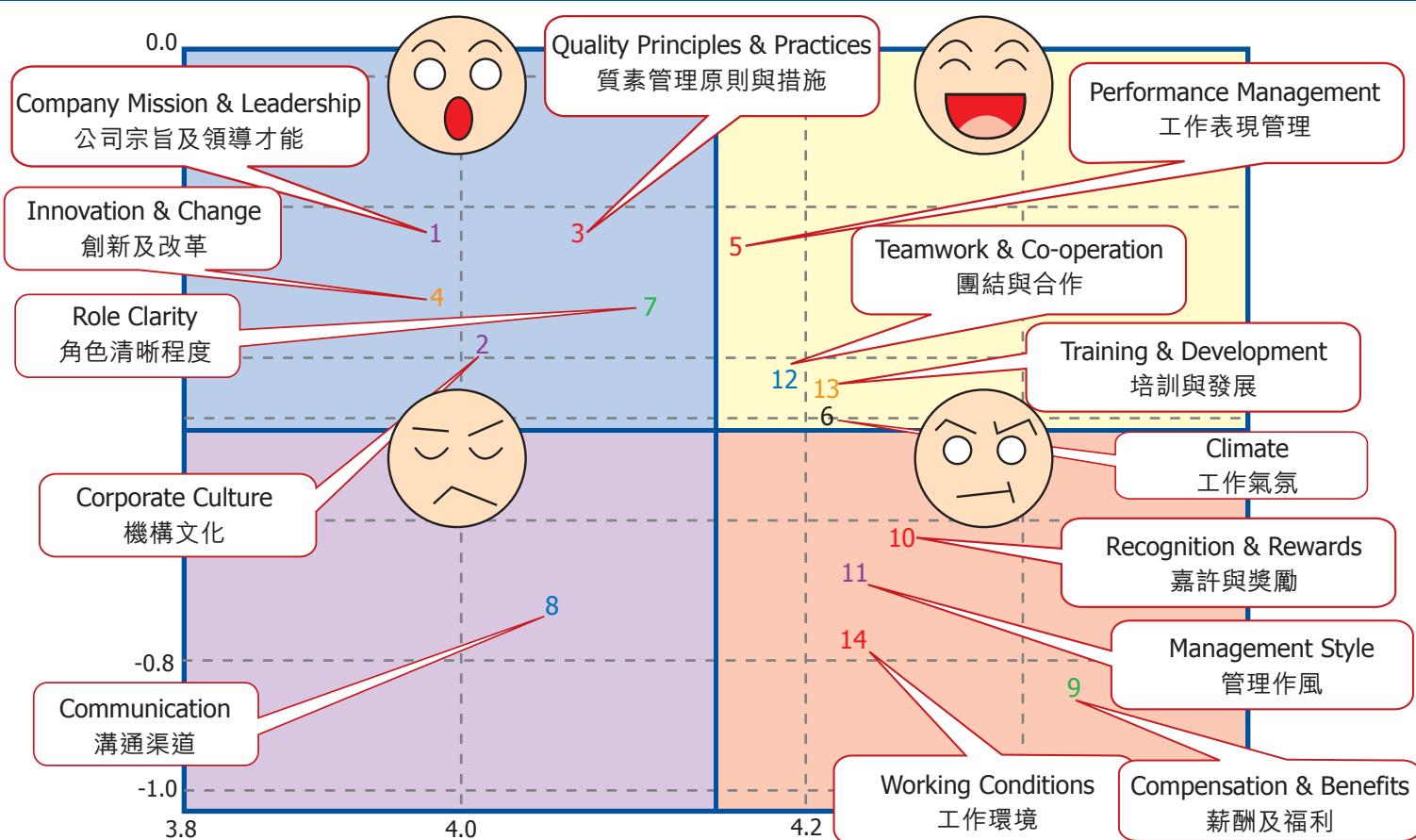




Company Specific Research Services 企業為本調研服務

Employee Experience Survey™

員工意向調查



Call our Research Department at (852) 2881 5113 or email: research@hkihrm.org for more information.

有關調研服務詳情，請聯絡學會調研部：

電話：(852) 2881 5113 電郵：research@hkihrm.org

Hong Kong
Institute of
Human Resource
Management
香港人力資源管理學會
www.hkihrm.org

With the Employee Experience Survey™, hear the Voice of Your Employees!

「員工意向調查」—
助你聆聽員工的心聲！

About Employee Experience Survey™

Organizations that treat employees the way they treat customers understand what the customer experience and people power are all about. The question is how can leaders set about improving this? An excellent first step is to use an employee survey, like the HKIHRM Employee Experience Survey™ (EES), to determine how employees feel about the organization, their leaders and the opportunities for improvement.

HKIHRM EES Questionnaire is designed to quickly and simply gather employees' views/ perceptions about aspects of your company. Such information is an important health check for companies, as well as a barometer of progress for human resource management. The standard questionnaire is a valuable tool for organization to conduct in-house survey in order to improve employee communications. It was first developed based upon a qualitative review of employee attitude survey questionnaires from 15 HKIHRM member companies that were renowned companies in Hong Kong.

「員工意向調查」簡介

能對僱員和顧客皆一視同仁的公司，必定深明顧客經驗和員工力量的重要性。但若果公司管理層希望進一步改善僱員關係，又應從何入手？要成功踏出第一步，可以透過進行內部意見調查，如採用香港人力資源管理學會的「員工意向調查」，以解構員工對任職公司及其管理層的感受和意見，從而得知可改進的空間和方向。香港人力資源管理學會「員工意向調查」的設計主要是為公司僱主提供既快捷又簡便的途徑，收集僱員對公司的意見或既定想法。有關資料可當作是公司的「健康檢查」，亦是量度人力資源管理進展的最佳指標。在開發此項調查產品過程中，學會參考了15家著名香港公司會員的僱員意向調查問卷，擷取箇中精要編制而成。



The Benefits of Appointing an Independent Third Party Service Provider

1. Assure anonymity of responses by means of confidential administration procedures
2. Provide comparative data for benchmarking with market norm
3. Encourage more participation and candid response of fellow employees about the company
4. Enhance survey credibility

委派獨立第三者進行員工意向調查的好處

1. 通過保密的行政程序，確保回覆者的個人資料不被外泄
2. 提供具比較性的數據，作市場基準評比之用
3. 鼓勵員工參與，並如實反映對公司的意見
4. 增強調查的可信性

The EES Questionnaire - Format 問卷形式：

(1) The Questionnaire Booklet: (Hard Copies / MS Word / PDF)

The standard EES Questionnaire Booklet contains the 70 standard statements with a standard demographic section describing the profile of the respondents. A tailored questionnaire booklet with the company logo is available with extra printing cost.

Language:

The Questionnaire and Question Booklet are available in the following languages:

- Traditional Chinese / English
- Simplified Chinese / English
- Japanese / English
- Korean / English
- Thai / English
- Bahasa Malay
- Bahasa Indonesia / English
- Tagalog Philippine / English

問卷冊本： (印刷本/視窗文件檔/PDF檔)

「員工意向調查」標準問卷包含了70句句，並劃分成不同的調查部份，企業更可額外付費以印製具公司商標的問卷冊本。

語言：

問卷及問卷冊本提供下列語言選擇：

- 繁體中文 / 英文
- 簡體中文 / 英文
- 日文 / 英文
- 韓文 / 英文
- 泰文 / 英文
- Bahasa 馬來西亞文
- Bahasa 印尼文 / 英文
- Tagalog 菲律賓文 / 英文



Supporting Services:

Other than questionnaire, the Institute also provides the following supporting services on request:

- Data input (for hardcopy questionnaire only)
- Tailor-made Questionnaires Design
- Conduction of survey with multi-formats and multi-lingual questionnaire through multi-channels
- Focus Group Study (Pre or Post Survey)
- Data Analysis (Quantitative & Qualitative)
- Telephone Hotline
- Benchmarking
- Reporting
- Presentation
- Professional Advice on Follow Up action

The above services will incur extra fees. Please contact the HKIHRM Research Department for quotation.

支援服務:

學會因應個別公司的要求以附加費用提供以下的支援服務:

- 數據輸入(只供印刷版問卷使用)
- 為個別公司設計問卷
- 多渠道進行多形式及多語言的問卷調查
- 焦點小組研究(於調查前或調查後進行)
- 數據分析(定量或質量)
- 熱線電話服務
- 基準評比調查
- 調查結果報告
- 調查結果匯報
- 提供專業意見以跟進調查

學會會收取額外費用作為提供以上支援服務，報價詳情請與學會調研部聯絡。

Survey Media Available:

1. Pen & Paper
 - Onsite collection of questionnaire / conduction of survey by HKIHRM
 - Return questionnaire by Post
 - Return questionnaire to collection box
2. Electronic format (MS Word or PDF)
 - To send and / or receive questionnaire via email
3. Online
 - Access and return questionnaire via Intranet / Internet
 - Individual login name and password

調查配套設備:

1. 印刷版(紙、筆)
 - 由學會職員負責現場調查工作
 - 以郵寄形式遞交問卷
 - 投放問卷於收集箱內
2. 電子版本(視窗文件檔或PDF檔)
 - 以電郵方式收發問卷
3. 網上版
 - 通過內聯網 / 互聯網收發問卷
 - 提供獨立登入名稱及密碼

Enquiry:

Please contact the HKIHRM Research Department for enquiry or for arranging a presentation about the EES Survey:

Tel: (852) 2881 5113 Fax: (852) 2881 6062
E-mail: research@hkihrm.org

Please click the following web link to get more information and to try an online demo:

http://www.hkihrm.org/ihrm_eng/qtn.asp

查詢:

請聯絡學會調研部查詢或安排會面，以深入了解本調查的內容及服務詳情。

電話: (852) 2881 5113 傳真: (852) 2881 6062
電郵: research@hkihrm.org

有興趣人士亦可瀏覽以下網址以取得更多詳細資料及調研問卷範本:

http://www.hkihrm.org/ihrm_chi/qtn.asp

Fees 價格**Questionnaire Booklet Subscription* 問卷冊本訂購:**

Range of Copies 印製數目	Price 價格
Minimum Package (including 200 copies) 最少數目 (200本)	HK\$2,600
For 201 st to 1000 th copy 由201至1000本	HK\$13 per copy (每本)
For 1001 st to 3000 th copy 由1001至3000本	HK\$12 per copy(每本)
For 3001 st to 5000 th copy 由3001至5000本	HK\$11 per copy(每本)
For 5001 st or above copy 5001本或以上	HK\$10 per copy(每本)

* For standardized questionnaire booklet only. Tailor-made questionnaire booklet can be arranged with additional cost.

* 只適用於標準問卷冊本。特別訂製的問卷冊本會額外收費。

I would like to know more about the HKIHRM EES Survey. Please contact me.

本人希望了解更多關於此調查，請與本人聯絡。

Fax 傳真: (852) 2881 6062

Title: Mr / Mrs / Miss / Ms / Dr. / Other
稱謂: 先生/太太/女士/小姐/博士/其他 _____

Name: _____
姓名: _____ (Surname 姓)
_____ (First Name 名)

Position: _____
職位: _____

Organization: _____
機構: _____

Address: _____
地址: _____

Tel: _____
電話: _____ (Office 辦公室)
_____ (Mobile 手提)

Fax: _____ Email: _____
傳真: _____ 電郵: _____

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