

Abstract of thesis entitled:

The New Overtime in Palm: Antecedent and Consequences of Using Mobile Devices for Overtime Work in Hong Kong

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Abstract

Mobile devices, including smart phones, tablet and laptop computers, have become advanced enough to support daily interactions at work, such as instant messaging, emails and videoconferences. Using them for work purpose after office hours can be considered a new form of overtime work (termed “OT on mobile devices” hereafter). Given its prevalence, this longitudinal study examined its antecedents and consequences. Two waves of online survey were administered to 187 full-time employees in Hong Kong, in which 99 (57.58% male) of them completed both waves with a three-month interval. Repeated measures analysis showed that smartphones were the most frequently used device for work beyond office hours; and respondents most often used mobile devices for reading work documents after work. Using structural equation modeling (SEM), supervisory pressure, but not organizational commitment, was found to predict this form of OT. As a result of OT on mobile devices at Time1, employees reported more body symptoms, had a higher risk of burnout and had a stronger need for recovery at Time2. Also, full mediating effects of OT on mobile devices were established between pressure and occupational health consequences. This study contributed to the understanding of the prevalence of OT on mobile devices in Hong Kong. It also presented evidence to show the involuntary nature of this form of work behavior and its ill-health consequences. Future research and practical implications are discussed.

摘要

科技發展日新月異，流動裝置包括智能手機、平板電腦及手提電腦現已能支援日常工作互動。員工可隨時收發即時訊息、電郵及進行視像會議。於辦公時間外透過流動裝置超時工作可視為一種新的超時工作模式。鑒於此現象日趨普及，本縱向調查研究探討了這類超時工作的前因與後果。研究分兩輪進行，其中間隔約三個月。共 187 位香港全職員工參與了是次研究，當中 99 位(男性佔 57.58%) 完成了兩次網上問卷調查。重複測量分析顯示：員工最常使用智能手機超時工作，而流動裝置最常被用於閱讀公文。結構方程模型 (SEM) 分析結果表明：來自上司的壓力能夠預測這類超時工作，但組織歸屬感則沒有預測效果。第一輪問卷中使用流動裝置超時工作的時間，與第二輪問卷中的身體症狀數量、倦怠風險及復原需要均成正比。此外，流動裝置上超時工作仲介了壓力和對職業健康的影響之間的關係。是次研究有助了解透過流動裝置超時工作在香港的普及情況，並提供證據顯示此工作行為乃非自願，更會有損身心健康。最後，本文討論未來研究方向與對企業的實務意涵。