

intellect

How to boost employee productivity with workplace wellbeing

如何通過員工福利提高生產力



A guide to creating a happier, more productive, and thriving workforce

指南：讓你創建蓬勃發展，更快樂，更具生產力嘅工作隊伍

go.intellect.co/hk

Business productivity and workplace wellbeing in Hong Kong

香港嘅企業生產力同員工福利

Low employee retention and engagement are long-standing management problems that cost businesses a great deal. Numerous studies have proven that the root cause of these issues is poor employee wellbeing. In Hong Kong alone, its estimated cost to businesses is HKD 12.4B per year.

員工保留率與參與度低迷係長期存在嘅管理問題，導致企業損失慘重。多份研究證明，呢啲問題嘅根源係員工嘅心理健康狀況不佳。僅僅係香港，其對企業做成嘅損失估計為每年約124億港元。

According to Intellect's Workplace Health Survey 2021, 84% of respondents in APAC reported exhaustion while 88% reported being disengaged at work. These culminate in presenteeism, where employees show up without being productive, costing employers around the world anywhere between HKD26,000 and HKD56,000 per employee per year.

Now more than ever, improving workplace productivity requires a holistic approach. Psychological safety, which is among the top five prerequisites of high-performing teams, is a key pillar.

根據Intellect嘅《職場健康調查2021》，亞太地區84%嘅受訪者表示疲憊不堪，而88%嘅受訪者表示係工作中無法全力參與。呢啲問題最終導致假性出勤現象，即員工只係返工而無生產力。呢個現象對世界各地嘅僱主做成嘅損失估計為每年每個員工約26,000至56,000港幣。

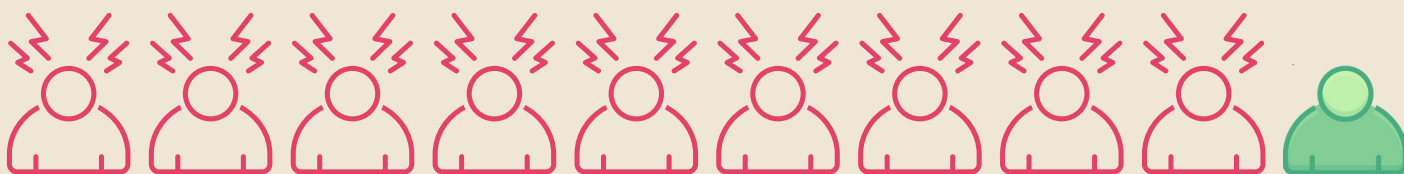
今非昔比，提高職場生產力更需要全面嘅方案。心理安全係高績效團隊嘅五大先決條件之一，係其中一個關鍵支柱。

Hong Kong's Health & Wellbeing Index has reportedly been decreasing. According to Cigna 360 Global Well-Being Survey 2022, it was the lowest in APAC for the third consecutive year in 2022 and fell behind neighbouring markets like Mainland China and Singapore in terms of wellbeing.

據報導，香港嘅健康和福利指數不停下降。根據Cigna 360 2022年全球福利調查，香港嘅健康同福利指數喺2022年連續第三年於亞太地區為最低者，並喺福利方面落後於鄰近嘅中國大陸同新加坡等市場。

**9 in 10 of respondents are stressed and burnt out;
a third of them plan to change jobs in 2023**

每10名受訪者中就有9人感到壓力同倦怠；三分之一計劃喺下一年之內轉工。



**Among 1,000 people surveyed
in Hong Kong:**

87% felt stressed

97% felt burnt out

19% found their stress to be
unmanageable

**33% of them plan to
change jobs in 2023**

- Main considerations: Work-life balance and wellbeing benefits
- 23% want mental health support and counselling
- 22% prefer virtual therapy and counselling

喺香港嘅1000名受訪者中：

87% 嘅受訪員工感到壓力

97% 感到職業倦怠

19% 認為無法應付壓力

33%嘅受訪員工希望明年轉工

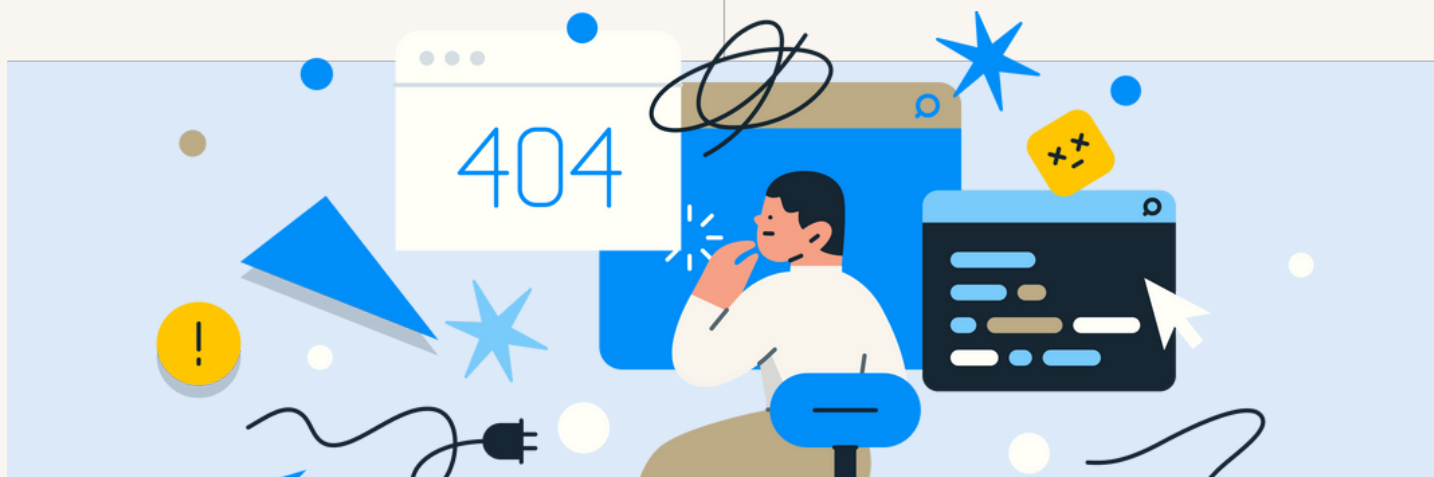
- 工作同生活嘅平衡同福利待遇係首要考慮因素
- 23%嘅員工希望獲得到心理健康上嘅支持同輔導
- 22%嘅員工傾向於線上治療同輔導

According to a study by City Mental Health Alliance Hong Kong in 2019, an increase in mental health issues was observed among half of the surveyed employees. The most common mental health-related symptom is a lack of energy and productivity, which reinforces absenteeism and presenteeism in the workplace.

Additionally, 65% of surveyed employees reported that their productivity and work quality are affected by mental health challenges at least 1-2 days a month. This is especially prevalent among mid-level roles (e.g. managers and team heads), who have a hand in leadership decisions and quality assurance of the organisation's output.

根據香港城市精神健康聯盟嘅2019年嘅調查，過半數受訪者表示心理健康問題有所增加。最常見嘅與心理健康有關嘅症狀係缺乏精力同生產力，導致職場缺勤同假性出勤率上升。

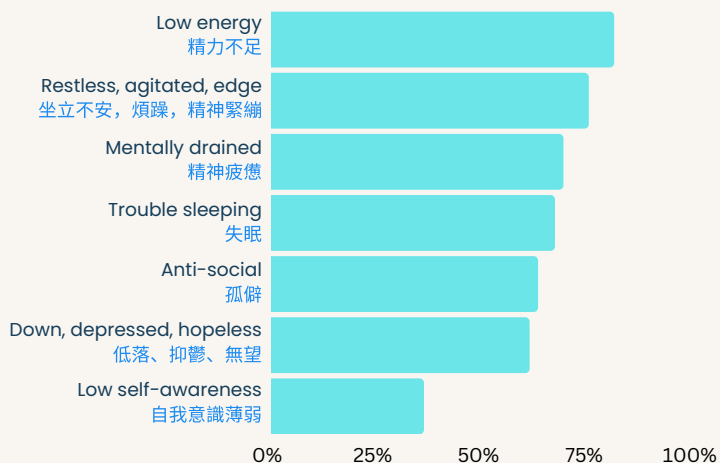
此外，65%嘅受訪員工表示，佢哋嘅生產力同工作質量每月至少有1-2日受到心理健康問題嘅影響。呢個情況喺中層職位（如經理痛團隊負責人）中尤其普遍，佢哋對領導決策同企業生產嘅質量保證均有一定影響。



The most prevalent symptoms among employees in Hong Kong are low energy, restlessness, agitation, feelings of being on edge and mentally drained.

香港僱員最普遍嘅症狀包括精力不足，坐立不安，煩躁，精神緊繃，同埋疲憊。

Percentage of respondents who experienced the following at least once in the last 2 weeks:
喺過去2個星期內至少經歷過一次以下情況嘅受訪者百分比:



The true cost of poor employee mental wellbeing to businesses

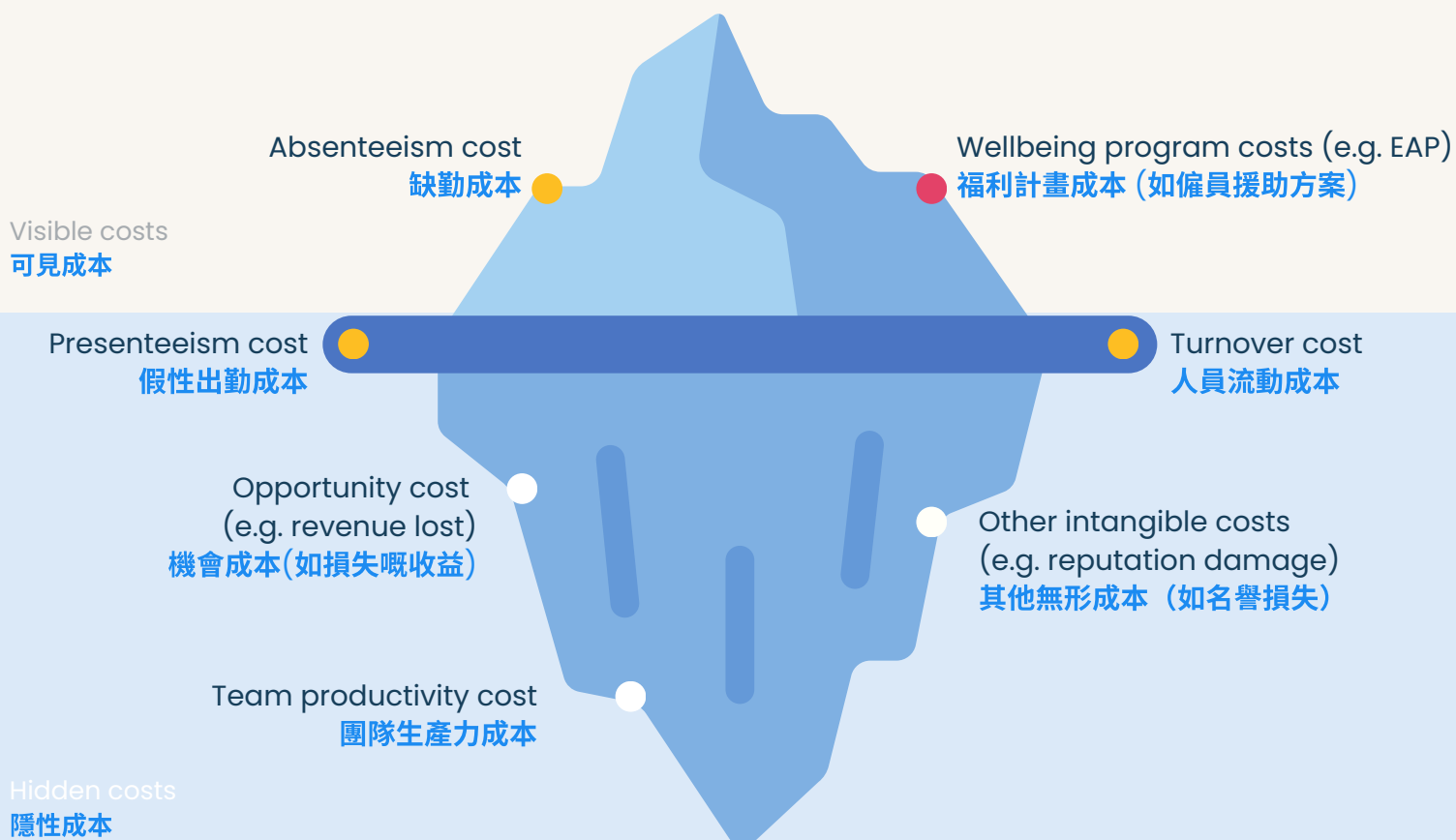
員工心理健康欠佳對企業嘅真實成本

According to a paper by Labour Economics, reduced workplace productivity resulting from poor mental health among employees directly correlates with absenteeism and presenteeism. The former is characterised by unexplained and unscheduled absences from work, and the latter by employees who are physically present but mentally absent, costing employers thousands of dollars per employee per year.

根據勞動經濟學嘅一篇論文，員工心理健康欠佳所導致嘅生產力下降與缺勤同假性出勤率直接相關。前者嘅特點係無故同不定期嘅缺勤，後者嘅特點係員工會返工，但實在上精神唔喺度。呢種狀況對僱主嘅成本平均每年每個員工高達千元以上。

Visible and hidden costs associated with poor employee mental health

與員工心理健康狀況欠佳相關嘅可見同隱性成本



In the professional services industry alone, a 2019 report by the City Mental Health Alliance Hong Kong estimated the cost of absenteeism and presenteeism to reach HKD 10.2B per year.

Often, these are coping mechanisms for employees met with anxiety, exhaustion, and the pressure to perform. Therefore, in addressing their cost, it's imperative for businesses to create happy, safe, and sustainable workplaces.

僅係專業服務行業，香港城市精神健康聯盟2019年嘅一份報告估計，每年缺勤和假性出勤嘅成本高達102億港元。

呢啲員工大多係遇到焦慮、疲憊同業績壓力時嘅應對機制。因此，解決呢啲成本問題嘅時候，企業必須創建快樂、安全同可持續嘅職場。

Addressing major triggers at work: A checklist for HR Practitioners to improve workplace wellbeing

解決工作上嘅觸發因素：人事專員提高職場福利嘅清單

To help employees perform to the best of their abilities, team managers and HR professionals have to support them holistically. Here's a sample checklist to create a more productive workplace.

團隊經理同人事專員必須全面支持員工以幫助佢哋為幫助達到最佳表現。呢啲係創建高生產力職場應該注意嘅地方。

1. Promote management of anxiety and stress in the workplace by:

- ☐ Using different avenues to help employees cope with stress and anxiety, e.g. availability of workplace counselling to address issues with sleep, burnout, and disengagement
- ☐ Providing home-based psychological interventions
- ☐ Tracking improvements in wellbeing
- ☐ Encouraging time-blocking for mental health breaks or counselling

2. Actively engage employees and emphasise personal-professional wellbeing by:

- ☐ Creating a buddy system for team members
- ☐ Setting productive but realistic goals
- ☐ Encouraging rest, paid time off, and work-life balance
- ☐ Having managers lead by example

3. Improve organisational behaviour by:

- ☐ Providing learning and development opportunities and incentives
- ☐ Communicating career paths and growth opportunities clearly
- ☐ Recognising employees through monetary & non-monetary incentives

1. 通過以下方式促進對工作焦慮同壓力嘅管理：

- ☐ 使用唔同途徑幫助員工應對壓力 同焦慮
例如，提供職場輔導，以助員工解決失眠，倦怠同缺乏參與嘅問題
- ☐ 提供居家心理輔導
- ☐ 追蹤福利方面嘅改善情況
- ☐ 鼓勵規劃時間俾身心休息或參與輔導

2. 通過以下方式，積極鼓勵員工參與，並強調全人心理健康：

- ☐ 為團隊創建夥伴系統
- ☐ 設定高成效但現實嘅目標
- ☐ 鼓勵充足休息、帶薪休假同工作與生活嘅平衡
- ☐ 經理層應當以身作則

3. 通過以下方式改善組織行為：

- ☐ 提供獎勵、學習同發展嘅機會
- ☐ 清楚溝通職業路線同成長機會
- ☐ 通過金錢同非金錢嘅獎勵認同僱員

Looking for a wellbeing solution that suits your workplace?

喺度搵適合你嘅企業嘅心理健康方案？

Not every organisation benefits from the same solution — yours deserves one that is tailored to the needs of your diverse workforce. Contact us via team@intellect.co or visit go.intellect.co/hk to recalibrate your strategies for a happier, more productive, and thriving workplace.

每個企業適合不同嘅方案 — 你嘅企業值得一個為你僱員特別定製嘅方案。請通過電郵 team@intellect.co，或瀏覽 go.intellect.co/hk 同我哋聯繫，重新調整你嘅策略，令你嘅職場更快樂，更具生產力，發展更蓬勃。

About Intellect

For HR professionals looking for a research-proven platform to safeguard employee wellbeing, Intellect's mental health award-winning platform personalises the right care your employees need.

We do this by marrying technology with a human touch, delivering culturally-sensitive care with certified coaches, counsellors, and psychologists on the ground across 20 countries in Asia. Speak with behavioural health coaches, work with licensed psychologists, or take on self-guided programs, entirely within a single platform.

關於 Intellect

為人事專員而設嘅心理健康平台：經研究證明，保障員工心理健康。

Intellect 嘅獲獎心理健康平台為你嘅僱員提供個性化嘅支援。我哋將科技同人性融合，提供適合你文化嘅輔導：我哋嘅導師，輔導員同心理學家來自亞洲20多個國家。於同一平台同我哋嘅行為健康導師同執照心理學家交談，或者選擇按需自我護理課程。



intellect

A single unified mental
health benefits solution for
your entire workforce.

為你嘅全體員工提供統一嘅心理健康福利方案。



Ready to begin when you are.
隨時準備啟動。

Contact us

Benjamin Brustis – Head of Business Development, Hong Kong

Email: benjamin.brustis@intellect.co

Phone number: +852 6909 9820

Intellect team: team@intellect.co

or visit <https://go.intellect.co/hk/> to learn more

聯絡我哋

Benjamin Brustis — 香港區業務發展部主任

電郵: benjamin.brustis@intellect.co

電話: +852 6909 9820

Intellect 團隊: team@intellect.co

或者點擊 <https://go.intellect.co/hk/> 理解更多