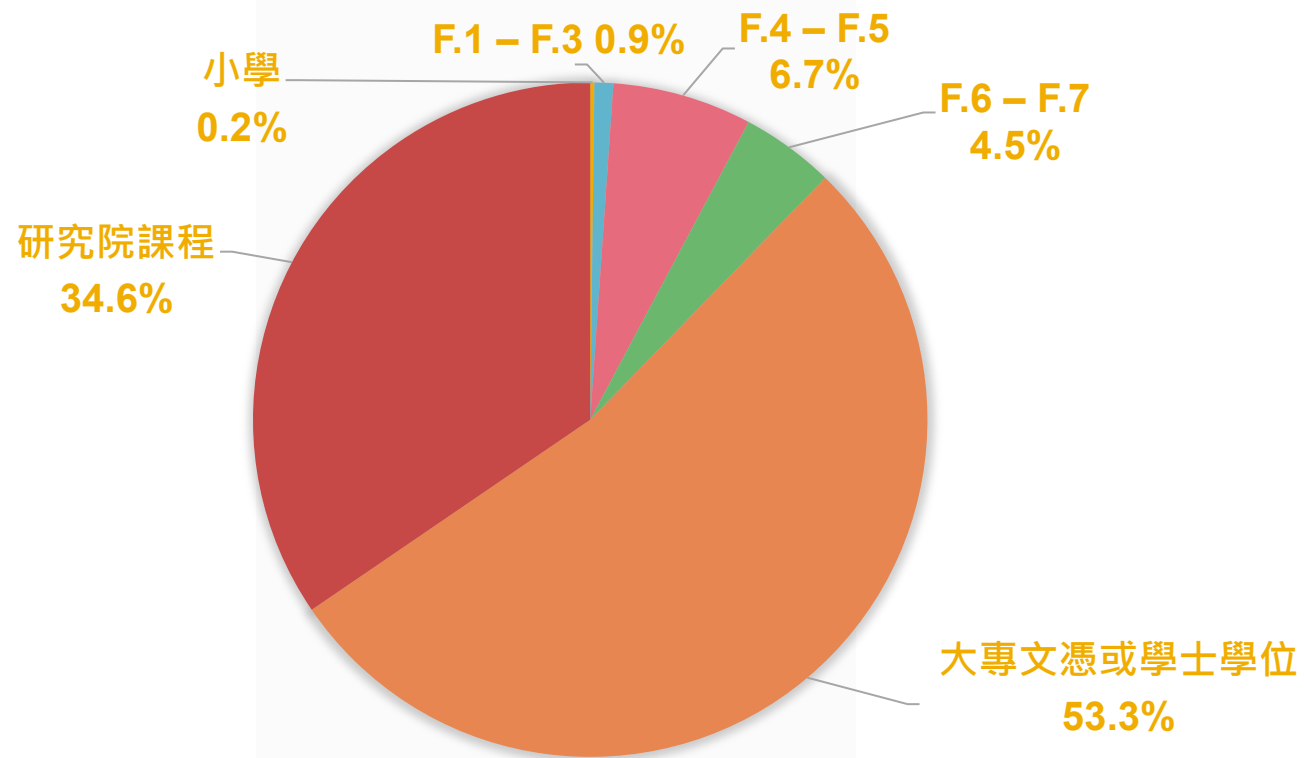
婚姻狀況分佈



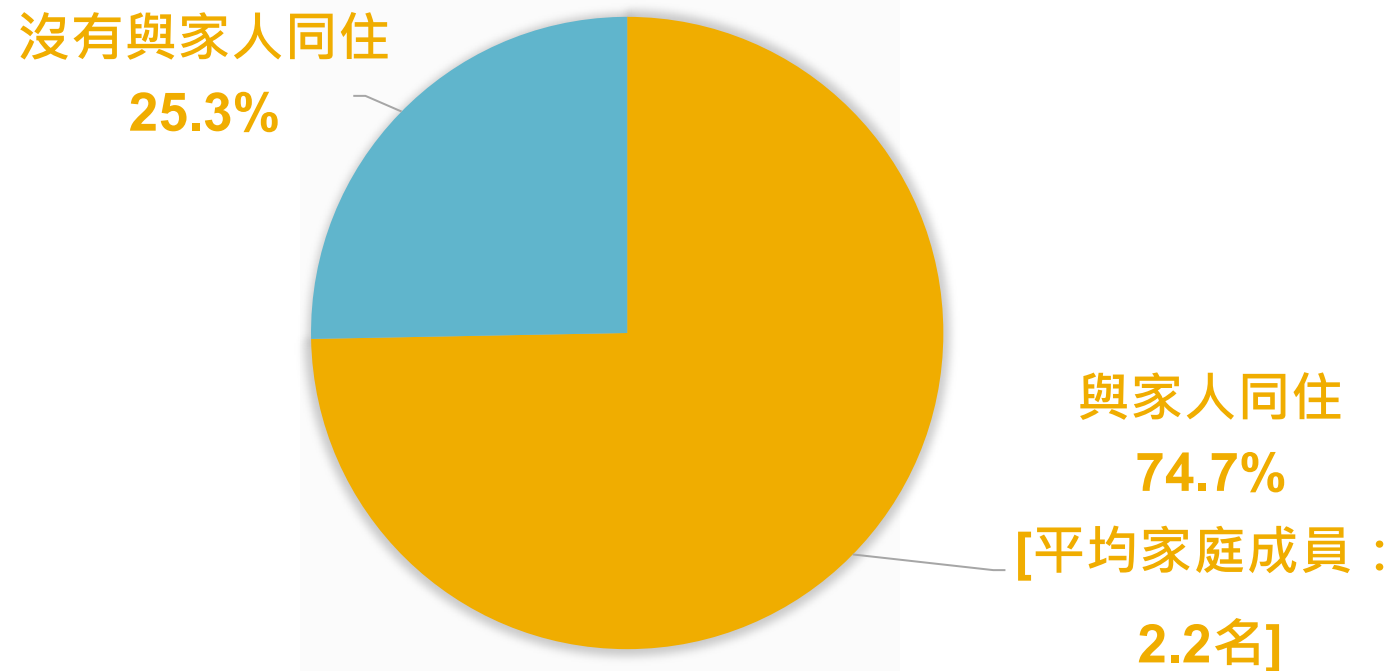
每月入息狀況分佈



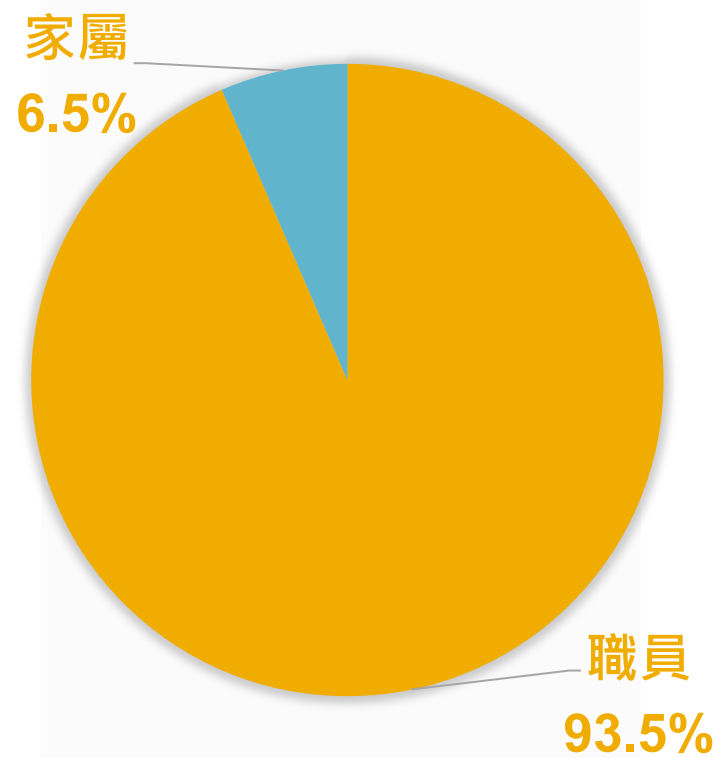
學歷狀況分佈



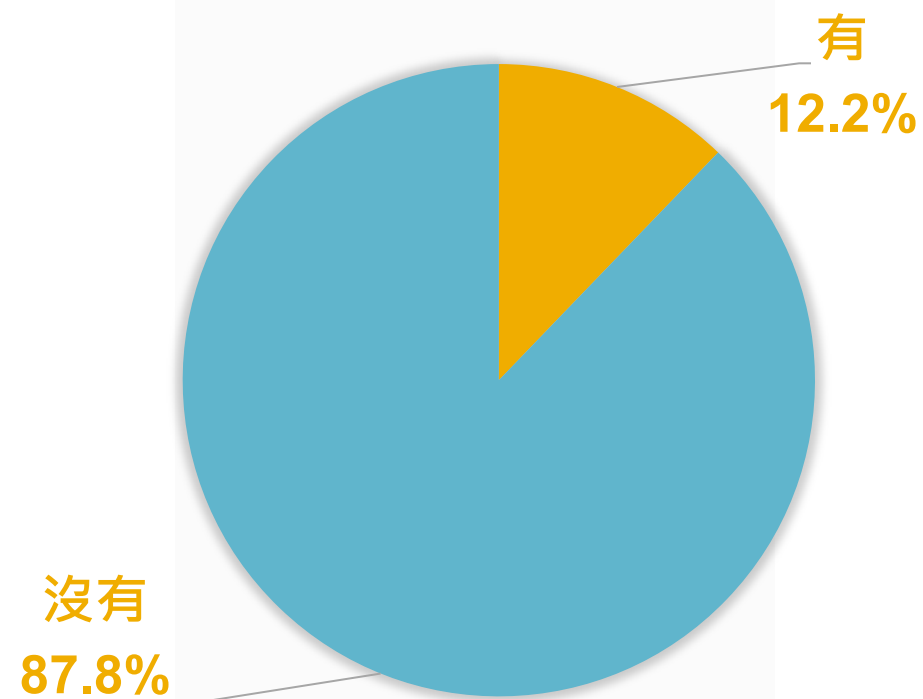
與家人同住情況分佈



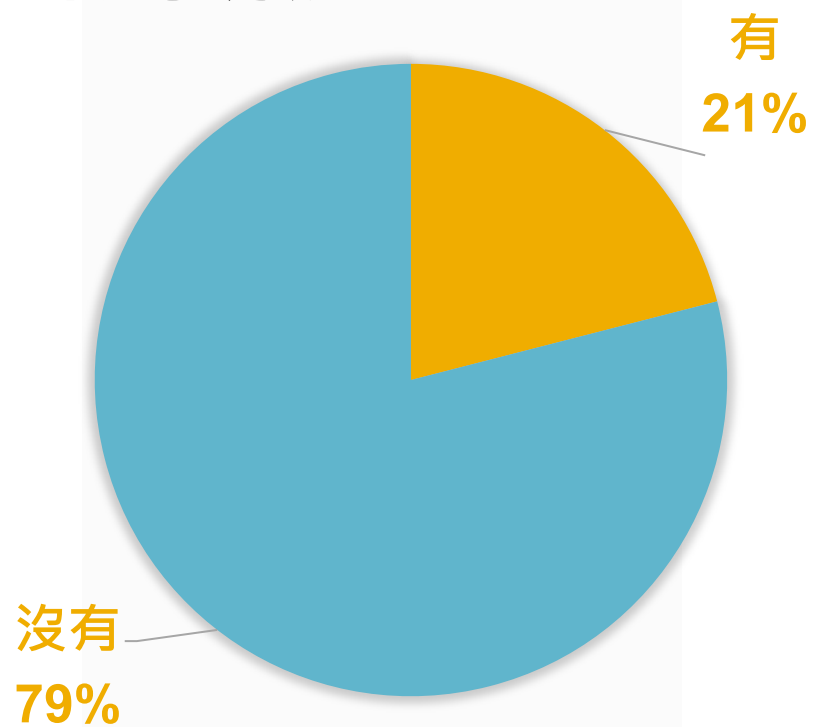
受訪者身份



精神病患紀錄



定期服用醫生處方藥物情況





調查結果

1. 打工仔職場狀況

WOS#1 (心不在焉/Presenteeism) 「我的問題會妨礙我集中精神工作」

	人數	百分比
非常不同意	44	7.2%
有些不同意	30	4.9%
中立/無意見	61	10.0%
有些同意	294	48.4%
非常同意	179	29.4%
總數	608	100.0%

	香港 (N=608)	國際 (N=39,135)
沒有問題(Not a problem) (1-3分)	22.2%	44%
有問題(Problem) (4-5分)	77.8%	56%
總數	100.0%	100.0%

WOS#2 (工作投入度/ Work Engagement)

「我經常渴望上班，開始新的一天」

	人數	百分比
非常不同意	123	20.3%
有些不同意	174	28.7%
中立/無意見	162	26.7%
有些同意	103	17.0%
非常同意	44	7.3%
總數	606	100.0%

	香港 (N=606)	國際 (N=39,135)
沒有問題(Not a problem) (3-5分)	51.0%	69%
有問題(Problem) (1-2分)	<u>49.0%</u>	<u>31%</u>
總數	100.0%	100.0%

WOS#3 (生活滿意度/ Life Satisfaction)

「到目前為止，我的生活大致事事順境」

	人數	百分比
非常不同意	89	14.6%
有些不同意	206	33.8%
中立/無意見	135	22.2%
有些同意	154	25.3%
非常同意	25	4.1%
總數	609	100.0%

	香港 (N=609)	國際 (N=39,135)
沒有問題(Not a problem) (3-5分)	51.6%	63%
有問題(Problem) (1-2分)	<u>48.4%</u>	<u>37%</u>
總數	100.0%	100.0%

WOS#4 (工作苦惱度/Work Distress)

「我害怕上班」

	人數	百分比
非常不同意	113	18.6%
有些不同意	130	21.4%
中立/無意見	153	25.2%
有些同意	159	26.2%
非常同意	52	8.6%
總數	607	100.0%

	香港 (N=607)	國際 (N=39,135)
沒問題(Not a problem) (1-3分)	62.2%	77.0%
有問題(Problem) (4-5分)	<u>34.8%</u>	<u>23.0%</u>
總數	100.0%	100.0%

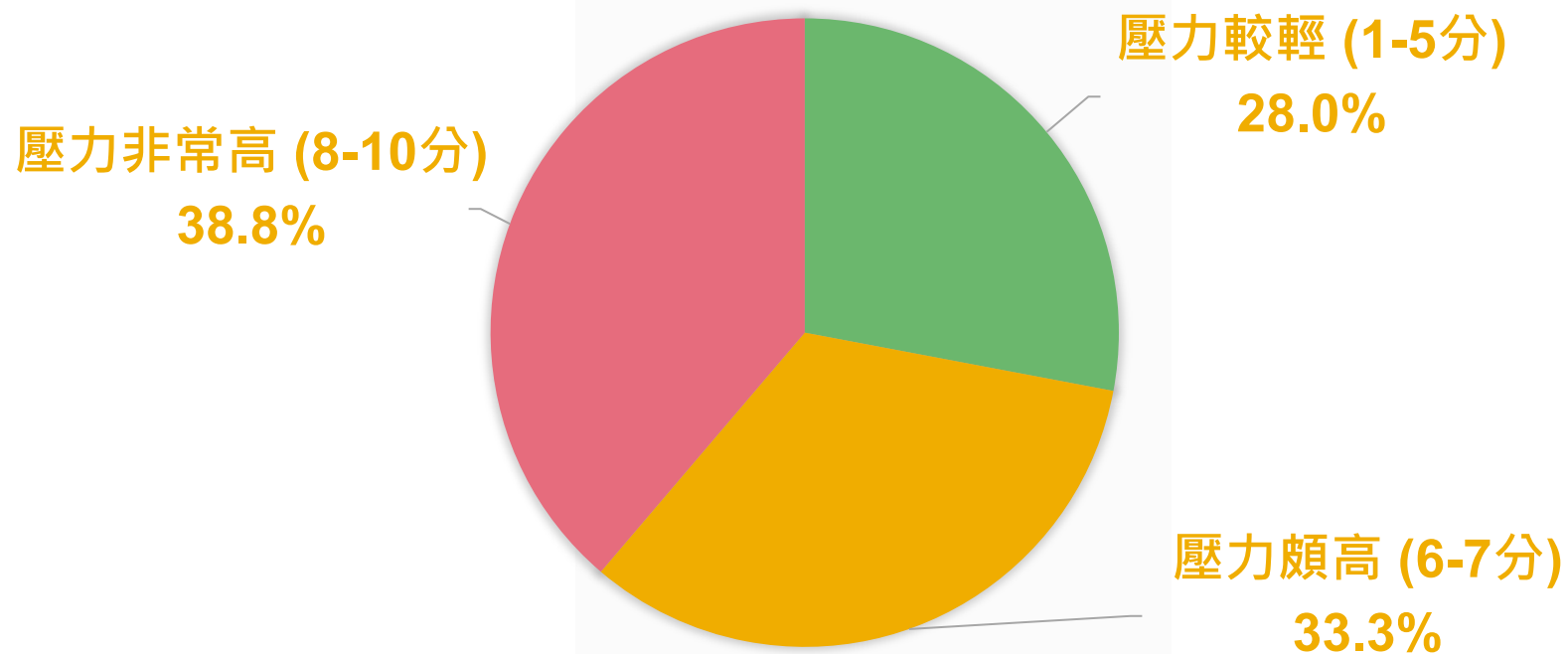
WOS#5 (缺勤率/Absenteeism)

「最近一個月，曾因面對困難影響而試過請假比率」

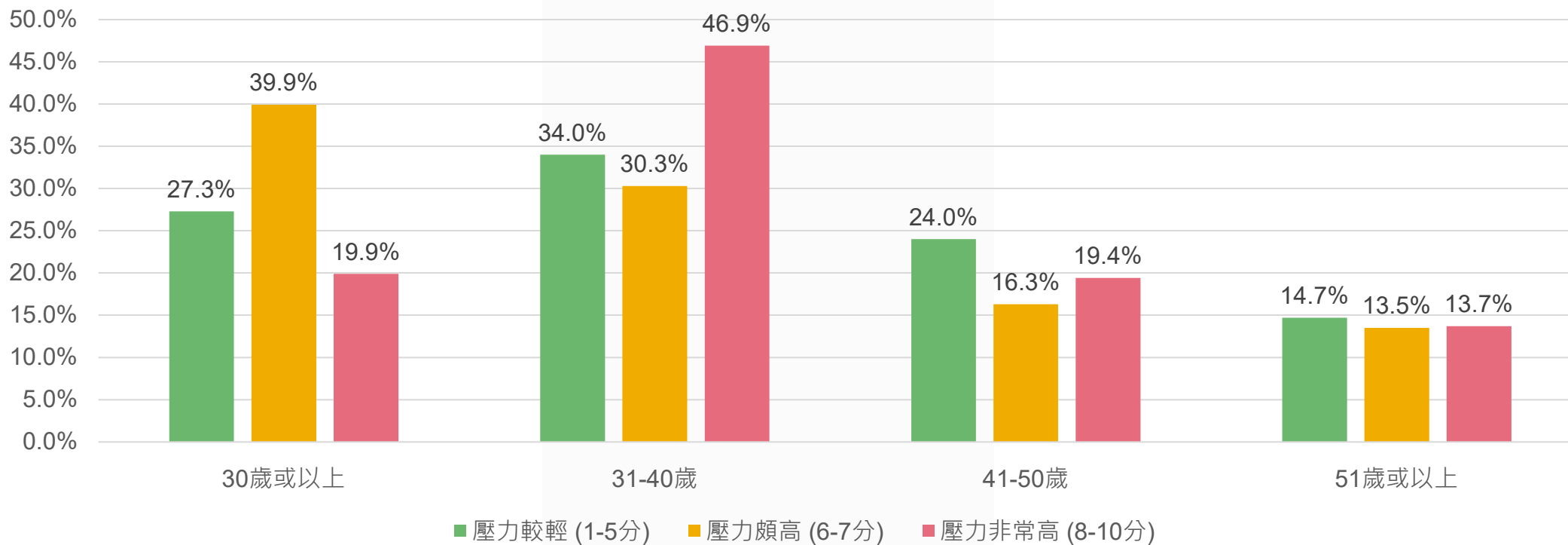
	人數	百分比
未曾請假	409	65.2%
曾經請假	218	<u>34.8%</u>
總數	627	100.0%

		N	平均
病假 (日)	前測	218	<u>6.1</u>
年假 (日)	前測	218	<u>3.1</u>
特別事假 (日)	前測	218	<u>1.9</u>
其他：未能如常上班 (如早退/遲到) (日)	前測	218	<u>1.2</u>

工作壓力



不同年齡層受訪者的工作壓力



工作壓力

	對受訪者的影響
受訪者工作壓力愈高	出現WOS#2 (工作投入度/ Work Engagement) 「我經常渴望上班，開始新的一天」的情況愈低***
	出現WOS#4 (工作苦惱度/Work Distress) 「我害怕上班」的情況愈高***
	與上司的關係愈差***
	對工作的滿足感愈低***
	現時的身心狀態會愈差***

分析方法：Pearson correlation

* $p < 0.05$; ** $p < .01$; *** $p < .001$

***工作壓力愈高，受訪者在工作上的表現不但會受影響，而且更會影響其身心健康**

曾嘗試處理以上的困擾的方法

	曾嘗試過	未曾嘗試過
向別人求助 (N=599)	372 (62.1%)	227 (37.9%)
用娛樂或運動方法開解自己 (N=598)	268 (44.8%)	330 (55.2%)
自己看開點, 相信「船到橋頭自然直」 (N=599)	240 (40.1%)	359 (59.9%)
不去想它 (N=601)	231 (38.4%)	370 (61.6%)
祈求神明幫助 (N=594)	139 (23.4%)	455 (76.6%)
用食煙或飲酒方法開解自己 (N=591)	70 (11.9%)	521 (88.2%)
其他 (N=590)	64 (10.8%)	526 (89.2%)

* 調查發現約4成受訪者 (37.9%)表示在尋求「僱員支援計劃」前，他們未曾嘗試過向別人求助，此暗示「僱員支援計劃」是其首個向外主動求助的途徑

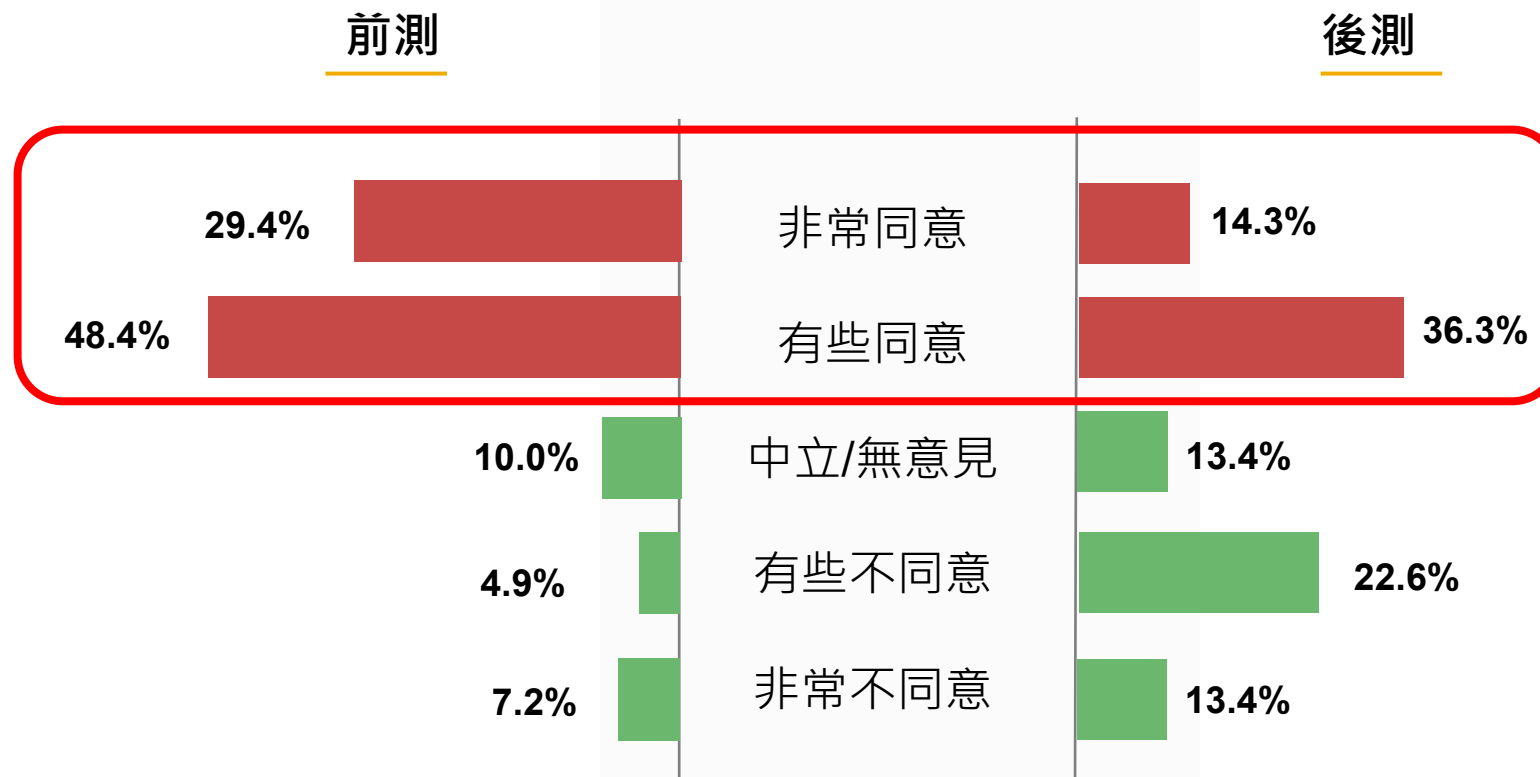


調查結果

2.使用「僱員支援計劃」後的轉變

I. 「職場狀況量表」 (Workplace Outcome Suite)表現

WOS #1 (心不在焉 / Presenteeism) 我的問題會妨礙我集中精神工作

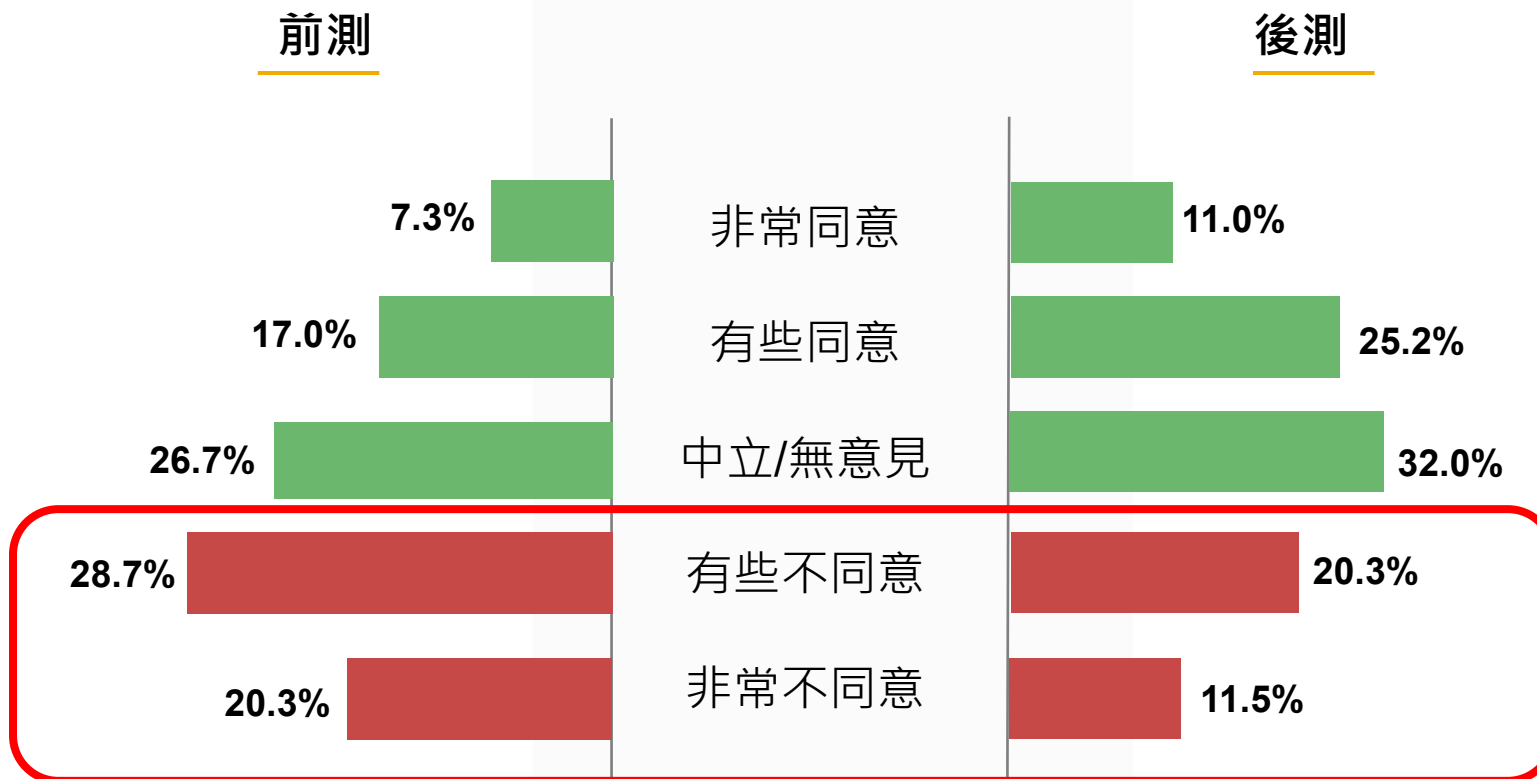


*工作時處於心不在焉的比率由 **77.8%** 減至 **50.6%**

*前測表示工作時處於心不在焉的受訪者中，有**43.8%**在使用計劃後已沒有出現此狀況

$\chi^2(1) = 25.613, p = .000$

WOS #2 (工作投入度 / Work Engagement) 「我經常渴望上班，開始新的一天」

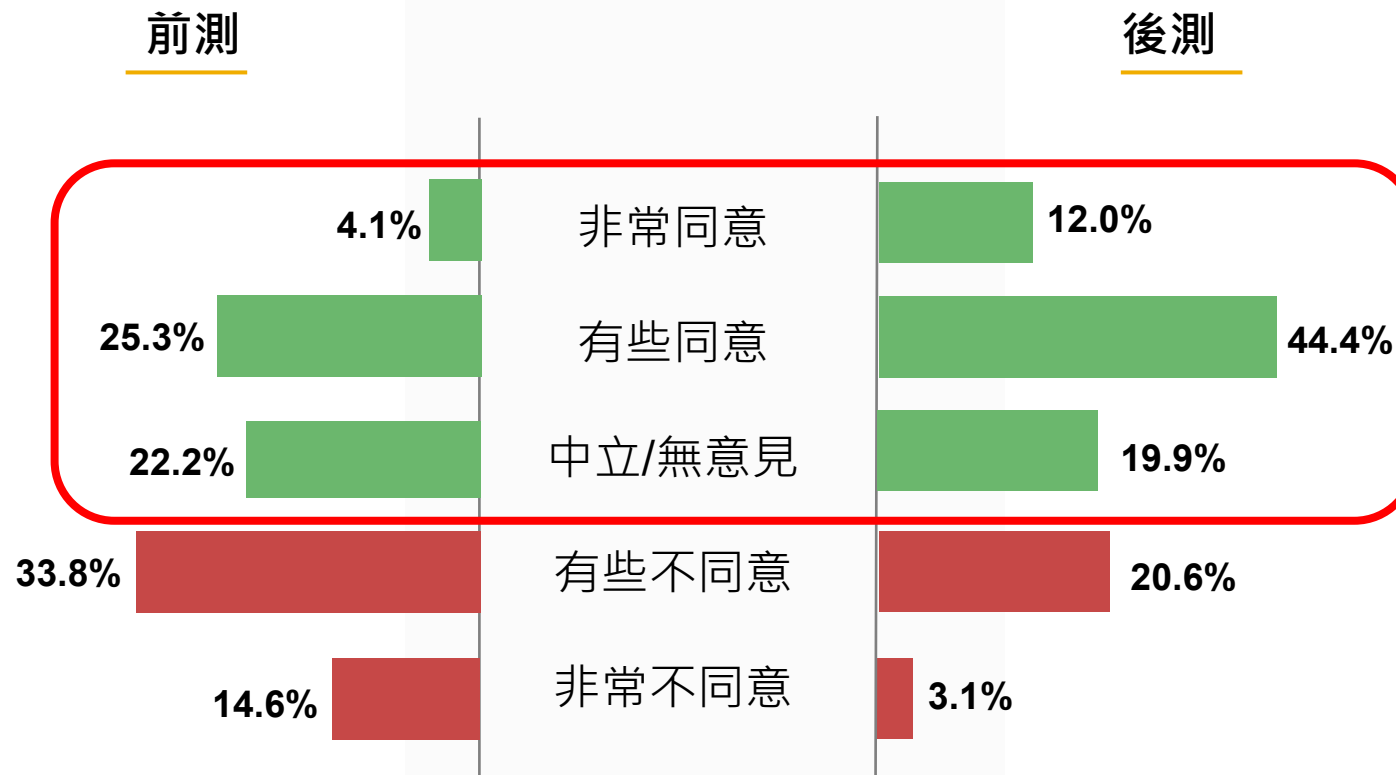


*能投入工作比率由 **51.0%** 升至 **68.2%**

*前測表示不能投入工作的受訪者中，有**49.8%**在使用計劃後已沒有出現此狀況

$\chi^2(1) = 84.158, p = .000$

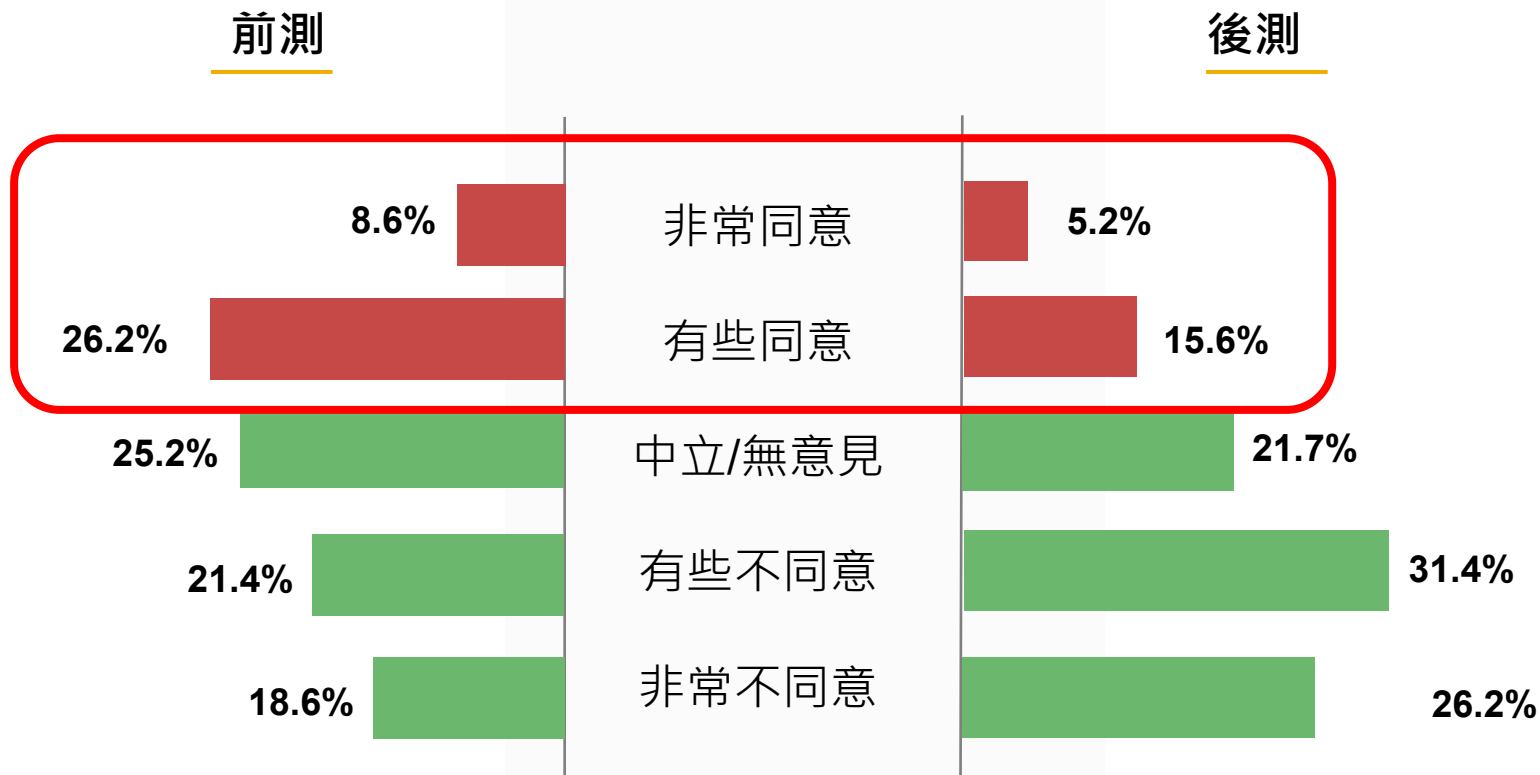
WOS #3 (生活滿意度 / Life Satisfaction) 「到目前為止，我的生活大致事事順景」



*生活滿意率由 51.6% 提升至 76.3%

*前測表示對生活並不滿意的受訪者中，有64.8%在使用計劃後已沒有出現此狀況 $\chi^2(1) = 38.437, p = .000$

WOS #4 (工作苦惱度 / Work Distress) 「我害怕上班」

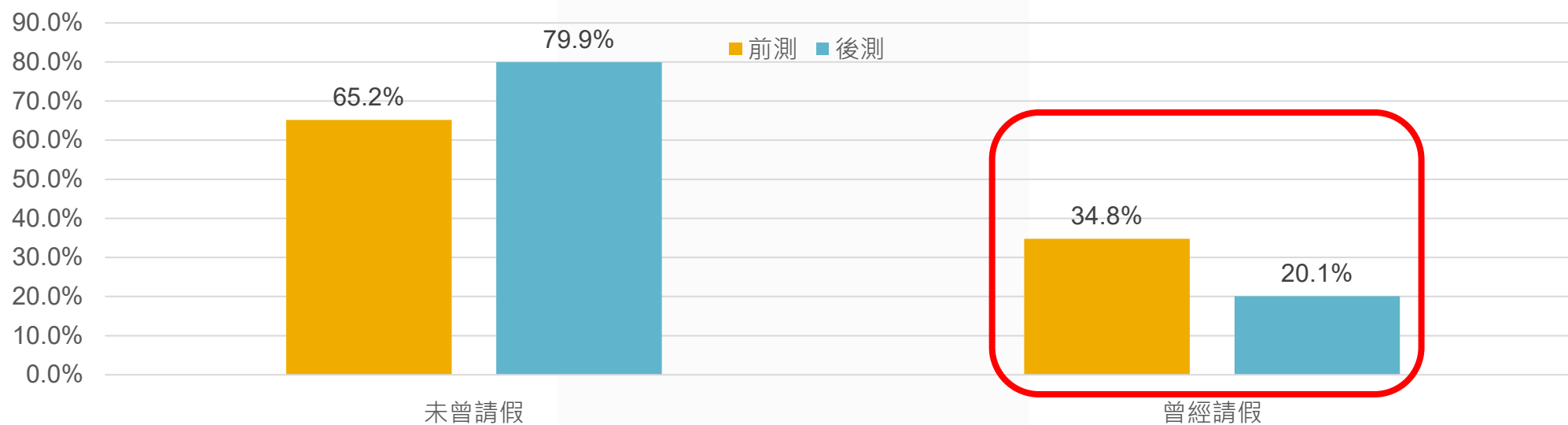


*工作苦惱度高的比率由 **34.8%** 減至 **20.8%**

*前測表示工作苦惱度高的受訪者中，有**65.6%**在使用計劃後已沒有出現此狀況 $\chi^2(1) = 36.379, p = .000$

WOS #5 缺勤率 (Absenteeism)

「最近一個月，曾因面對困難影響而試過請任何的假期？」



*缺勤率，由 34.8% 減至 20.1%

*前測表示曾因受困難所影響而請假的受訪者中，有86.6%在使用計劃後已沒有出現此狀況

$\chi^2(1) = 32.380, p = .000$

WOS #5 缺勤率 (Absenteeism)

「最近一個月，曾因面對困難影響而試過請任何的假期？」

		N	平均
病假 (日)	前測	218	6.0849
	後測	126	6.3016
年假(日)	前測	218	<u>3.1264</u>
	後測	126	<u>3.0714</u>
特別事假(日)	前測	218	<u>1.9312</u>
	後測	126	<u>1.4683</u>
其他：未能如常上班 (如早退/ 遲到) (日)	前測	218	<u>1.2343</u>
	後測	126	<u>1.1942</u>

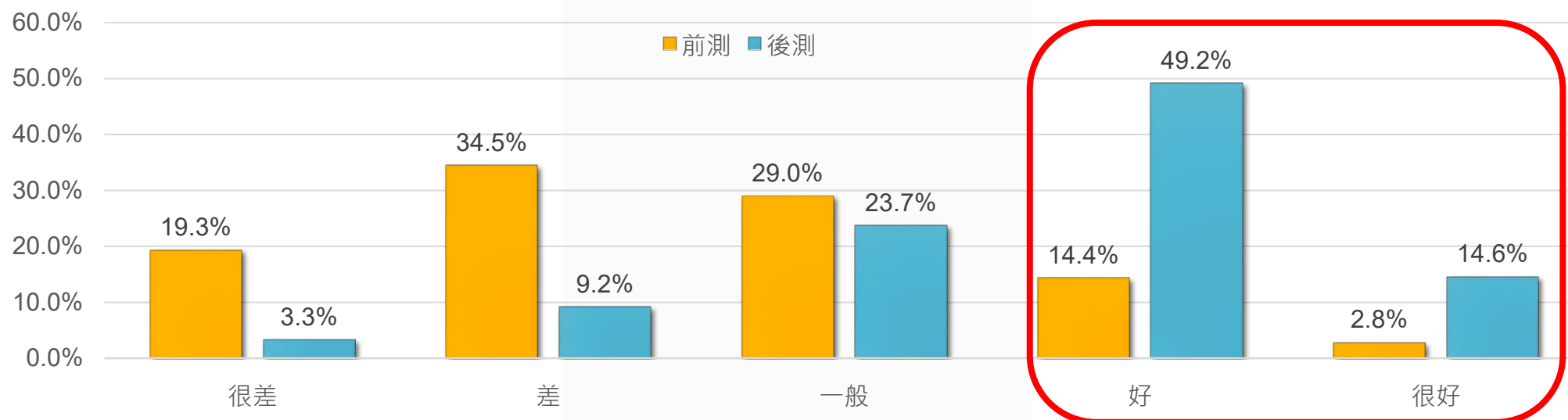


調查結果

2.使用「僱員支援計劃」後的轉變

II. 健康狀況的改善情況

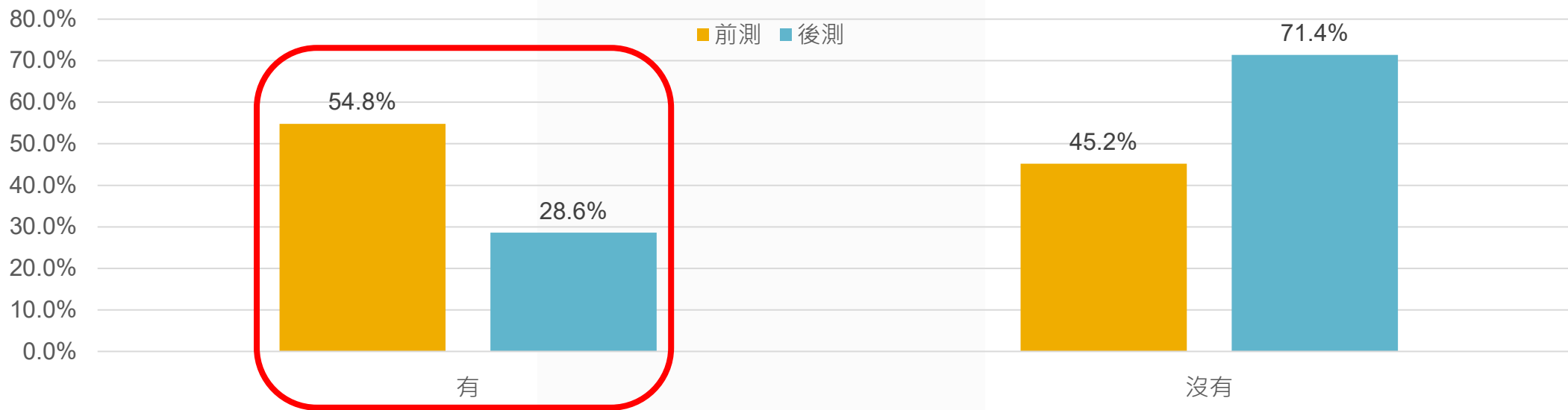
身心狀態



*「身心狀態」整體自我評估（好至很好），由 **17.2%** 升至 **63.8%**

*如前測在「現時的身心狀態」屬「很差」/「差」/「一般」的受訪者中，
有 **59.0%** 在使用計劃後的評語升為「好」/「很好」 $\chi^2(16) = 92.962, p = .000$

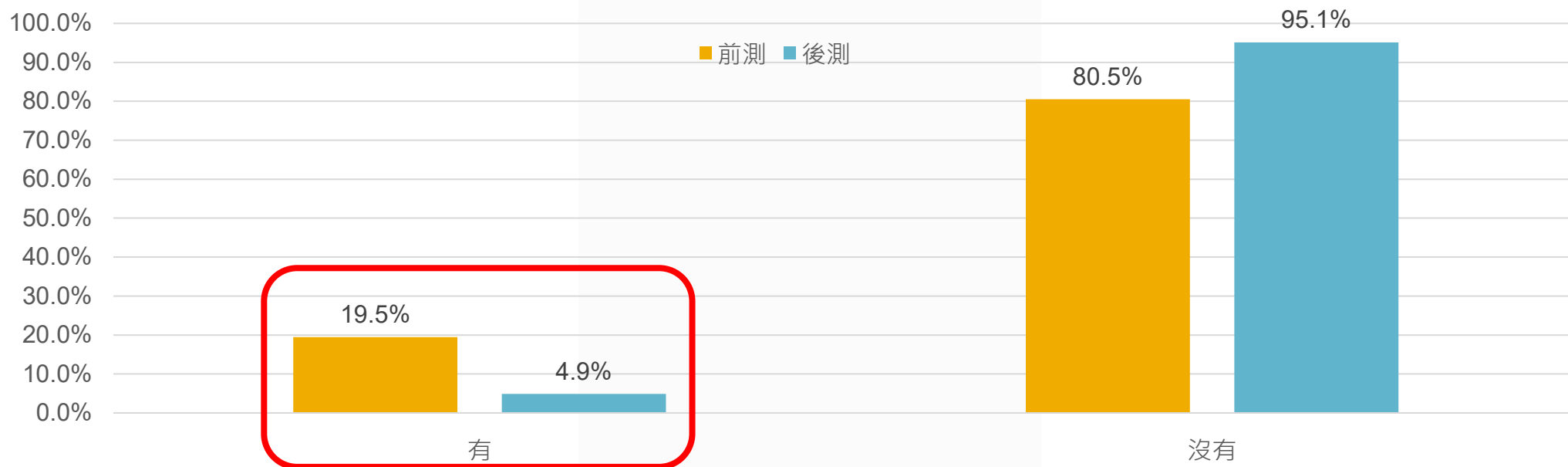
受到身體健康問題困擾



* 有「受到身體健康問題困擾」的比率，由 54.8% 減至 28.6%

* 前測表示「有受到身體健康問題困擾」受訪者中，有 66.1% 在使用計劃後再沒有出現此情況 $\chi^2(1) = 8.483, p = .000$

想過自殺/傷害自己



* 有「想過自殺/傷害自己」的比率，由 **19.5%** 減至 **4.9%**

* 前測表示「有想過自殺/傷害自己」受訪者中，有**93.1%**在使用計劃後再沒有出現此情況 $\chi^2(1) = .971, p = .325$

曾經誤用/濫用/過量服用酒精/藥物



* 有「曾經誤用/濫用/過量服用酒精/藥物」的比率，由 **6.3%** 減至 **2.7%**

* 前測表示「有曾經誤用/濫用/過量服用酒精/藥物」受訪者中，有 **85.7%** 在使用計劃後再沒有出現此情況

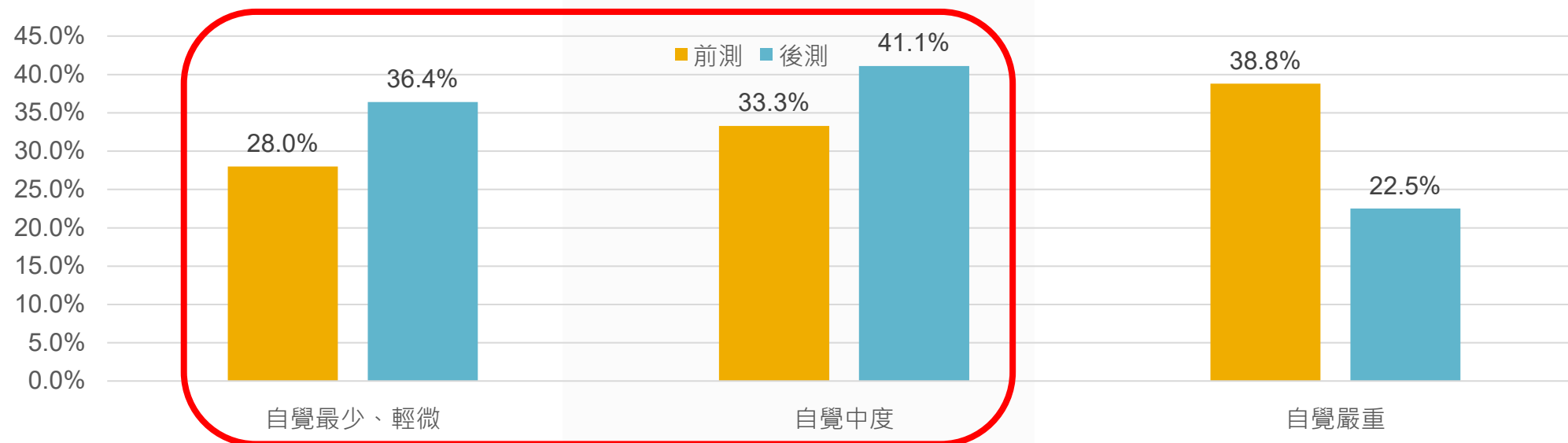
$\chi^2(1) = 14.648, p = .000$

調查結果

2.使用「僱員支援計劃」後的轉變

III.受訪僱員在公司工作的實際改善情況

工作壓力

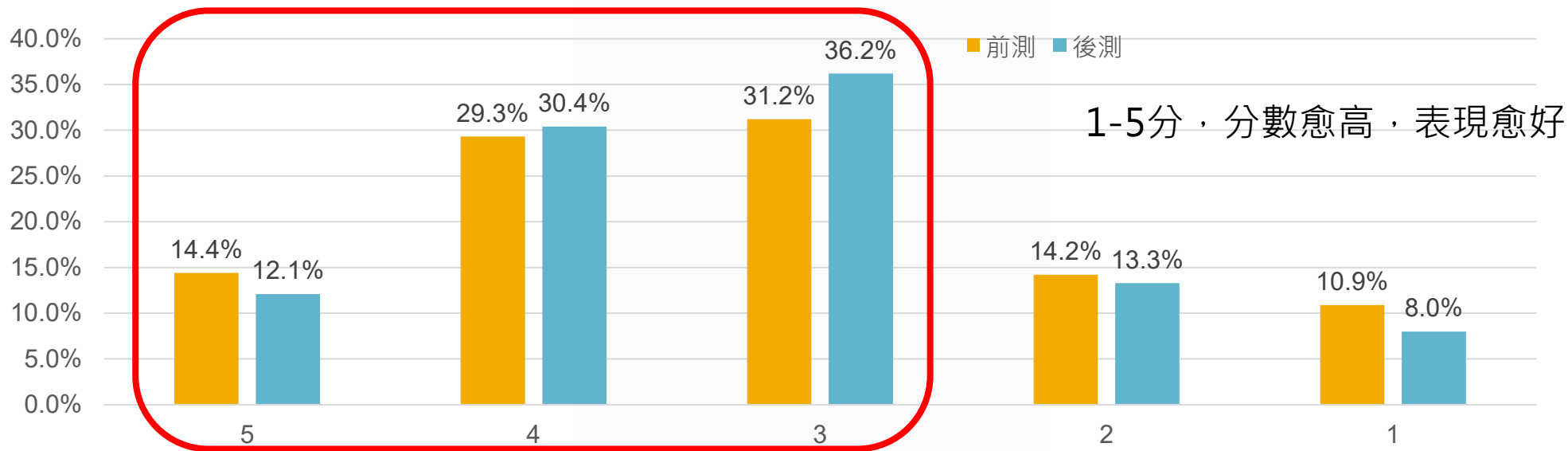


*「工作壓力」屬「自覺最少、輕微」/「自覺中度」的比率，由 **61.3%** 升至 **77.5%**

*如前測在「工作壓力」屬「自覺嚴重」的受訪者中，

有**70.2%**在使用計劃後的評語下降至「自覺最少、輕微」/「自覺中度」 $\chi^2(4) = 4.999, p = .287$

上司對受訪者「工作表現評估」

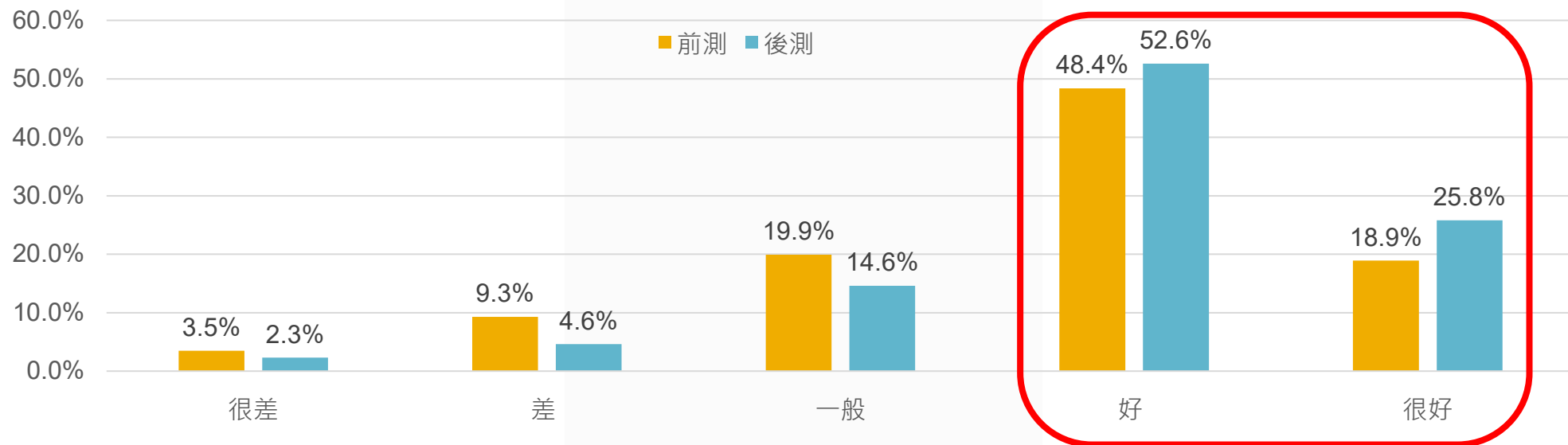


*上司對受訪者的「工作表現評估」的整體評語屬「3至5分」，由 **74.9%** 升至 **78.7%**

*如前測在「工作表現評估」的整體評語為「1至2分」的受訪者中，

有 **37.8%** 在使用計劃後的評語升為「3至5分」 $\chi^2(16) = 345.873, p = .000$

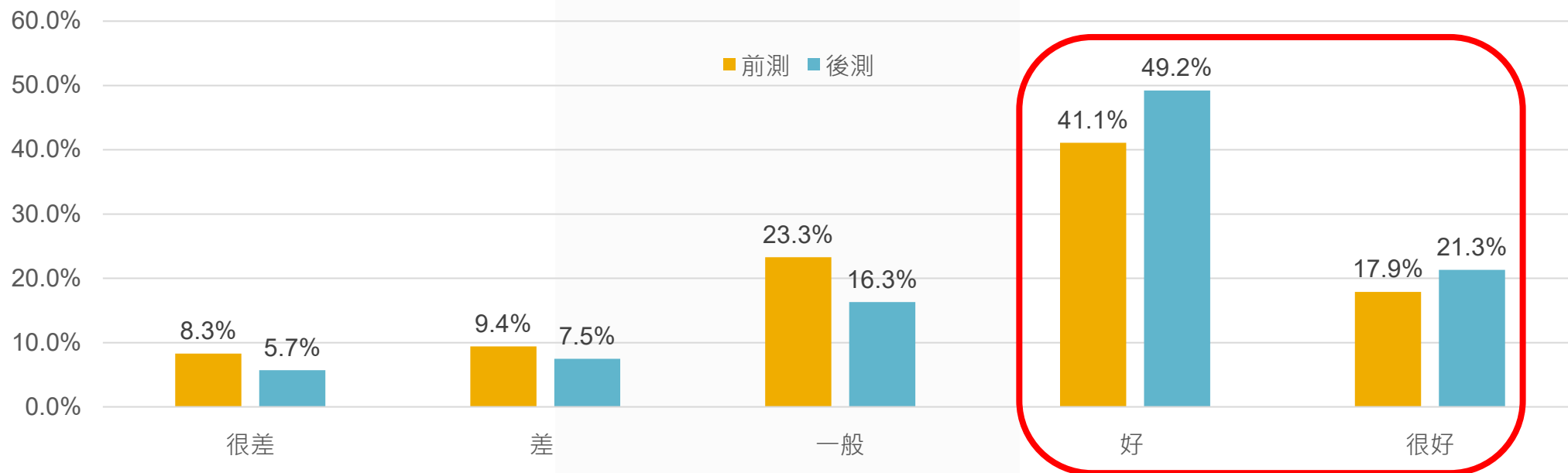
與同事關係



*「與同事關係」整體自我評估（好至很好），由 **67.3%** 升至 **78.4%**

*如前測在「現時與同事關係」屬「很差」/「差」/「一般」的受訪者中，
有**53.6%**在使用計劃後的評語升為「好」/「很好」 $\chi^2(16) = 252.071, p = .000$

與上司關係

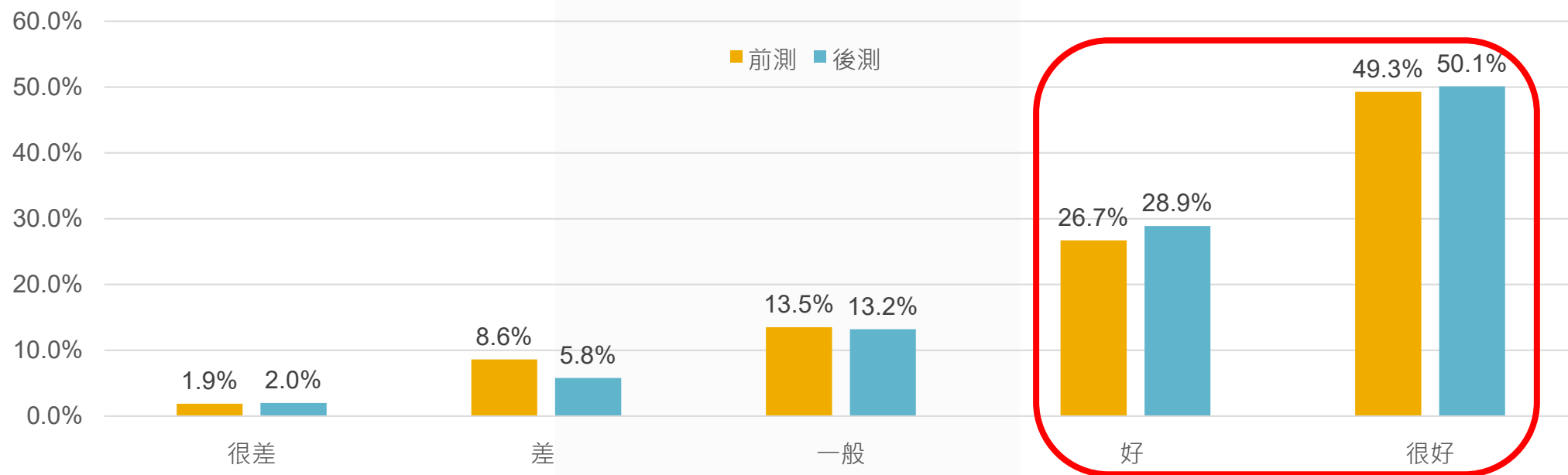


*「與上司關係」整體自我評估（好至很好），由 **59.0%** 升至 **70.5%**

*如前測在「與上司關係」屬「很差」/「差」/「一般」的受訪者中，

有**46.4%**在使用計劃後的評語升為「好」/「很好」 $\chi^2(16) = 313.532, p = .000$

準時上班

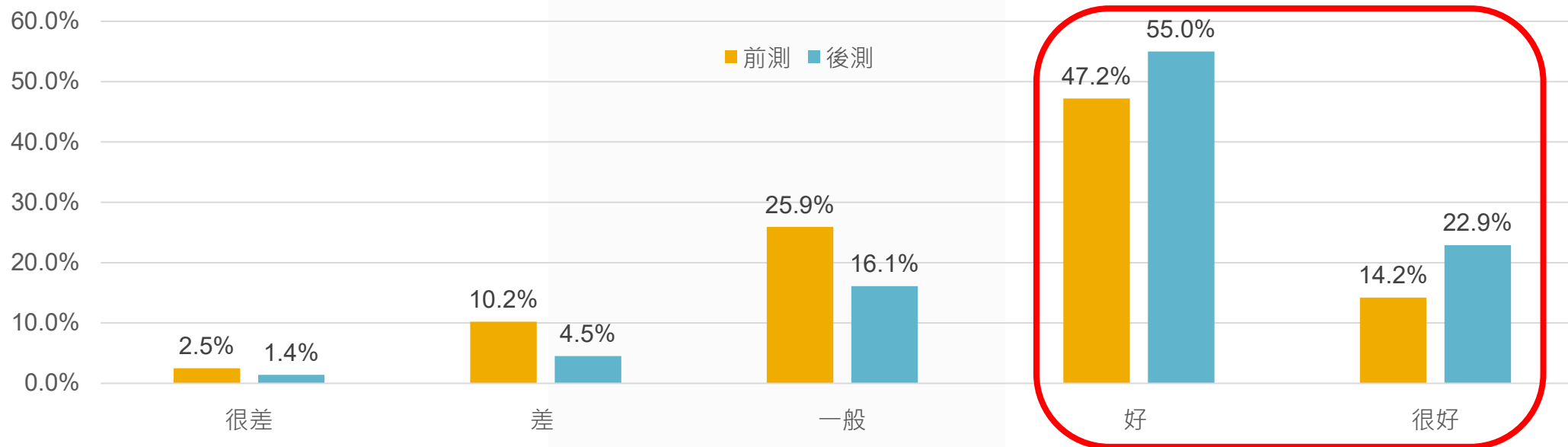


*「準時上班」整體自我評估（好至很好），由 **76.0%** 升至 **79.0%**

*如前測在「準時上班」表現屬「很差」/「差」/「一般」的受訪者中，

有 **51.5%** 在使用計劃後的評語升為「好」/「很好」 $\chi^2(16) = 193.835, p = .000$

工作表現

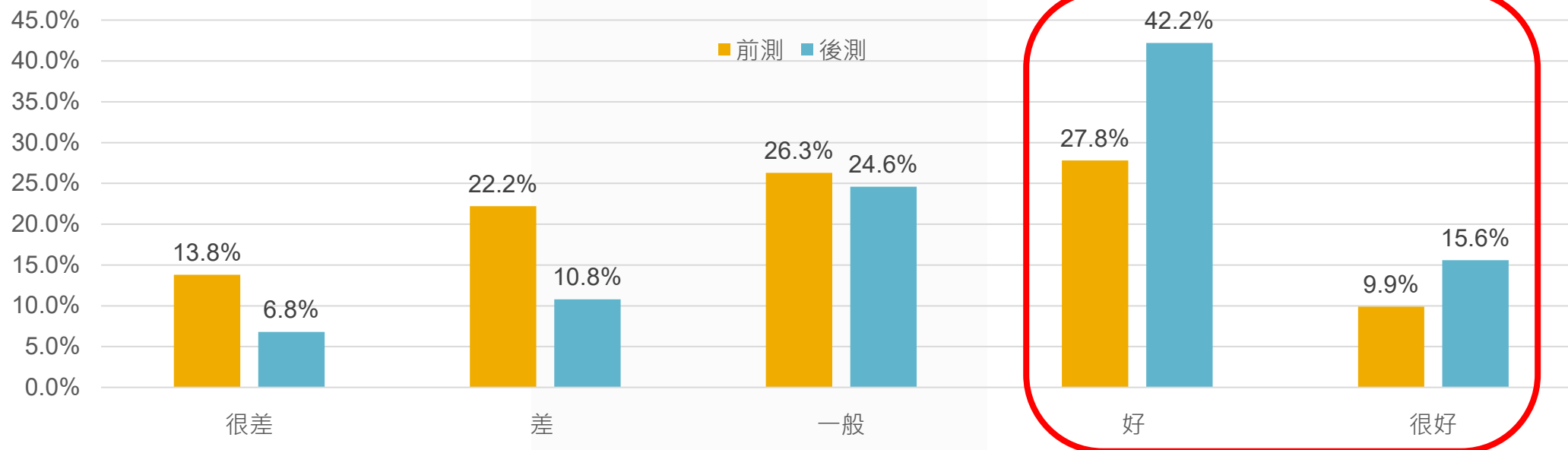


*「工作表現」整體自我評估（好至很好），由 **61.4%** 升至 **77.9%**

*如前測在「工作表現」屬「很差」/「差」/「一般」的受訪者中，

有**55.8%**在使用計劃後的評語升為「好」/「很好」 $\chi^2(16) = 236.822, p = .000$

工作滿足感



*「工作滿足感」整體自我評估（好至很好），由 **37.7%** 升至 **57.8%**

*如前測在「工作滿足感」屬「很差」/「差」/「一般」的受訪者中，

有 **42.3%** 在使用計劃後的評語升為「好」/「很好」 $\chi^2(16) = 247.110, p = .000$



分享個案

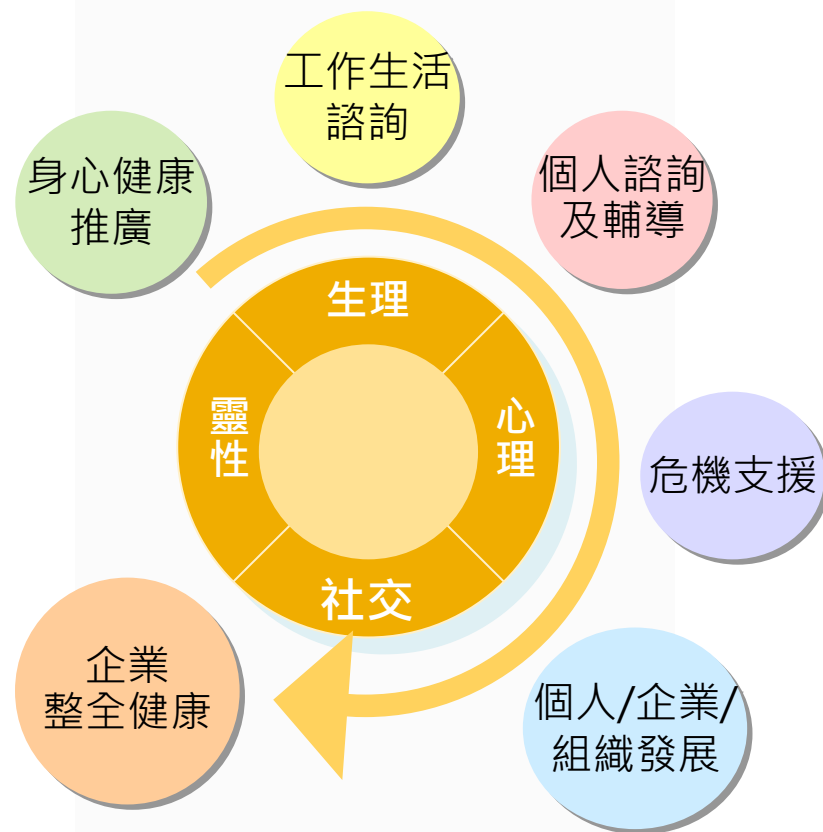
50歲的陳先生（化名）

任職金融機構，曾因工作量超出負荷而
引致壓力爆煲及情緒崩潰。

建議

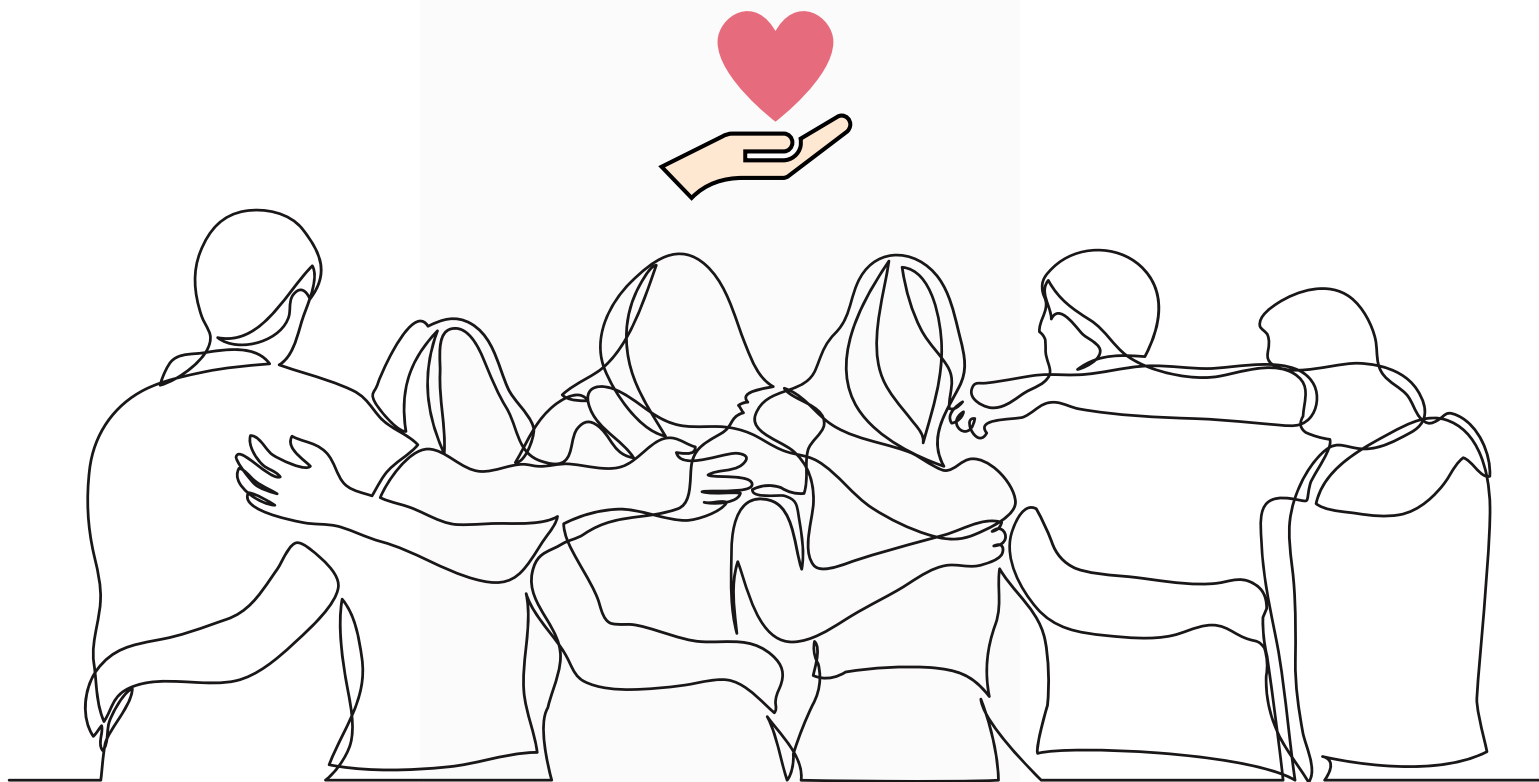
建議

1. 政府：資助中小企參與「僱員支援計劃」



建議

2. 僱主：於工作間設立「精神健康急救員」



建議

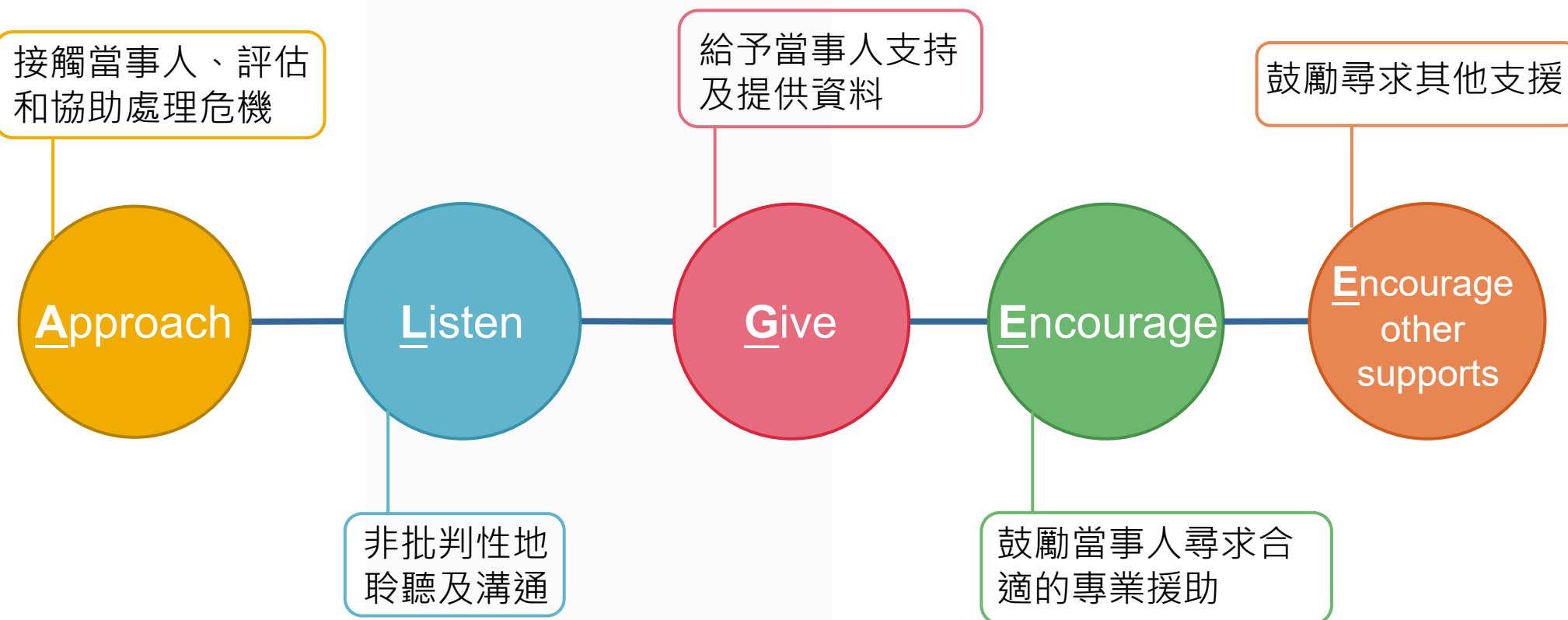
3.僱員：學習提升身心健康的知識和方法



建議

3.僱員：學習提升身心健康的知識和方法

精神健康急救 「ALGEE」





Q&A

THANK YOU



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香港基督教服務處 僱員發展服務
富達盟信顧問有限公司
香港打工仔身心健康調查報告

1. 背景：

香港基督教服務處(下稱「本處」)是香港首間從美國引入「僱員支援計劃」(Employee Assistance Programme, EAP)的領航機構，於1991年成立「僱員發展服務」，專門為各行業的僱主僱員提供專業及全面的身心健康服務。本處於2005年設立附屬公司——「富達盟信顧問有限公司」。

「僱員支援計劃」(Employee Assistance Programme)，下稱「EAP」旨在與僱主合作，提供全面而度身訂造的服務，以協助企業及員工處理工作、個人及家庭上的問題及困擾，並致力培育快樂、健康、具生產力和競爭力的團隊，從而促進機構的整全健康和可持續性。本處希望通過是次調查了解使用「EAP」僱員的職場狀況、處理困擾的方法，以及了解EAP就提升僱員的職場狀況及健康狀況的成效，有關結果將成為日後服務改善及設計的參考數據。

2. 評估目的

是次調查希望了解曾使用EAP服務的僱員以下範疇的狀況：

2.1 職場狀況

2.2 曾嘗試處理困擾的方法

2.3 使用EAP後的轉變，當中包括：職場狀況及健康狀況

3. 評估方法

本處於2011至2022年期間邀請曾使用EAP的諮詢和輔導服務的僱員參與服務前及後填寫問卷(見附件一及二)，以了解僱員諮詢和輔導服務的具體成效，當中涉及627名受訪者曾填寫服務前及後問卷。

4. 調查量度的範疇

是次評估以量化研究方式進行。為有效了解以上評估範疇的狀況，本處參考了以下已被驗證量表及自行設計問卷：

4.1 職場狀況：此範疇包括兩個範疇。

第一部分：本處利用國際認可、反映僱員支援計劃效能的「職場狀況量表」(Workplace Outcome Suite)進行是次調查。量表包含五大指標：

- WOS#1 (心不在焉/Presenteeism)
- WOS#2 (工作投入度/ Work Engagement)
- WOS#3 (生活滿意度/ Life Satisfaction)
- WOS#4 (工作苦惱度/Work Distress)
- WOS#5 (缺勤率/Absenteeism)

首四項問題採用 5 級程度評分 (1-5 分)，滿分為 20 分，而第五項問題為受訪者在過去一個月請假的情況。

第二部分：為更全面了解受訪僱員工作的狀況，本處自己設計出七項額外問卷，當中包括：

- 「最近一次上司對我的『工作表現評估』的整體評語」
- 「與同事關係」
- 「與上司關係」
- 「準時上班」
- 「工作表現」
- 「工作滿足感」
- 「身心狀態」

問題採用 10 級程度評分 (1-10 分)，當中：

1-2 分	很差
3-4 分	差
5-6 分	一般
7-8 分	好
9-10 分	很好

另外，本處自行設計一項問題，以了解受訪者的工作壓力指數，問題採用 10 級程度評分 (1-10 分)，當中：

1-5 分	自覺最少、輕微
6-7 分	自覺中度
8-10 分	自覺嚴重

4.2 曾嘗試處理有關困擾的方法：本處自己設計問題，以了解受訪者在面對各種生活及工作困擾時，曾嘗試處理有關困擾的方法。

4.3 健康狀況的改善情況：本處自己設計問題，以了解受訪者在參與計劃前後，其「受到身體健康問題困擾」、「想過自殺/傷害自己」及「曾經誤用/濫用/過量服用酒精/藥物」的情況。

5. 受訪者背景資料

5.1 受訪者身份

在有提供資料的受訪者中，93.5%受訪者的身份為「職員」，而家屬佔餘下的 6.5%。(見表 1)

表 1：

	人數	百分比
職員	<u>547</u>	<u>93.5%</u>
家屬	38	6.5%
總數	585	100.0%

5.2 工作的年資

在有提供資料的受訪者中，他們最普遍的工作年資為 1 年，平均工作年資為 7.49 年，最高年資為 41 年，最低為 0.08 年。(表 2)

表 2：

	N	最多	平均	最低	最高
工作年資	562	1	7.49	0.08	41

5.3 性別

受訪者的性別主要集中為女性(67.7%) (表 3)。

表 3：

	人數	百分比
女性	<u>421</u>	<u>67.7%</u>
男性	201	32.3%
總數	622	100.0%

5.4 年齡

受訪者的主要年齡為 40 歲或以下 (65.5%)。(表 4)

表 4：

	人數	百分比
30 歲或以下	<u>175</u>	<u>28.4%</u>
31-40 歲	<u>229</u>	<u>37.1%</u>
41-50 歲	125	20.3%
51 歲或以上	88	14.3%
總數	617	100.0%

5.5 婚姻狀況

「未婚」(46.8%)及「已婚」(43.4%)的受訪者的人數約各佔四成多。(表 5)

表 5：

	人數	百分比
未婚	<u>282</u>	<u>46.8%</u>
已婚	<u>262</u>	<u>43.4%</u>
同居	17	2.8%
分居	13	2.2%
離婚	25	4.1%
鰥寡	4	7.0%
總數	603	100.0%

5.6 每月入息

超過 4 成受訪者的每月入息為「\$ 20,001-\$ 40,000」。另外，亦有 38%受訪者的每月入息為「\$ 40,001 或以上」。(表 6)

從以上可見，8 成的受訪者的每月入息高於本港每月工資中位數（\$ 19,100）（2022 年 5 月至 6 月）。

表 6：

	人數	百分比
\$ 10,000 或以下	2	0.4%
\$ 10,001-\$ 20,000	67	13.3%
\$ 20,001-\$ 40,000	<u>214</u>	<u>42.4%</u>
\$ 40,001-\$ 60,000	85	16.8%
\$ 60,001 或以上	107	21.2%
不適用	30	5.9%
總數	505	100.0%

5.7 學歷

分別有超過 5 成及 3 成的受訪者的學歷為「大專文憑或學士學位」及「研究院課程」。(表 7)

表 7：

	人數	百分比
沒有正式受教育	0	0.0%
小學	1	0.2%
F.1 - F.3	5	0.9%
F.4 - F.5	39	6.7%
F.6 - F.7	26	4.5%
大專文憑或學士學位	<u>311</u>	<u>53.3%</u>
研究院課程	<u>202</u>	<u>34.6%</u>
總數	584	100.0%

5.8 居住狀況

超過 7 成受訪者是與家人同住 (表 8)，當中平均的同住家庭成員人數為 2.2 名 (表 9)。

表 8：

	人數	百分比
是	<u>124</u>	<u>74.7%</u>
否	42	25.3%
總數	166	100.0%

表 9：

	N	平均
同住之家庭成員人數	128	2.2

5.9 精神病患紀錄

約 1 成受訪者表示過往有精神病患紀錄。(表 10)

表 10：

	人數	百分比
有	75	12.2%
沒有	<u>542</u>	<u>87.8%</u>
總數	617	100.0%

5.10 定期服用醫生處方藥物情況

約 2 成受訪者表示有定期服用醫生處方藥物。(表 11)

表 11：

	人數	百分比
有	129	21.0%
沒有	484	79.0%
總數	613	100.0%

6. 調查結果

6.1 打工仔職場狀況

「職場狀況量表」(Workplace Outcome Suite)表現

- WOS#1 (心不在焉/Presenteeism) 「我的問題會妨礙我集中精神工作」

接近 8 成(77.8%)受訪者表示「有些同意」或「非常同意」我的問題會妨礙我集中精神工作」(表 12)，此代表受訪者在工作時曾因其問題而導致「心不在焉」，而此情況高於國際(56%)(表 13)。

表 12：

	人數	百分比
非常不同意	44	7.2%
有些不同意	30	4.9%
中立/無意見	61	10.0%
有些同意	294	48.4%
非常同意	179	29.4%
總數	608	100.0%

表 13：

	國際 ¹ (N=39,135)	香港 (N=608)
沒有問題(Not a problem) (1-3 分)	44%	22.2%
有問題(Problem) (4-5 分)	56%	77.8%
總數	100.0%	100.0%

¹ LifeWorks. (2022). Workplace Outcome Suite (WOS) Annual Report 2021: EAP counseling use and outcomes, COVID-19 pandemic impact, and best practices in outcome data collection. White paper. (Author: Attridge, M. Toronto, ON) (受訪者：曾於 2010 至 2021 初在全球 23 個地區曾使用 EAP 服務的人士)

● WOS#2 (工作投入度/ Work Engagement) 「我經常渴望上班，開始新的一天」

接近 5 成 (49.0%)受訪者表示「有些不同意」或「非常不同意」我經常渴望上班，開始新的一天」(表 14)，此代表接近 5 成受訪者的「工作投入度」低，而此情況高於國際(31.0%)(表 15)。

表 14：

	人數	百分比
非常不同意	123	20.3%
有些不同意	174	28.7%
中立/無意見	162	26.7%
有些同意	103	17.0%
非常同意	44	7.3%
總數	606	100.0%

表 15：

	國際 ² (N=38,781)	香港 (N=606)
沒有問題(Not a problem) (3-5 分)	69%	51.0%
有問題(Problem) (1-2 分)	<u>31%</u>	<u>49.0%</u>
總數	100.0%	100.0%

● WOS#3 (生活滿意度/ Life Satisfaction) 「到目前為止，我的生活大致事事順境」

接近 5 成 (48.4%)受訪者表示「有些不同意」或「非常不同意」到目前為止，我的生活大致事事順境」(表 16)，此代表受訪者的「生活滿意度」低，而此情況高於國際(37.0%)(表 17)。

表 16：

	人數	百分比
非常不同意	89	14.6%
有些不同意	206	33.8%
中立/無意見	135	22.2%
有些同意	154	25.3%
非常同意	25	4.1%
總數	609	100.0%

² LifeWorks. (2022). Workplace Outcome Suite (WOS) Annual Report 2021: EAP counseling use and outcomes, COVID-19 pandemic impact, and best practices in outcome data collection. White paper. (Author: Attridge, M. Toronto, ON) (受訪者：曾於 2010 至 2021 初在全球 23 個地區曾使用 EAP 服務的人士)

表 17：

	國際 ³ (N=39, 135)	香港 (N=609)
沒有問題(Not a problem) (3-5 分)	63%	51.6%
有問題(Problem) (1-2 分)	<u>37%</u>	<u>48.4%</u>
總數	100.0%	100.0%

- WOS#4 (工作苦惱度/Work Distress)「我害怕上班」
超過 3 成 (34.8%)受訪者表示「有些同意」或「非常同意」「我是害怕上班」(表 18)，此代表受訪者的「工作苦惱度」高，而此情況高於國際(23%)(表 19)。

表 18：

	人數	百分比
非常不同意	113	18.6%
有些不同意	130	21.4%
中立/無意見	153	25.2%
有些同意	159	26.2%
非常同意	52	8.6%
總數	607	100.0%

表 19：

	國際 ⁴ (N=39, 135)	香港 (N=607)
沒問題(Not a problem) (1-3 分)	77.0%	62.2%
有問題(Problem) (4-5 分)	<u>23.0%</u>	<u>34.8%</u>
總數	100.0%	100.0%

- WOS#5 (缺勤率/Absenteeism)「最近一個月，曾因面對困難影響而試過請假比率」
超過 3 成 (34.8%)受訪者表示「最近一個月，曾因面對困難影響而試過請假」(表 20)。當中，受訪者放取「病假」、「年假」、「特別事假」及「未能如常上班(如早退/遲到)」的平均日數分別為 6.1 日、3.1 日、1.9 日及 1.2 日。(表 21)

³ LifeWorks. (2022). Workplace Outcome Suite (WOS) Annual Report 2021: EAP counseling use and outcomes, COVID-19 pandemic impact, and best practices in outcome data collection. White paper. (Author: Attridge, M. Toronto, ON) (受訪者：曾於 2010 至 2021 初在全球 23 個地區曾使用 EAP 服務的人士)

⁴ LifeWorks. (2022). Workplace Outcome Suite (WOS) Annual Report 2021: EAP counseling use and outcomes, COVID-19 pandemic impact, and best practices in outcome data collection. White paper. (Author: Attridge, M. Toronto, ON) (受訪者：曾於 2010 至 2021 初在全球 23 個地區曾使用 EAP 服務的人士)

表 20：

	人數	百分比
未曾請假	409	65.2%
曾經請假	218	<u>34.8%</u>
總數	627	100.0%

表 21：

		N	平均
病假(日)	前測	218	6.0849
年假(日)	前測	218	<u>3.1264</u>
特別事假(日)	前測	218	<u>1.9312</u>
其他：未能如常上班(如早退/遲到)(日)	前測	218	<u>1.2343</u>

6.2 打工仔的工作壓力

接近 4 成 (38.8%) 受訪者表示「工作壓力程度」屬「非常高」，當中接近 5 成 (46.9%) 的為 31-40 歲的受訪者。(表 22-23)

另外，調查亦發現受訪者工作壓力愈高，受訪者在工作上的表現不但會受影響，而且更會影響其身心健康(表 24)。

表 22：

	人數	百分比
壓力較輕 (1-5 分)	153	28.0%
壓力頗高 (6-7 分)	182	33.3%
壓力非常高 (8-10 分)	212	<u>38.8%</u>
總數	547	100.0%

表 23：

	30 歲或以 下	31-40 歲	41-50 歲	51 歲或以 上	總數
壓力較輕 (1-5 分)	41 (27.3%)	51 (34.0%)	36 (24.0%)	22 (14.7%)	150 (100.0%)
壓力頗高 (6-7 分)	71 (39.9%)	54 (30.3%)	29 (16.3%)	24 (13.5%)	178 (100.0%)
壓力非常高	42	99	41 (19.4%)	29 (13.7%)	211

(8-10 分)	(19.9%)	(46.9%)			(100.0%)
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表 24：

其他顯著關係	統計學數據
受訪者工作壓力愈高，其出現 WOS#2 「我經常渴望上班，開始新的一天」 (工作投入度/ Work Engagement)的情況愈低	Pearson correlation=-.253, Sig. =.000, N=539
受訪者工作壓力愈高，其出現 WOS#4 「我害怕上班」(工作苦惱度/Work Distress)的情況愈高	Pearson correlation=.368, Sig. =.000, N=540
受訪者工作壓力愈高，其與上司的關係愈差	Pearson correlation=-.207, Sig. =.000, N=539
受訪者工作壓力愈高，其對工作的滿足感愈低	Pearson correlation=-.290, Sig. =.000, N=541
受訪者工作壓力愈高，其現時的身心狀態會愈差	Pearson correlation=-.204, Sig. =.000, N=537

6.3 曾嘗試處理以上的困擾的方法

● 曾嘗試處理以上的困擾的方法

首三個最多受訪者曾嘗試處理以上的困擾的方法包括「向別人求助」(62.1%)、「用娛樂或運動方法開解自己」(44.8%)及「自己看開點，相信船到橋頭自然直」(40.1%)。(表 25)

就「向別人求助」方面，調查同時發現約 4 成受訪者 (37.9%)表示在尋求「僱員支援計劃」前，他們未曾嘗試過向別人求助，此暗示「僱員支援計劃」是其首個向外主動求助的途徑。(表 25)

表 25：

	曾嘗試過	未曾嘗試過
向別人求助 (N=599)	372 (62.1%)	227 (37.9%)
用娛樂或運動方法開解自己 (N=598)	268 (44.8%)	330 (55.2%)
自己看開點，相信「船到橋頭自然直」 (N=599)	240 (40.1%)	359 (59.9%)
不去想它 (N=601)	231 (38.4%)	370 (61.6%)
祈求神明幫助 (N=594)	139 (23.4%)	455 (76.6%)
用食煙或飲酒方法開解自己 (N=591)	70 (11.9%)	521 (88.2%)
其他 (N=590)	64 (10.8%)	526 (89.2%)

6.4 使用「僱員支援計劃」後的轉變

I. 「職場狀況量表」(Workplace Outcome Suite)表現

● WOS#1 (心不在焉/Presenteeism)「我的問題會妨礙我集中精神工作」

受訪者使用計劃後，WOS#1 心不在焉同意的比率由 77.8%減至 50.6%。(表 26)

另外，如前測在此範疇被評定為「有問題」的受訪者中，有 43.8%在使用計劃後已沒有此問題。(表 27)

表 26：

	前測		後測	
	人數	百分比	人數	百分比
非常不同意	44	7.2%	77	13.4%
有些不同意	30	4.9%	130	22.6%
中立/無意見	61	10.0%	77	13.4%
有些同意	294	<u>48.4%</u>	209	<u>36.3%</u>
非常同意	179	<u>29.4%</u>	82	<u>14.3%</u>
總數	608	100.0%	575	100.0%

表 27：

		後測		
		沒有問題 (1-3 分)	有問題 (4-5 分)	總數
前測	有問題 (4-5 分)	<u>189 (43.8%)</u>	243 (56.3%)	432

$$\chi^2(1) = 25.613, p = .000$$

- WOS#2 (工作投入度/ Work Engagement) 「我經常渴望上班，開始新的一天」
受訪者使用計劃後，WOS#2 工作投入度同意的比率由 51%升至 68.2%。(表 28)

另外，如前測在此範疇被評定為「有問題」的受訪者中，有 49.8%在使用計劃後已沒有此問題。(表 29)

表 28：

	前測		後測	
	人數	百分比	人數	百分比
非常不同意	123	<u>20.3%</u>	66	<u>11.5%</u>
有些不同意	174	<u>28.7%</u>	117	<u>20.3%</u>
中立/無意見	162	26.7%	184	32.0%
有些同意	103	17.0%	145	25.2%
非常同意	44	7.3%	63	11.0%
總數	606	100.0%	575	100.0%

表 29：

		後測		
		沒有問題 (3-5 分)	有問題 (1-2 分)	總數
前測	有問題 (1-2 分)	<u>138 (49.8%)</u>	139 (50.2%)	277

$$\chi^2(1) = 84.158, p = .000$$

- WOS#3 (生活滿意度/ Life Satisfaction) 「到目前為止，我的生活大致事事順境」
受訪者使用計劃後，WOS#3 生活滿意度同意的比率由 51.6%減至 76.3%。(表 30)

另外，如前測在此範疇被評定為「有問題」的受訪者中，有 64.8%在使用計劃後已沒有此問題。(表 31)

表 30：

	前測		後測	
	人數	百分比	人數	百分比
非常不同意	89	<u>14.6%</u>	18	<u>3.1%</u>
有些不同意	206	<u>33.8%</u>	119	<u>20.6%</u>
中立/無意見	135	22.2%	115	19.9%
有些同意	154	25.3%	256	44.4%
非常同意	25	4.1%	69	12.0%
總數	609	100.0%	577	100.0%

表 31：

		後測		
		沒有問題 (3-5 分)	有問題 (1-2 分)	總數
前測	有問題 (1-2 分)	<u>175 (64.8%)</u>	95 (35.2%)	270

$$\chi^2(1) = 38.437, p = .000$$

- WOS#4 (工作苦惱度/Work Distress) 「我害怕上班」
受訪者使用計劃後，WOS#4 工作苦惱度比率由 34.8%減至 20.8%。(表 32)

另外，如前測在此範疇被評定為「有問題」的受訪者中，有 65.6%在使用計劃後已沒有此問題。(表 33)

表 32：

	前測		後測	
	人數	百分比	人數	百分比
非常不同意	113	18.6%	151	26.2%
有些不同意	130	21.4%	181	31.4%
中立/無意見	153	25.2%	125	21.7%
有些同意	159	<u>26.2%</u>	90	<u>15.6%</u>
非常同意	52	<u>8.6%</u>	30	<u>5.2%</u>
總數	607	100.0%	577	100.0%

表 33：

		後測		
		沒有問題 (1-3 分)	有問題 (4-5 分)	總數
前測	有問題 (4-5 分)	<u>128 (65.6%)</u>	67 (34.4%)	195

$$\chi^2(1) = 36.379, p = .000$$

- WOS#5 (缺勤率/Absenteeism) 「最近一個月，曾因面對困難影響而試過請假比率」受訪者使用計劃後，WOS#5 缺勤率由 34.8%減至 20.1%。(表 34)

另外，如受訪者在前測時曾表示「在過去一個月曾請假」，有 86.6%在使用計劃後已沒有再出現缺勤的情況(表 35)。當中除「病假」外，受訪者在使用計劃後，放取「年假」、「特別事假」及「未能如常上班（如早退/遲到）」的日數均有所下來。(表 36)

表 34：

	前測		後測	
	人數	百分比	人數	百分比
未曾請假	409	65.2%	501	79.9%
曾經請假	218	<u>34.8%</u>	126	<u>20.1%</u>
總數	627	100.0%	627	100.0%

表 35：

		後測		
		在過去一個月曾請假	在過去一個月未曾請假	總數
前測	在過去一個月曾請假	55 (13.4%)	<u>354 (86.6%)</u>	409

$$\chi^2(1) = 32.380, p = .000$$

表 36：

		N	平均
病假(日)	前測	218	6.0849
	後測	126	6.3016
年假(日)	前測	218	<u>3.1264</u>
	後測	126	<u>3.0714</u>
特別事假 (日)	前測	218	<u>1.9312</u>
	後測	126	<u>1.4683</u>
其他：未能 如常上班 (如早退/遲 到)(日)	前測	218	<u>1.2343</u>
	後測	126	<u>1.1942</u>

II. 健康狀況的改善情況

● 身心狀態

受訪者使用計劃後，「現時的身心狀態」屬「好」/「很好」的比率由 17.2% 升至 63.8%。(表 37)

另外，如前測在「現時的身心狀態」屬「很差」/「差」/「一般」的受訪者中，有 59.0% 在使用計劃後的評語升為「好」/「很好」。(表 38)

表 37：

	前測		後測	
	人數	百分比	人數	百分比
很差 (1-2 分)	115	19.3%	19	3.3%
差 (3-4 分)	206	34.5%	53	9.2%
一般 (5-6 分)	173	29.0%	137	23.7%
好 (7-8 分)	86	<u>14.4%</u>	284	<u>49.2%</u>
很好 (9-10 分)	17	<u>2.8%</u>	84	<u>14.6%</u>
總數	597	100.0%	577	100.0%

表 38：

		後測					
		很差	差	一般	好	很好	總數
前測	很差	13 (13.0%)	14 (14.0%)	24 (24.0%)	37 (37.0%)	12 (12.0%)	100 (100.0%)
	差	5 (2.6%)	22 (11.2%)	55 (28.1%)	91 (46.4%)	23 (11.7%)	196 (100.0%)
	一般	0 (0.0%)	11 (6.7%)	44 (27.0%)	90 (55.2%)	18 (11.0%)	163 (100.0%)
	好	1 (1.3%)	1 (1.3%)	9 (11.4%)	53 (67.1%)	15 (19.0%)	79 (100.0%)
	很好	0 (0.0%)	1 (5.9%)	1 (5.9%)	5 (29.4%)	10 (58.8%)	17 (100.0%)

$$\chi^2(16) = 92.962, p = .000$$

● 受到身體健康問題困擾

受訪者使用計劃後，「沒有受到身體健康問題困擾」的受訪者比率由 45.2% 升至 71.4%。(表 39)

另外，如前測表示「有受到身體健康問題困擾」受訪者中，有 66.1% 在使用計劃後「再沒有受到身體健康問題困擾」。(表 40)

表 39：

	前測		後測	
	人數	百分比	人數	百分比
有	338	54.8%	153	28.6%
沒有	279	45.2%	382	71.4%
總數	617	100.0%	535	100.0%

表 40：

		後測		
		有	沒有	總數
前測	有	98 (33.9%)	191 (66.1%)	289 (100.0%)

$$\chi^2(1) = 8.483, p = .000$$

● 想過自殺/傷害自己

受訪者使用計劃後，表示「想過自殺/傷害自己」的受訪者比率由 19.5% 減至 4.9%。(表 41)

另外，如前測表示「想過自殺/傷害自己」受訪者中，有 93.1%在使用計劃後「沒有再想過自殺/傷害自己」。(表 42)

表 41：

	前測		後測	
	人數	百分比	人數	百分比
有	120	<u>19.5%</u>	26	<u>4.9%</u>
沒有	494	80.5%	509	95.1%
總數	614	100.0%	535	100.0%

表 42：

		後測		
		有	沒有	總數
前測	有	7 (6.8%)	<u>95 (93.1%)</u>	102 (100.0%)

$$\chi^2(1) = .971, p = .325$$

● 曾經誤用/濫用/過量服用酒精/藥物

受訪者使用計劃後，表示「曾經誤用/濫用/過量服用酒精/藥物」的受訪者比率由 6.3%減至 2.7%。(表 43)

另外，如前測表示「曾經誤用/濫用/過量服用酒精/藥物」受訪者中，有 85.7%在使用計劃後「沒有再誤用/濫用/過量服用酒精/藥物」。(表 44)

表 43：

	前測		後測	
	人數	百分比	人數	百分比
有	39	<u>6.3%</u>	13	<u>2.7%</u>
沒有	578	93.7%	465	97.3%
總數	617	100.0%	478	100.0%

表 44：

		後測		
		有	沒有	總數
前測	有	4 (14.3%)	<u>24 (85.7%)</u>	28 (100.0%)

$$\chi^2(1) = 14.648, p = .000$$

III. 受訪僱員在公司工作的實際情況

● 工作壓力

受訪者使用計劃後，如前測在「工作壓力」屬「自覺嚴重」的受訪者中，有 70.2% 在使用計劃後的工作壓力下降至「自覺最少、輕微」/「自覺中度」。(表 45)

「工作壓力」屬「自覺最少、輕微」/「自覺中度」的比率由 61.3% 升至 77.5%。(表 46)

表 45：

		後測			
		自覺最少、輕微 (1-5 分)	自覺中度 (6-7 分)	自覺嚴重 (8-10 分)	總數
前測	自覺最少、輕微 (1-5 分)	14 (41.2%)	14 (41.2%)	6 (17.6%)	34 (100.0%)
	自覺中度 (6-7 分)	12 (27.3%)	23 (52.3%)	9 (20.5%)	44 (100.0%)
	自覺嚴重 (8-10 分)	18 (38.3%)	15 (31.9%)	14 (29.8%)	47 (100.0%)

$$\chi^2(4) = 4.999, p = .287$$

表 46：工作壓力程度

	前測		後測	
	人數	百分比	人數	百分比
自覺最少、輕微 (1-5 分)	153	<u>28.0%</u>	47	<u>36.4%</u>
自覺中度 (6-7 分)	182	<u>33.3%</u>	53	<u>41.1%</u>
自覺嚴重 (8-10 分)	212	38.8%	29	22.5%
總數	547	100.0%	129	100.0%

● 上司對受訪者的工作表現評估

受訪者使用計劃後，「最近一次上司對我的『工作表現評估』的整體評語」屬「3 至 5 分」的比率由 74.9% 升至 78.7%。(表 47)

另外，如前測在「『工作表現評估』的整體評語」為「1 至 2 分」的受訪者中，有 37.8% 在使用計劃後的評語升為「3 至 5 分」。(表 48)

表 47：

1-5 分，分數愈高，表現愈好	前測		後測	
	人數	百分比	人數	百分比
5	69	<u>14.4%</u>	48	<u>12.1%</u>
4	140	<u>29.3%</u>	121	<u>30.4%</u>
3	149	<u>31.2%</u>	144	<u>36.2%</u>
2	68	14.2%	53	13.3%
1	52	10.9%	32	8.0%
總數	478	100.0%	398	100.0%

表 48：

		後測					
		1	2	3	4	5	總數
前測	1	16 (48.5%)	7 (21.2%)	9 (27.3%)	1 (3.0%)	0 (0.0%)	33 (100.0%)
	2	7 (14.3%)	21 (42.9%)	15 (30.6%)	5 (10.2%)	1 (2.0%)	49 (100.0%)
	3	2 (1.9%)	8 (7.4%)	66 (61.1%)	29 (26.9%)	3 (2.8%)	108 (100.0%)
	4	2 (2.0%)	7 (7.1%)	18 (18.4%)	63 (64.3%)	8 (8.2%)	98 (100.0%)
	5	0 (0.0%)	3 (7.1%)	3 (7.1%)	6 (14.3%)	30 (71.4%)	42 (100.0%)

$$\chi^2(16) = 345.873, p = .000$$

● 與同事關係

受訪者使用計劃後，「現時與同事關係」屬「好」/「很好」的比率由 67.3% 升至 78.4%。(表 49)

另外，如前測在「現時與同事關係」屬「很差」/「差」/「一般」的受訪者中，有 53.6% 在使用計劃後的評語升為「好」/「很好」。(表 50)

表 49：

	前測		後測	
	人數	百分比	人數	百分比
很差 (1-2 分)	21	3.5%	13	2.3%
差 (3-4 分)	55	9.3%	26	4.6%
一般 (5-6 分)	118	19.9%	82	14.6%
好 (7-8 分)	287	<u>48.4%</u>	295	<u>52.6%</u>
很好 (9-10 分)	112	<u>18.9%</u>	145	<u>25.8%</u>
總數	593	100.0%	561	100.0%

表 50：

		後測					
		很差	差	一般	好	很好	總數
前測	很差	6 (30.0%)	2 (10.0%)	5 (25.0%)	6 (30.0%)	1 (5.0%)	20 (100.0%)
	差	2 (4.0%)	9 (18.0%)	17 (34.0%)	20 (40.0%)	2 (4.0%)	50 (100.0%)
	一般	2 (1.8%)	8 (7.3%)	32 (29.4%)	59 (54.1%)	8 (7.3%)	109 (100.0%)
	好	2 (0.8%)	5 (1.9%)	22 (8.5%)	167 (64.5%)	63 (24.3%)	259 (100.0%)
	很好	0 (0.0%)	0 (0.0%)	4 (3.7%)	37 (34.6%)	66 (61.7%)	107 (100.0%)

$$\chi^2(16) = 252.071, p = .000$$

● 與上司關係

受訪者使用計劃後，「與上司關係」屬「好」/「很好」的比率由 59.0% 升至 70.5%。(表 51)

另外，如前測在「與上司關係」屬「很差」/「差」/「一般」的受訪者中，有 46.4% 在使用計劃後的評語升為「好」/「很好」。(表 52)

表 51：

	前測		後測	
	人數	百分比	人數	百分比
很差 (1-2 分)	49	8.3%	32	5.7%
差 (3-4 分)	56	9.4%	42	7.5%
一般 (5-6 分)	138	23.3%	91	16.3%
好 (7-8 分)	244	<u>41.1%</u>	275	<u>49.2%</u>
很好 (9-10 分)	106	<u>17.9%</u>	119	<u>21.3%</u>
總數	593	100.0%	559	100.0%

表 52：

		後測					
		很差	差	一般	好	很好	總數
前測	很差	19 (43.2%)	8 (18.2%)	7 (15.9%)	9 (20.5%)	1 (2.3%)	44 (100.0%)
	差	4 (7.8%)	13 (25.5%)	12 (23.5%)	17 (33.3%)	5 (9.8%)	51 (100.0%)
	一般	4 (3.2%)	11 (8.8%)	40 (32.0%)	63 (50.4%)	7 (5.6%)	125 (100.0%)
	好	3 (1.3%)	7 (3.1%)	26 (11.5%)	145 (63.9%)	46 (20.3%)	227 (100.0%)
	很好	0 (0.0%)	0 (0.0%)	6 (6.2%)	34 (35.1%)	57 (58.8%)	97 (100.0%)

$$\chi^2(16) = 313.532, p = .000$$

● 準時上班

受訪者使用計劃後，「準時上班」表現屬「好」/「很好」的比率由 76.0% 升至 79.0%。(表 53)

另外，如前測在「準時上班」表現屬「很差」/「差」/「一般」的受訪者中，有 51.5% 在使用計劃後的評語升為「好」/「很好」。(表 54)

表 53：

	前測		後測	
	人數	百分比	人數	百分比
很差 (1-2 分)	11	1.9%	11	2.0%
差 (3-4 分)	51	8.6%	32	5.8%
一般 (5-6 分)	80	13.5%	73	13.2%
好 (7-8 分)	158	<u>26.7%</u>	160	<u>28.9%</u>
很好 (9-10 分)	292	<u>49.3%</u>	277	<u>50.1%</u>
總數	592	100.0%	553	100.0%

表 54：

		後測					
		很差	差	一般	好	很好	總數
前測	很差	0 (0.0%)	2 (20.0%)	6 (60.0%)	2 (20.0%)	0 (0.0%)	10 (100.0%)
	差	4 (8.9%)	9 (20.0%)	15 (33.3%)	11 (24.4%)	6 (13.3%)	45 (100.0%)
	一般	0 (0.0%)	9 (12.0%)	18 (24.0%)	27 (36.0%)	21 (28.0%)	75 (100.0%)
	好	3 (2.1%)	7 (5.0%)	15 (10.7%)	69 (49.3%)	46 (32.9%)	140 (100.0%)
	很好	3 (1.1%)	3 (1.1%)	16 (6.0%)	47 (17.7%)	196 (74.0%)	265 (100.0%)

$$\chi^2(16) = 193.835, p = .000$$

● 自評的工作表現

受訪者使用計劃後，「自評的工作表現」屬「好」/「很好」的比率由 61.4% 升至 77.9%。(表 55)

另外，如前測在「工作表現」屬「很差」/「差」/「一般」的受訪者中，有 55.8% 在使用計劃後的評語升為「好」/「很好」。(表 56)

表 55：

	前測		後測	
	人數	百分比	人數	百分比
很差 (1-2 分)	15	2.5%	8	1.4%
差 (3-4 分)	61	10.2%	25	4.5%
一般 (5-6 分)	155	25.9%	90	16.1%
好 (7-8 分)	282	<u>47.2%</u>	307	<u>55.0%</u>
很好 (9-10 分)	85	<u>14.2%</u>	128	<u>22.9%</u>
總數	598	100.0%	558	100.0%

表 56：

		後測					
		很差	差	一般	好	很好	總數
前測	很差	3 (23.1%)	1 (7.7%)	1 (7.7%)	6 (46.2%)	2 (15.4%)	13 (100.0%)
	差	1 (1.8%)	9 (16.1%)	22 (39.3%)	22 (39.3%)	2 (3.6%)	56 (100.0%)
	一般	1 (0.7%)	10 (7.3%)	43 (31.4%)	71 (51.8%)	12 (8.8%)	137 (100.0%)
	好	2 (0.8%)	4 (1.5%)	16 (6.2%)	180 (69.5%)	57 (22.0%)	259 (100.0%)
	很好	0 (0.0%)	0 (0.0%)	6 (7.8%)	22 (28.6%)	49 (63.6%)	77 (100.0%)

$$\chi^2(16) = 236.822, p = .000$$

● 工作滿足感

受訪者使用計劃後，「工作滿足感」屬「好」/「很好」的比率由 37.7% 升至 57.8%。(表 57)

另外，如前測在「工作滿足感」屬「很差」/「差」/「一般」的受訪者中，有 42.3% 在使用計劃後的評語升為「好」/「很好」。(表 58)

表 57：

	前測		後測	
	人數	百分比	人數	百分比
很差 (1-2 分)	82	13.8%	38	6.8%
差 (3-4 分)	132	22.2%	60	10.8%
一般 (5-6 分)	156	26.3%	137	24.6%
好 (7-8 分)	165	<u>27.8%</u>	235	<u>42.2%</u>
很好 (9-10 分)	59	<u>9.9%</u>	87	<u>15.6%</u>
總數	594	100.0%	557	100.0%

表 58：

		後測					
		很差	差	一般	好	很好	總數
前測	很差	18 (25.0%)	17 (23.6%)	14 (19.4%)	18 (25.0%)	5 (6.9%)	72 (100.0%)
	差	9 (7.6%)	25 (21.2%)	44 (37.3%)	32 (27.1%)	8 (6.8%)	118 (100.0%)
	一般	4 (2.8%)	11 (7.7%)	50 (35.0%)	68 (47.6%)	10 (7.0%)	143 (100.0%)
	好	1 (0.7%)	4 (2.6%)	23 (15.0%)	100 (65.4%)	25 (16.3%)	153 (100.0%)
	很好	3 (5.6%)	1 (1.9%)	3 (5.6%)	13 (24.1%)	34 (63.0%)	54 (100.0%)

$$\chi^2(16) = 247.110, p = .000$$

7. 調查結果撮要

整體來說，是次調查結果顯示：

7.1 就「職場狀況」方面，受訪者的 4 個範疇（包括：WOS#1（心不在焉/Presenteeism）「我的問題會妨礙我集中精神工作」、WOS#2（工作投入度/ Work Engagement）「我經常渴望上班，開始新的一天」、WOS#3（生活滿意度/ Life Satisfaction）「到目前為止，我的生活大致事事順境」及 WOS#4（工作苦惱度/Work Distress）「我害怕上班」屬「有問題」(Problem)程度的百分比均高於國際。

7.2 超過 3 成受訪者表示「最近一個月，曾因面對困難影響而試過請假」（包括「病假」、「年假」、「特別事假」及/或「未能如常上班（如早退/遲到）」。

7.3 接近 4 成（38.8%）受訪者表示「工作壓力程度」屬「非常高」，當中接近 5 成的為 31-40 歲的受訪者。另外，調查亦發現受訪者工作壓力愈高，受訪者在工作上的表現不但會受

影響，而且更會影響其身心健康。

- 7.4 面對生活及工作上的壓力及困擾，首三個最多受訪者曾嘗試處理以上的困擾的方法包括「向別人求助」(62.1%)、「用娛樂或運動方法開解自己」(44.8%)及「自己看開點，相信船到橋頭自然直」(40.1%)。就「向別人求助」方面，調查同時發現約4成受訪者(37.9%)表示在尋求「僱員支援計劃」前，他們未曾嘗試過向別人求助，此暗示「僱員支援計劃」是其首個向外主動求助的途徑。
- 7.5 受訪者在使用計劃後，其各項「職場狀況」範疇的表現均獲得改善。另外，如受訪者在前測時曾表示「在過去一個月曾請假」，有86.6%在使用計劃後已沒有再出現缺勤的情況。當中除「病假」外，受訪者在使用計劃後，放取「年假」、「特別事假」及「未能如常上班（如早退/遲到）」的日數均有所下降。
- 7.6 就「健康狀況」方面，受訪者在使用計劃後，其「現時的身心狀態」、「受到身體健康問題困擾」、「想過自殺/傷害自己」及「誤用/濫用/過量服用酒精/藥物」的情況亦同樣有所改善。
- 7.7 除「五項職場狀況」獲得改善外，受訪者在使用計劃後，其「工作壓力」、「『工作表現評估』的整體評語」、「與同事關係」、「與上司關係」、「準時上班情況」、「工作表現」、「工作滿足感」均獲得改善。

8. 建議

8.1 政府資助中小企參與「僱員支援計劃」

除強制僱主為員工提供勞工保險外，政府應推動僱主參與「僱員支援計劃」，特別為中小企提供經濟支援以向員工提供相關服務，關注員工精神健康，同時有助企業發展健康及具生產力的團隊，為香港挽留人才。

8.2 僱主於工作間設立「精神健康急救員」

倡議僱主舉辦「精神健康急救」課程，按照工種、公司規模及員工特性編制精神健康急救員的比例，及早識別和支援受精神困擾的員工；並定時關注工時、工作量及同事關係，鼓勵關懷文化，致力營造正向及精神健康友善工作間。

8.3 僱員提升身心健康知識和方法

鼓勵僱員學習應對壓力和提升身心健康的方法，包括抗壓五式「MNCPR」；亦增加對精神健康的知識，學習「精神健康急救」的五大重點「ALGEE」。

抗壓五式「MNCPR」	精神健康急救「ALGEE」
<u>M</u> ovement：多做運動	<u>A</u> pproach：接觸當事人、評估和協助處理危機
<u>N</u> utrition：適當飲食	<u>L</u> isten：非批判性地聆聽及溝通
<u>C</u> ommunity：保持社交	<u>G</u> ive：給予當事人支持及提供資料

<u>Purpose</u> ：定下目標	<u>Encourage</u> ：鼓勵當事人尋求合適的專業援助
<u>Relaxation</u> ：自我放鬆	<u>Encourage other supports</u> ：鼓勵尋求其他支援

9. 研究限制

9.1 受訪者來源：

是次調查通過本處僱員支援計劃，邀請符合條件的人士填寫問卷。當中，所有受訪人士為服務使用者。因此，是次調查結果未能全面反映香港「打工仔」的職場狀況，以及其所遇到的困難及壓力。

9.2 受訪者數目：

是次調查的受訪者數目為 627 名，並使用非隨機抽樣的方式邀請而來。此可能影響調查結果的代表性。惟是次調查為打工仔精神狀況及僱員支援計劃成效的初探調查，因此結果亦有一定的代表性及參考價值。

10. 總結

10.1 是次調查發現本港的僱員在面對各類型生活及工作困擾下，其「職場狀況」受到不同程度的影響。就「職場狀況」方面，受訪者的 4 個 WOS 範疇屬「有問題」(Problem) 程度的百分比均高於國際。另外，近四成 (38.8%) 受訪者表示「工作壓力非常高」。如受訪者工作壓力愈高，他們在工作上的表現不但會受影響，而且更會影響其身心健康，當中有近兩成人 (19.5%) 曾「想過自殺或傷害自己」。然而，調查亦發現「僱員支援計劃」有效改善「打工仔」的精神健康及工作表現。在表示「工作壓力非常高」的受訪者中，有七成人 (70.2%) 在使用計劃後轉為「壓力中等」或「壓力較輕」。而曾「想過自殺或傷害自己」的受訪者中，有超過九成人 (93.1%) 在使用計劃後「沒有再想過自殺或傷害自己」。另外，調查亦發展除「五項職場狀況」獲得改善外，受訪者在使用計劃後，其「工作壓力」、「『工作表現評估』的整體評語」、「與同事關係」、「與上司關係」、「準時上班情況」、「工作表現」、「工作滿足感」均獲得改善。

10.2 「僱員支援計劃」旨在與僱主合作，提供全面而度身訂造的服務，以協助企業及員工處理工作、個人及家庭上的問題及困擾，並致力培育快樂、健康、具生產力和競爭力的團隊，從而促進機構的整全健康和可持續性。是次調查發現本處「僱員支援計劃」能有效提升僱員的「身心健康」、「工作表現」及「職場關係」，從而達致三贏的局面。

香港基督教服務處 企業拓展及研究部

香港基督教服務處 僱員發展服務

富達盟信顧問有限公司

2023 年 6 月 14 日

富達盟信顧問有限公司
香港基督教服務處 僱員發展服務
「個人資料表」

歡迎你使用本服務的個人諮詢及輔導服務。我們希望你能提供下列有關你個人的資料，以便我們能為你提供適切的服務。在填寫本表格前，請參閱服務簡介及使用指引之收集個人資料告示。若有任何疑問，請與你的輔導員聯絡。

謝謝！

填表日期：_____年/____月/____日

一、個人資料：(家屬請在第2及第3題填上職員資料，其餘請填上你的個人資料)

1. 姓名：(中文) _____
 (英文) _____
2. ☐ (1) 職員
☐ (2) 家屬：(職員姓名：_____)
 (職員證號碼：_____)
 (與職員之關係：_____)
- 職員證號碼：_____

3. 公司：_____
 工作部門／職位：_____
 在此公司工作的年資：_____

4. 性別：☐ (1) 男 ☐ (2) 女

5. 年齡：☐ (1) 20 或以下 ☐ (2) 21-25 ☐ (3) 26-30 ☐ (4) 31-35 ☐ (5) 36-40
☐ (6) 41-45 ☐ (7) 46-50 ☐ (8) 51-55 ☐ (9) 56-60 ☐ (10) 60 或以上

6. 地址：_____

7. 電郵地址：_____

8. 電話：(辦公室) _____ (住宅) _____ (手提) _____

9. 請問你是從甚麼途徑認識我們的服務？

- ☐ (1) 公司的單張／網頁／海報／刊物
☐ (2) 家人
☐ (3) 上司
☐ (4) 人事部
☐ (5) 同事
☐ (6) 其他 (請註明：_____)

10. 婚姻狀況

- ☐ (1) 未婚
☐ (2) 已婚
☐ (3) 同居
☐ (4) 分居
☐ (5) 離婚
☐ (6) 鰥寡

11. 入息 (每月)：

- ☐ (1) \$ 10,000 或以下
☐ (2) \$ 10,001 - \$ 20,000
☐ (3) \$ 20,001 - \$ 40,000
☐ (4) \$ 40,001 - \$ 60,000
☐ (5) \$ 60,001 或以上
☐ (0) 不適用

12. 學歷：

- ☐ (1) 沒有正式受教育 ☐ (4) F.6 - F.7
☐ (2) 小學 ☐ (5) 大專文憑或學士學位
☐ (3) F.1 - F.3 ☐ (6) 研究院課程
☐ (4) F.4 - F.5

13. 請問你是否與家人同住？

- ☐ (1) 是 同住之家庭成員人數 (不包括本人)：_____
☐ (2) 否

二、工作資料

14. 以下的句子描述你被所面對的困難(即你在本服務中希望談及的問題)影響到的生活及工作狀況。請細心閱讀下列句子，並按著最近一個月的狀況(三十天)，盡量準確地回答以下問題。

1. 我的問題會妨礙我集中精神工作。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
2. 我經常渴望上班，開始新的一天。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
3. 到目前為止，我的生活大致事事順景。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
4. 我害怕上班。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
5. 在最近一個月，我因所面對困難影響而試過以下情況：(可填寫多項)
☐1) 病假：約_____日 ☐2) 年假：約_____日 ☐3) 特別事假：約_____日
☐4) 其它：未能如常上班(如早退/遲到)約_____小時/日 ☐0) 沒有/不適用

15. 最近一次上司對我的「工作表現評估」的整體評語？(如在接受本服務期間，工作表現未被評估，則不用填寫)
☐1) 非常好 ☐2) 很好 ☐3) 滿意 ☐4) 普通 ☐5) 不滿意 ☐0) 不適用

16. 若以10分為滿分，1分代表最差，10分代表最好，在以下的項目中，你會給自己多少分？

	不適用	最差	最好
	0	1	10
1. 現時與同事關係	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. 與上司關係	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. 準時上班	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. 工作表現	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. 工作滿足感	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. 現時的身心狀態	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. 若以10分為滿分，1分代表最低，10分代表最高，你認為自己目前的工作壓力程度屬多少分_____？

18. 請列出你希望輔導員協助你處理甚麼困難？

	此情況困擾了你多久？	對你造成了多大困擾
	很少	極大
a. _____	約_____個月／年(圈上月或年)	1 2 3 4 5 6 7 8 9 10
b. _____	約_____個月／年(圈上月或年)	1 2 3 4 5 6 7 8 9 10
c. _____	約_____個月／年(圈上月或年)	1 2 3 4 5 6 7 8 9 10

19. 過往你嘗試過什麼方法來處理以上的困擾？

- ☐ (1) 不去想它
- ☐ (2) 向別人求助：請圈上有關人士(配偶、朋友、上司、同事、父母、親戚、相士/算命、專業人士(例如：心理輔導員、精神科醫生))
- ☐ (3) 自己看開點，相信「船到橋頭自然直」
- ☐ (4) 用娛樂或運動方法開解自己
- ☐ (5) 用食煙或飲酒方法開解自己
- ☐ (6) 祈求神明幫助
- ☐ (7) 其他：請列明_____

- | | | |
|------------------------------|----------------------------|-----------------------------|
| 20. 你最近三十天有沒有受到身體健康問題困擾？ | <input type="checkbox"/> 有 | <input type="checkbox"/> 沒有 |
| 21. 你最近三十天有沒有想過自殺/傷害自己？ | <input type="checkbox"/> 有 | <input type="checkbox"/> 沒有 |
| 22. 你過往有沒有曾經誤用/濫用/過量服用酒精/藥物？ | <input type="checkbox"/> 有 | <input type="checkbox"/> 沒有 |
| 23. 你過往有沒有精神病患紀錄？ | <input type="checkbox"/> 有 | <input type="checkbox"/> 沒有 |
| 24. 你有沒有定期服用醫生處方的藥物 | <input type="checkbox"/> 有 | <input type="checkbox"/> 沒有 |

富達盟信顧問有限公司
香港基督教服務處 僱員發展服務
「服務評估問卷」

附件二

填寫日期：____年____月____日

為了幫助研究及評估我們的服務，請回答下列問題。你所提供的一切個人資料，將予以保密。若有任何疑問，請與你的輔導員聯絡。請寄回：尖沙咀加連威老道33號7樓，僱員發展服務/富達盟信顧問有限公司。謝謝！

一、個人生活及工作概況：

以下的句子描述你所面對的困難(即你在本服務中希望談及的問題)影響到的生活及工作狀況。請細心閱讀下列句子，並按著最近一個月的狀況(三十天)，盡量準確地回答以下問題。

1. 我的問題會妨礙我集中精神工作。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
2. 我經常渴望上班，開始新的一天。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
3. 到目前為止，我的生活大致事事順景。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
4. 我害怕上班。
☐1) 非常不同意 ☐2) 有些不同意 ☐3) 中立/無意見 ☐4) 有些同意 ☐5) 非常同意
5. 在最近一個月，我因所面對困難影響而試過以下那些情況：(可填寫多項)
☐1) 病假：約____日 ☐2) 年假：約____日 ☐3) 特別事假：約____日
☐4) 其它：未能如常上班(如早退/遲到)約____小時/日 ☐5) 沒有/不適用
6. 最近一次上司對我的「工作表現評估」的整體評語？(如在接受本服務期間，工作表現未被評估，則不用填寫)
☐1) 非常好 ☐2) 很好 ☐3) 滿意 ☐4) 普通 ☐5) 不滿意 ☐0) 不適用
7. 若以10分為滿分，1分代表最差，10分代表最好，在以下的項目中，你會給自己多少分？

	不適用	最差	最好									
1. 現時與同事關係	0	1	2	3	4	5	6	7	8	9	10	
2. 與上司關係	0	1	2	3	4	5	6	7	8	9	10	
3. 準時上班	0	1	2	3	4	5	6	7	8	9	10	
4. 工作表現	0	1	2	3	4	5	6	7	8	9	10	
5. 工作滿足感	0	1	2	3	4	5	6	7	8	9	10	
6. 現時的身心狀態	0	1	2	3	4	5	6	7	8	9	10	

二、對服務的評估

- 8 請列出當初你希望處理的困難及得到解決的程度？
- | | 困難得到解決的程度 | | | | | | | | | | |
|----------|-----------|---|---|---|---|---|---|---|---|----|----|
| | 很少 | | | | | | | | | | 極大 |
| a. _____ | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| b. _____ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| c. _____ | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

9. 你最近三十天有沒有受到身體健康問題困擾？
☐有 ☐沒有
10. 你最近三十天有沒有想過自殺/傷害自己？
☐有 ☐沒有
11. 你最近三十天有沒有曾經誤用/濫用/過量服用酒精/藥物？
☐有 ☐沒有

12. 你對我們的服務在以下各方面的評價
- | | 非常滿意 | 滿意 | 尚可改善 | 不滿意 |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. 面談的地點 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. 面談的時間 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. 輔導員的態度 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. 輔導員理解您的問題的能力 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. 輔導員協助您解決問題的能力 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

13. 你認為現時面談的次數是否適當？
☐1) 適中 ☐2) 太多(你認為適當的次數應該是____次) ☐3) 太少(你認為適當的次數應該是____次)

14. 整體來說，你滿意我們的服務嗎？
☐1) 非常滿意 ☐2) 滿意 ☐3) 尚可改善 ☐4) 不滿意

15. 你會否推介這服務給同事使用？ ☐1) 會 ☐2) 否

16. 請寫下你對我們的服務的其他意見或建議改善的地方：

「精神健康急救」證書課程

Mental Health First Aid Certification Course

[9 月份 September 2023]



公開課程 Open Course

由即日起至
2023年7月31日報名，
即可享有早鳥優惠！
Early bird discount
will be available for
those who enroll
on or before
2023/07/31!

課程內容 Content

第一天 Day 1

- ◆ 「精神健康急救」的基本概念
Basic concept of MHFA
- ◆ ALGEE急救模式 5-step action plan: ALGEE
- ◆ 急救應用：抑鬱症、躁狂抑鬱症、焦慮症、或驚恐性發作
MHFA: Depression, Bipolar Disorder, Anxiety Disorders, Panic Attack
- ◆ 預防及協助企圖自殺人士 MHFA: Suicide
- ◆ 轉介社區資源及專業支援
Community resources & professional help

第二天 Day 2

- ◆ 急救應用：重性精神病（思覺失調及精神分裂症）
MHFA: Psychotic Disorders (Early Psychosis, Schizophrenia)
- ◆ 急救應用：物質濫用
MHFA: Substance Abuse
- ◆ 協助精神病人康復的社區資源
Community resources & professional help
- ◆ 精神健康急救考試及課程檢討
Quiz & course evaluation

課程目標 Objective

- ✓ 認識都市人常見的情緒困擾及精神病的徵狀
Introduction of common emotional disturbances and mental health disorder symptoms.
- ✓ 學習透過「精神健康急救」，幫助身邊的同事、家人或朋友面對情緒/精神困擾
Learning to help colleagues, family and friends who suffer from emotional or mental health problems through MHFA



2731 6239



marketing@fourdimensions.org



Four Dimensions Consulting Limited

課程詳情 Course Details

課程共12小時，分兩天進行 This course will be conducted in two days with 12 hours in total.

第一天 Day 1: 2023/09/15 (星期五 Fri) 09:30-17:00

第二天 Day 2: 2023/09/22 (星期五 Fri) 09:30-17:00

上課地點 Venue : 尖沙咀加連威老道33號

33 Granville Road, Tsimshatsui, Kowloon, Hong Kong

* 參加者必須出席兩天課程以考取「精神健康急救證書」

Mental Health First Aid certificate will only be awarded to those who have attended both days of the course.

課程費用 Course Fee : HK\$800

(由即日起至2023年7月31日即可以 HK\$720 的優惠價報名！)

Special discount rate of HK\$720 is applicable for any enrollment on or before 2023/07/31)

導師 Instructors : ◆ 梁嘉慧博士 Dr. Klaris Leung

臨床心理學家 / 個案經理 / 「精神健康急救」認證培訓導師

Clinical Psychologist / Case Manager / Mental Health First Aid Instructor

◆ 陳曉蔚女士 Ms. Helen Chan

高級顧問 / 「精神健康急救」認證培訓導師

Senior Consultant / Mental Health First Aid Instructor

形式 Activities : 短講、技巧練習、角色扮演、個案分享、小組討論及影片播放

Presentation, skills practice, role play, case sharing, group discussion and video sharing

語言 Language : 廣東話 Cantonese

報名須知 Note to Application

報名方法：

1. 請於截止日期2023年8月31日或之前透過以下網址或以手機掃描旁邊的 QR Code 填妥報名表格，並按報名表格上的指引完成付款程序。

Please submit the online application form and complete the payment procedures on or before 2023/08/31 by either clicking the link below or scanning the QR code.

<https://forms.gle/T7Fckm4rv1wTrqY98>

報名 QR Code



2. 把填妥的報名表格及付款紀錄電郵至 marketing@fourdimensions.org，付款方法請參閱後頁報名表格。

Please email the completed application form and payment record to

marketing@fourdimensions.org. For details, please refer to the application form on the next page.

本公司將於開課前至少一星期以電郵聯絡參加者確認課程開辦或取消。

The participants will receive confirmation email one week before the first day of Open Course.

除非課程取消，已繳費用概不退還。

The course is non-refundable unless it is cancelled by the organizer.

參加者可在課程舉行首日於接待處領取正式收據。

Official receipt will be collected in the reception on the first day of Open Course.



2731 6239



marketing@fourdimensions.org



Four Dimensions Consulting Limited

優質生活、發展及培訓課程 Wellness Promotion, Training and Development Programmes

Positive Organizational Practices

Relationship Enhancement

Individual Attributes

Dynamic Leadership








Emotional Well-being

2023

No.	Programme Name	Regular Class Size : 50 (Onsite)	1.5-Hour	3.5-Hour	7-Hour
Positive Organizational Practices 正向機構管治					
1	Working Towards a Positive Organization 邁向正向機構新一頁		●	●	
2	Building H.E.R.O. in Times of Change 提升心理資本 - 帶領員工面對轉變		●	●	
3	Empowering Neurodiversity in the Workplace 建立智能多樣性工作間 New		●		
4	Effective Staff Communication in Handling Organizational Restructuring 架構重整 - 減員前後的準備和有效溝通		●	●	
5	Elementary Training on Motivational Interviewing Certification Course 動機式訪談法 - 基礎班證書課程 New				●
6	Advanced Training on Motivational Interviewing Certification Course 動機式訪談法 - 進階班證書課程 New				2-day
7	Critical Incident Stress Management (CISM) Certification Course 「危機事故壓力處理」證書課程				2-day
8	Crisis Management 水能載舟 - 危機管理			●	●
9	Mental Health First Aid Certification Course 「精神健康急救」證書課程				2-day
10	Mental Health First Aid Training 「精神健康急救」課程				●
Relationship Enhancement 促進正向關係					
Relationship Enhancement in the Workplace 良好職場關係					
1	4D Communication in Listening and Giving Feedback 四「維」溝通		●	●	
2	Interpersonal Dynamics through DISC/Enneagram/MBTI/Personality Dimensions 知己知彼 - 人際溝通術		●	●	
3	Team Building 打造高效團隊			●	●
4	Work Better Together with Multigenerational Workforce 跨世代職場達人 - 溝通篇			●	●
5	Embracing Cultural Diversity and Awareness 建立多元文化工作間		●		
6	Embracing LGBT+ Diversity and Awareness 建立 LGBT+ 共融工作間		●		
7	Establish Work Boundary for Better Collaboration 訂立工作界線 促進雙贏合作		●		
8	Inside Out – Inspiring Others to Embrace Change 變由心生 - 提升動機鼓勵改變 New		●	●	
9	The Art of Friendly Persuasion 友善說服的藝術 New		●		
10	Conflict Management in the Workplace 化解職場衝突			●	●
11	Effective Communication – Overcoming Resistance to Collaboration 衝突管理溝通技巧 - 從對立到合作		●	●	
12	Handling Difficult Customers 應對非常顧客			●	
Relationship Enhancement in Various Life Domain 良好家庭關係					
13	Movie and Empathy 人際關係夢工場 New		●		
14	Satisfactory Relationship between Working Couple 在職伴侶的美滿關係		●		
15	Art of Marriage 幸福婚姻學堂		●		
16	Effective Parenting for Working Parents 精明父母親子技巧		●		
17	Work from Home – Balancing Work and Parenting 在家工作平衡之道 (父母篇)		●		
18	Everyday Parenting – The ABCs of Growing Your Child 每天簡易育兒小技巧 New		●		
19	VIA in Parenting 優勢教養 - 開啟內在力量的鑰匙 New		●		
20	Nurturing a Whole-Brain Child 全腦教養法 - 情理並重的育兒策略 New		●		
21	Be a Playful Parent with Board Games 識玩爸媽 - 桌上遊戲篇		●	●	
22	Parent as Happy Coach 成為子女的快樂教練		●		
23	EQ Coaching in Parenting 培養孩子 EQ 從生活開始		●		
24	Effective Communication with Teens 談 Teen 說地		●		
25	Caring for Your Aging Parents 關懷父母 - 傾心・傳情		●		
Individual Attributes 加強員工正向特質					
1	Strength-Based Approach for Excelling Oneself 運用「突顯優勢」 開啟卓越之門		●	●	
2	Positive Psychology – Open Your Door of Happiness 正向心理學 - 快樂思考力			●	
3	Lasting Happiness in a Changing World 留得住的快樂		●	●	
4	The Science of Happiness 幸福的科學		●		

No.	Programme Name	1.5-Hour	3.5-Hour	7-Hour
5	The Small Changes that Change Everything 簡單小習慣 - 引發大改變	●		
6	Less Is More – Road to a Happier Life 以簡勝繁的快樂 New	●		
7	Smart Power @ Work 保持職場高峰狀態	●	●	
8	Loving Monday 愛上星期一	●		
9	Being Attentive at Work 專注的力量	●	●	
10	Mindful Workplace 靜觀工作間	●		
11	Transition Back to Work-From-Office 重回辦公室助你快速進入工作狀態 New	●		
12	Expanding Your Work Style to Stay Engaged in Hybrid Working 混合辦公模式的工作智慧 New	●		
13	Unlock Your Creativity at Work 開啟創意之門	●	●	
14	Fun & Growth in Board Games 識玩・醒目・上班族 (桌遊篇)  OS	●	●	
15	3 Ways to Get Motivated when Feeling Stuck 讓心情走出低谷的 3 個生活態度 New	●		
16	Enhance Healthy Work-Life Balance 健康工作與生活平衡法則	●		
17	Effective Time Management 善用時間 - 有時有候 輕鬆無憂	●	●	
18	Living with Change 變出新機遇	●		
19	Becoming Resilient: Bouncing Back after a Setback 逆境復原力 New	●		
20	CV Writing & Job Interviewing Skills 履歷撰寫及面試技巧		●	
21	Psychology Behind Money Management 講心講金的金錢管理術 New	●		
22	Managing Personal Finance for Young Working Adults 職場理財 101	●		
23	Planning a Happy Retirement 退而不憂	●	●	
24	Managing Money during Uncertain Times 逆境理財攻略	●		


Dynamic Leadership 鼓動人心的領導

1	Positive Leadership – Leading for Staff Engagement 正向領導 留住人心 	●	●	●
2	Communicative Leadership 高效溝通領導 	●	●	●
3	Strength-Based Coaching for Maximizing Performance 激發員工潛能的教練法則 	●	●	
4	Building a Gritty Team 恆毅力 - 致勝關鍵 	●	●	
5	Leading Team to Thrive during Change 帶領團隊突破逆境 	●	●	
6	Managing Challenging Behaviors at Work 管理員工的「非常」行為 	●	●	
7	Mental Health Education for Managers 職場精神健康應對技巧 (管理人員篇) 	●	●	
8	Well-Being and Self-Care Tips for Managers 管理人員的身心健康及自我關顧 New	●	●	

Emotional Well-Being 促進員工正向情緒

Wellness of Body-Mind-Spirit 躍動身心靈系列 - TCM Serial 中醫養生

1	Understanding Your Body Constitution 中醫九型體質與調理	●		
2	Sleep Well with Yin Yang 中醫助眠法	●		
3	Yang Sheng Superfood 養生超級食療	●		
4	Pain and Needles 肢體痛症的中醫治療	●		
5	Chinese Medicine for Stomach Caring 中醫腸胃護理	●		
6	Chinese Medicine for Eczema Treatment (Adult/Children) 中醫皮膚問題護理 (成人篇/小兒篇)	●		
7	Acupressure for Self-Treatment 「穴」按愈鬆 	●		
8	Say Goodbye to Sub-Health 古法養生 - 「拉」走「亞健康」 中 OS	●		
9	Chinese Medicine for Headache Treatment 中醫式破解頭痛	●		
10	Acupuncture and Traditional Chinese Medicine for Chronic Fatigue Syndrome 精神爽利 - 中醫調理慢性疲勞 中	●		
11	Chinese Medicine for Emotional Health 焦慮緊張自我舒緩	●		
12	Precision Care for Long COVID by Chinese Medicine 中醫全方位擊退長新冠 New 中	●		

New New Programme 全新課程 中 Chinese Only 只提供中文  Small Class Size 小班課程  Material Cost 材料費用 OS Onsite Only 只限現場

如對上述優質生活、發展及培訓課程有興趣，請致電 2731-6358 或電郵至 marketing@fourdimensions.org 與我們的市場推廣部聯絡。

No.	Programme Name	1.5-Hour	3.5-Hour	7-Hour
Wellness of Body-Mind-Spirit 躍動身心靈系列 - Food Power 有營飲食				
13	Anti-Cancer Diet Plan 飲食防癌秘笈	●		
14	Smart Eater Checklist 營得起	●		
15	Go Green - Let's Join the Low Carbon Diet 低碳飲食實「綠」	●		
16	Weight Management 輕輕鬆鬆管理體重	●		
17	Eat for Fit 開心輕食飽住瘦	●		
18	Food-Mood Diet for Children 兒童情緒與飲食	●		
19	Diet Wise in Spring & Summer / Fall & Winter 春夏/秋冬飲食秘笈	●		
Wellness of Body-Mind-Spirit 躍動身心靈系列 - Nourishing the Body 活力人生				
20	Simple Body Movement for Brain Power and Mental Fitness 健腦養心日常練 New	●	●	
21	How to Improve Physical and Mental Well-Being Through Exercise 運動與身體健康和腦部發展 New	●		
22	Yoga @ Office 辦公室瑜伽	●		
23	Chair Yoga 椅子瑜伽	●		
24	Home/Office Workout 在家/辦公室輕鬆做運動	●		
25	Full Body Workout to Get Fit 全身燒脂增肌運動	●		
26	Long COVID – Aromatherapy Roadmap to Recovery 香薰治療長新冠妙法 New	●		
27	Back & Neck Care 保健錦囊 - 頸及背部護理	●		
28	Knowing More about Cardiovascular Disease 解開血管疾病之迷	●		
29	Caring for Your Eyes 「睛」明一族	●		
30	Have a Good Night Sleep 好睡到天明	●		
31	Stay Away from Allergies 暫別過敏	●		
Wellness of Body-Mind-Spirit 躍動身心靈系列 - Blissful Mind 養心定神				
32	Mindfulness – The Art of Living 靜觀生活 活在當下	●		
33	Singing Bowl to Deep Relaxation 頌鉢·讓心靈放鬆	●		
34	Secret Garden Therapy 園藝治療	●		
35	Magic Power of Aroma Oil 香薰精油療法	●		
36	Aromatherapy Massage (Self/Traditional) 香薰治療按摩 (個人/古法) New	●		
37	Experiencing Zentangle 畫意	●		
38	Colorful Creation of Mosaic 漂流馬賽克之海	●		
39	Brighten the Day through Pastel Nagomi Art 亮麗人心 - 日本和諧粉彩創作	●		
40	Peace and Harmony in Calligraphy 靜心寫大字	●		
41	Rainbow Calligraphy 彩虹書法	●		
Wellness of Body-Mind-Spirit 躍動身心靈系列 - Mental Health Series 精神健康系列				
42	Stress Management by Enhancing EQ 與壓力共舞 - 情緒智能提升工程	●	●	
43	Unplugging at Work 抽離 - 為了把工作做得更好 New	●		
44	Managing Emotions in the Workplace 駕馭情緒 - 提升工作效能	●	●	
45	Managing Emotions in Times of Uncertainty and Stress 壓力與管理情緒 New	●		
46	Understanding and Managing Psychosomatic Stress 身病定心病? - 身心症解讀與調適 New	●		
47	Overcoming Burnout 倦了嗎?! KO 職業倦怠 New	●		
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New New Programme 全新課程
 Chinese Only 只提供中文
 Small Class Size 小班課程
 Material Cost 材料費用
 Onsite Only 只限現場

如對上述優質生活、發展及培訓課程有興趣，請致電 2731-6358 或電郵至 marketing@fourdimensions.org 與我們的市場推廣部聯絡。



Your Wellness Is Our Business



Hot topic

AUTUMN 2022

Build Up **Positive Team**, Exce^lerate *Team Morale*

Over the past two years or so, many companies have adopted a hybrid working mode (Work From Home + Workplace = Hybrid) to cope with the pandemic. With a decline in face-to-face work, most companies may see the hybrid mode as a long-term work pattern. Technology gives us convenience, however, it also brings challenges in interpersonal connections given the current working environment. Since there is a huge gap between co-workers using digital technology-led communication, it may not effectively bridge the team, nor help build team spirit. So what can companies do to boost morale and a sense of belonging through their policies or activities?

Under the hybrid working environment, it is essential to establish good communication with the team especially when we are working from home, staring at the computer all day, and completing work mechanically. This may inevitably make you feel estranged from the team and lose your sense of belonging to the company.

The Positive Team in our company has played a vital role in fostering community bonding during the pandemic. The Positive Team often devised thoughtful and memorable experiences for our colleagues to maintain our physical and mental health, such as organising monthly birthday parties and sending warm wishes to the birthday stars of the month. Close team connections had been maintained throughout the time, including having some mini-games in meetings that enhance team interaction and engagement. Occasionally, we have "Zoom with Artfulness" sessions, such as making Mid-Autumn Festival and Christmas ornaments together. We hope that our colleagues can participate in fun activities while they are fighting the pandemic at home. During the mitigation period of COVID-19, not only did we play board games together, but also arrange stress relief activities for colleagues such as Singing Bowl and Secret Angel for strengthening interaction. Team Retreat is organised outside the office annually to facilitate mutual trust and rapport building. Extending the conversation topics between team members to more than work can genuinely build connections between people. Last year was the 30th anniversary of our EAP service. With art as the medium, we can relax our bodies and mind and devote ourselves to work. All our staff were dedicated to creating unique fluid art paintings for our valued clients as a token of goodwill and we had a lot of fun.

Increasing employees' sense of belonging to the company is not easy. In the past few years, the brain drain problem has become serious. Different classes of labour have been changing jobs or moving abroad for various reasons. It is certainly not something that can be solved by just a couple of multifaceted activities. If the management of a firm is empathetic, humane, responsible, understandable, and willing to listen to the needs of the employees as well as give timely and appropriate encouragement, the motivation of the employees can be enhanced and the team will be more robust in times of crisis.





Love yourself

Have you had a glass of water today?

After fighting against the pandemic for nearly three years, the number of confirmed cases remains persistently high, many people could have already been exhausted both physically and mentally. "Living in the present" seems to have become a slogan.

If you are still reading this article, would you please put your work aside and spare me a minute to take a glass of water, and concentrate on the present?

First, feel the temperature of the cup with our hands. Then, watch the water flowing in the cup. As the water slowly goes down inside through our mouth, try to feel the water temperature: Does the water feel higher or lower than body temperature? Or more or less the same? And feel the water as it passes from our mouths to our throats and then into the gastric wall of our stomachs. We can pay more attention to the stimulations received by our five senses in our daily life. This process helps us to take a temporary break from our hectic life and learn about our own needs.

Today, have you had a glass of water yet?



Liven Up Your Soul

One day, a man met an angel and asked the angel out of curiosity, "What are heaven and hell like?" The angel replied to the man, "Come with me, I will show you the hell." So, the angel led the man into a room where a group of people were surrounding a large pot of broth. Each of them looked malnourished and their eyes were filled with desperation. They were about two metres away from the pot and each held a ladle which was long enough to reach the pot. Yet, the ladle was too long to bring the soup into their mouths. Then, the angel brought the man to the room of heaven, where everything was the same: a pot of soup, a group of people with the same ladles. But the difference was that all of them here were in good spirits, and everyone was singing with joy.

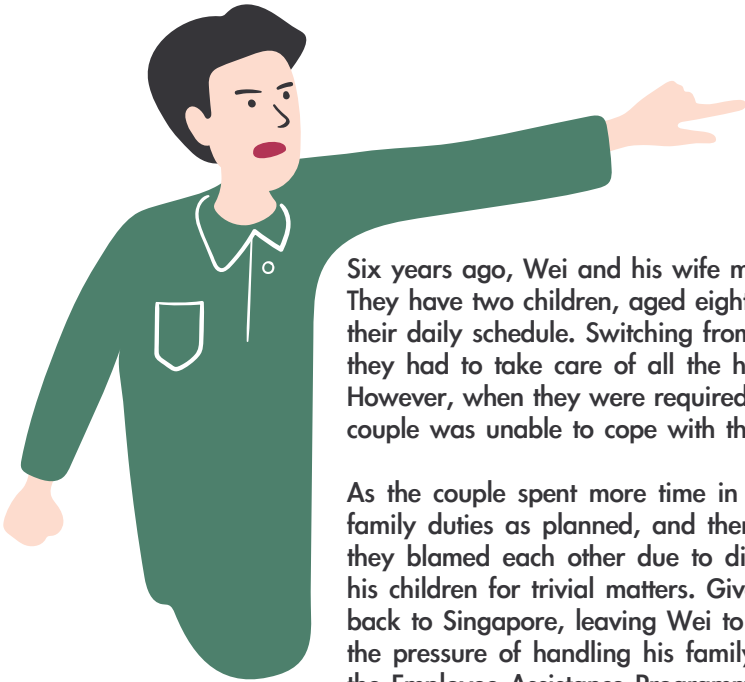
"Why?" The man asked the angel in puzzlement, "Why would those in heaven be so happy whereas those in hell looked so miserable despite the same treatment and condition?"

The angel answered with a smile, "It's very simple. People in heaven feed each other with their ladle, but people in hell don't."

Sometimes we may be too focused on our interests or performance that we forget the importance of teamwork. As the proverb goes, "Two heads are better than one". I hope the stories above will give you an idea of what makes a group strong and capable of unlimited possibilities. When a team works together, it allows each individual to thrive in their roles.



LEAP File



Six years ago, Wei and his wife moved from Singapore to Hong Kong for work. They have two children, aged eight and six. The outbreak of COVID-19 disrupted their daily schedule. Switching from working in the office to working from home, they had to take care of all the household chores and look after their children. However, when they were required to resume working at the office in phases, the couple was unable to cope with the changes.

As the couple spent more time in the office, it became difficult to perform their family duties as planned, and therefore, Wei and his wife often quarrelled and they blamed each other due to disagreements. In parenting, Wei would punish his children for trivial matters. Given this, his wife suggested taking the children back to Singapore, leaving Wei to work hard alone in Hong Kong. Entangled in the pressure of handling his family issues, Wei decided to seek assistance from the Employee Assistance Programme (EAP) and receive counselling services.



During the counselling, Wei understood what drove his emotional outbursts and explored ideal ways to connect with his children. The counsellor also helped Wei understand how he perceived the parent-child relationship was ingrained in his family of origin. Not until then did Wei notice his internal dilemma. On the one hand, he did not want to leave most of the family responsibilities to his wife as his father had. He wanted to share the burden with his wife. But under the work and family pressures, Wei's emotional outbursts were easily triggered.

The counsellor also invited his wife to join Wei in the consultation after letting Wei express his inner thoughts. In the counselling room, the counsellor guided the couple to work out their parenting strategy and clarify their roles in



the family so that they could understand that being a good parent requires cooperation and collaboration. By the end of the counselling session, the counsellor believed Wei and his wife have learnt how to communicate and adjust their working hours to support each other as well as allocate their family responsibilities. Besides, the counselling has also tightened the communication and relationship between the two, addressed their family problems, and allowed the couple to feel more at ease with their work.

News Feed

In the first year of the COVID-19 pandemic, the global prevalence of anxiety and depression had significantly increased by 25%, according to a scientific brief released by the World Health Organization (WHO) in March 2022. The WHO also pointed out that this surge primarily stemmed from social distancing which restricted connections between people at work and meetings with friends and family. In addition, if one was infected or the beloved ones were, it could lead to loneliness and fear.

Hong Kong has been suffering from the COVID-19 attack for more than two years, compounded by the massive scale of infections in the fifth wave, with an estimation of over 3 million positive cases, it is believed that many people have experienced emotional distress, and this is alarming. In view of this, Four Dimensions Consulting Limited hopes to organise a certificate course "Mental Health First Aid", through which participants can gain a basic understanding of mental health issues, identify potential cases and adopt simple methods to help people around to cope with emotional and mental disturbance under the volatile epidemic.

The "Mental Health First Aid" certificate course will be held on two consecutive Fridays, 21 and 28 October 2022. Participants who have completed the two-day course will be awarded the Mental Health First Aid certificate that is authorized by the University of Melbourne and The Mental Health Association of Hong Kong. You can scan the QR code below for detail and the application method.



detail and the
application method



If you have any enquiries about the course,
please contact Ms Wong at 2731 6239 or by email
at marketing@fourdimensions.org

Company Information

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Your Wellness Is Our Business



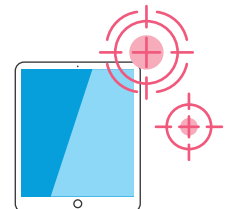
Caring for Care-givers

According to a feature article entitled "The Profile of Persons with Disabilities and Chronic Diseases in Hong Kong and Characteristic of their Carers" published by the Census and Statistics Department in December 2022, the median usual hours of caring services provided by the primary carer per week was 42 hours. Over 50% of primary specific carers cited that they felt stressed due to the caring services during the 1 month before enumeration. Above findings show that the high number of caring hours of caregivers, coupled with the troubles of the epidemic in recent years, has greatly increased the needs and pressure of caregivers. Especially for working caregivers, who are facing work, family and economic pressures at the same time, their physical and mental health deserves attention.

As the pioneer and leading EAP provider, FDC is committed to promoting employees' holistic well-being through comprehensive services to help organizations keep their employees happy, healthy, and productive. Our company has also received many requests for assistance from employees who are dealing with the difficulties and pressures of caregiving, including anxiety, communication problems with family members, and needs for referrals to community resources, etc. To care for caregivers, employers, the government, society and carers themselves can start with the following:

Using technology wisely

For caregivers, technology products can be used to facilitate better care. For example, measures such as using a network camera to monitor the sleep and safety of the person being cared for, wearing a GPS watch for patients with cognitive impairment to prevent them from getting lost, or installing flashlights on the phones of people with hearing difficulties to facilitate communication...etc., could all make your lives easier. The help of technology can reduce risks and alleviate worries.



Employer support

For caregivers who are also members of the workforce, the consideration and support from employers can be of great help. More and more companies and organisations are adopting "family-friendly" policies for employees, including special leave to accommodate family needs, flexible working hours, hybrid modes of work (office work combined with WFH), and providing daily life support like health insurance for family members and setting up breastfeeding facilities in the office, etc. In addition to caring for employees' practical needs, emotional care cannot be ignored, and the EAP is exactly conceived to address employees' psychological needs through providing comprehensive support. When employees can resolve difficulties they face in the personal sphere, their work efficiency will also be improved, benefitting both the employer and employee.



Allocation of more resources by the government and NGOs

In recent years, the needs of caregivers have received more attention from government departments and non-governmental organisations, which began to establish more elderly care support services, caregiver resources and support centres, and caregiver colleges. The Social Welfare Department, in collaboration with various stakeholders, will also launch a 3-year programme to improve access to help for carers, as well as public education activities, and 24-hour support hotline services for caregivers from the 2023-2024 fiscal year onwards. Carers' dire needs for help will then hopefully be addressed with the above measures, so that they can finally receive the help and guidance they desperately needed, and never have to walk alone again.





Love yourself

Grant Yourself a Moment of Rest

As a caregiver, you may have been carrying the weight of stress and responsibility for God-know-how-long, leaving you in a constant state of tension. Providing unfailing care for your loved ones on a regular basis can make you overlook your own physical and emotional needs. It's time to shift your focus inward and grant yourself a moment of rest.



Make time for rest regularly

Establishing a regular schedule and delegating caregiving tasks to appropriate individuals or social welfare organisations can give you a break from your caregiving duties and help you recharge yourselves. This will give you the energy and stamina needed to continue providing care for yourself and your loved ones in the long run.



Recognize your efforts

It's essential to learn how to recognise and acknowledge your efforts and achievements. Taking the time to compliment yourself that "I'm doing a great job" is vital for building your self-esteem and confidence.



Do things you like and socialise

Spending time for hobbies and social activities is also crucial for your well-being. Taking a few hours each week participating in activities you enjoy, such as spending time in nature or attending interest classes, can be very beneficial. Moreover, staying in touch with friends and seeking their support and encouragement can help alleviate stress.

Starting today, take the initiative to add positivity to your life, one step at a time, from the inside out.



Liven Up Your Soul

Ed was an acrobat enthusiast. One day, a globally renowned circus master was coming into town, seeking to recruit performers for his team. Realising that this was a once-in-a-lifetime opportunity, Ed decided to attend the try-outs. For the entirety of the month, he practised relentlessly day after day.

Finally came the day of the audition. The master challenged Ed to stand on his shoulders and execute various designated acts. Ed performed with finesse and dazzled everyone in the audience. Just at the final moments as he was about to finish his last move, he suddenly felt a painful cramp on his thigh muscle. The next thing he knew was he had fallen onto the safety cushion and he had failed.

The master asked Ed if he was injured, to which Ed replied, "No. I'm sorry I didn't complete my performance properly." The master then posed a thought-provoking question, "What do you think caused your mistake?" After some contemplation, Ed replied, "Perhaps I had been practising too intensely and didn't give my muscles the necessary rest they required." With a reassuring pat on the shoulder, the master imparted some sage advice, "Ed, don't you know that rest is an integral part of practice? In the circus, every performer is a vital part of the larger machine - the performance as a whole. Only by perfecting oneself can one contribute to the triumph of the collective. Remember, taking care of yourself goes beyond the physical movements of your performance, it encompasses the care of your mind and soul as well. Do you understand?"

Back in our daily lives, whether it is for our loved ones, our work, or our friends, we aspire to achieve perfection. But have we ever thought that taking care of ourselves is just as important? In fact, our well-being is inextricably linked to the well-being of those around us. If we don't sort out our emotions and physical health, we run the risk of falling into a vicious cycle of negativity.

Therefore, let us resolve from this moment forward to look after ourselves and to nourish our souls. By doing so, we can radiate warmth and compassion to those around us and enrich our lives with meaning and purpose.





Challenges of being a Working Mum

A few months ago, Fei gave birth to a healthy and adorable daughter, who brought a lot of joy to Fei and her husband. Just as she was preparing to return to work, something unexpected occurred. Fei's mother, who was supposed to help take care of the baby girl while Fei would return to work, suddenly became ill. Although her mother could manage to take care of herself as usual, she could not assist in the caretaking of her new-born granddaughter. This disrupted Fei's plans, and though her supervisor understood her difficulties, the company was unable to make special arrangements for her. For one thing, Fei loves her job; for another, she needs her share of income to help with household expenses, so leaving the workplace to take care of her daughter full-time is not viable.

Faced with this dilemma, Fei sought help through our counselling services. During the counselling sessions, Fei was bestowed a safe space where she felt accepted to talk about her feelings as a mother, wife, daughter, and career woman. She also found the time to relax and explore different possibilities.

Our counsellor learned that Fei already had some relatively clear backup plans in place, such as arranging for the couple to work from home in shifts, asking other relatives and part-time caregivers to help take care of the baby, and applying for community resources such as daytime care for her daughter. However, the thing was that she had doubts about each plan. The counsellor acknowledged and praised her efforts to actively consider different possibilities and helped her explore the logistics for each corresponding arrangement and care strategy in different scenarios. With multiple plans in hand, Fei felt more at ease.

Furthermore, the counsellor helped Fei realise that in this exceptional circumstance, she needed to be more flexible and accept that the outcome could not possibly be as perfect as she originally wanted. For example, her daughter needs to adapt to different caregivers, and Fei and her husband need to improve their communication with different caregivers. When Fei adjusted her thinking and tried to understand that her daughter might also benefit from being involved in different forms of interaction with other caregivers, her daughter could more likely develop an outgoing temperament and become more fearless of adversity and challenges in the future. The new parents themselves could also learn from observing different caregiving styles. At the end of the counselling, Fei was better prepared psychologically and practically to enter a new phase of family and work.



News Feed

"Caring for Your Aging Parents"

We are delighted to see that more and more employers are beginning to recognise the importance of creating a family-friendly work environment to help employees balance work and family life. These corporates have started to implement family-friendly measures, and in turn find themselves benefited as they become more able to retain and attract talent. Since young children usually the focus of family-friendly initiatives, the needs of caregivers may sometimes be neglected and we have often heard of cases in which employees are forced to leave their current role and change their modes of work, in order to attain medical needs of their elderly parents.

In addition to providing employees with options for remote work and flexible hours, an increasing number of our corporate clients have recently invited us to conduct the wellness programme on "Caring for Your Aging Parents" for their staff members. Our consultants/trainers have shared with participants video clips on the change in the physical, psychological, and social needs of elderly family members, as well as the elderly's wish to be taken care of by their own children. The "SOLVENT model" was also introduced to teach participants about effective communication and means of expression to build closer and happier relationships with the elderly. Finally, participants were given information about community resources that are available to them for relieving caregiving stress.

Here are some comments from participants:

The selected videos are very touching and remind me not to forget the needs of the elderly amidst our busy lives.

Thank you for the information on Alzheimer's, it clearly explains how to care for and show concern for the elderly.

The sharing was a good mix of emotions and information, helping me realise that caring for parents is also a process of understanding and accepting oneself.

If you have any inquiries about the course, please contact Mr. Chan at 2731 6358 or email marketing@fourdimensions.org



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