



HONG KONG PUBLIC OPINION PROGRAM
HONG KONG PUBLIC OPINION RESEARCH INSTITUTE
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2021 年 11 月 2 日 新聞公報

民研計劃首次發放市民對社會政策滿意程度調查

特別宣佈

香港民意研究計劃（香港民研）前身為香港大學民意研究計劃（港大民研）。公報內的「民研計劃」指的可以是香港民研或其前身港大民研。

為配合香港社會環境的最新發展，民研計劃由 2021 年 10 月開始新增兩項全新的定期調查，分別為（一）社會政策滿意程度及（二）社會幸福指標。社會政策滿意程度將會了解市民對 10 個範疇社會政策的滿意度，包括房屋、基礎教育、專上教育、醫療衛生、勞工、社會保障、安老、青少年、家庭及兒童福利及殘障人士康復服務。調查會每三個月進行一次，並已於 10 月進行首次調查。而社會幸福指標會以 10 個範疇作統計，具體項目容後再公佈。調查同樣會每三個月進行一次，並將於 11 月進行首次調查。基於有新增研究項目，部份現行定期調查項目將會調整頻率，並刪去部份調查項目，包括：社會指標、香港市民對各地人民及政府觀感、及企業社會責任。

公報簡要

民研計劃於十月下旬由真實訪問員以隨機抽樣電話訪問方式成功訪問了 1,000 名香港居民。調查顯示，在十項指定社會政策範疇中，市民最滿意的兩項是為殘障人士提供的康復服務和家庭及兒童福利服務。以 0 至 10 分評價，其餘社會政策皆錄得低於 5 分，由高至低依次為醫療衛生政策、專上教育政策、安老服務、社會保障政策、基礎教育政策、勞工政策和青少年服務。滿意度最差的則是房屋政策，平均只得 3.40 分。調查的實效回應比率為 52.2%。在 95% 置信水平下，調查的評分誤差不超過 +/-0.23。

樣本資料

調查日期	:	18-22/10/2021
調查方法	:	由真實訪問員進行隨機抽樣電話訪問
訪問對象	:	18 歲或以上操粵語的香港居民
成功樣本數目 ^[1]	:	1,000 (包括 500 個固網及 500 個手機樣本)
實效回應比率	:	52.2%
抽樣誤差 ^[2]	:	在 95% 置信水平下，評分誤差不超過 +/-0.23

加權方法：按照政府統計處提供的統計數字以「反覆多重加權法」作出調整。全港人口年齡及性別分佈統計數字來自《二零二零年年中人口數字》，而教育程度（最高就讀程度）及經濟活動身分統計數字則來自《香港的女性及男性 - 主要統計數字》（2020年版）。

- [1] 數字為調查的總樣本數目，個別題目則可能只涉及次樣本。有關數字請參閱下列數表內列出的樣本數目。
 [2] 此公報中所有誤差數字均以 95% 置信水平計算。95% 置信水平，是指倘若以不同隨機樣本重複進行有關調查 100 次，則 95 次各自計算出的誤差範圍會包含人口真實數字。由於調查數字涉及抽樣誤差，傳媒引用百分比數字時，應避免使用小數點，在引用評分數字時，則可以使用一個小數點。

最新數據

以下是市民對不同社會政策範疇的最新滿意程度：

調查日期	<i>18-22/10/21</i>
樣本數目	<i>597-604</i>
回應比率	<i>52.2%</i>
最新結果	<i>結果及誤差</i>
為殘障人士提供的康復服務	<i>5.18+/-0.23</i>
家庭及兒童福利服務	<i>5.11+/-0.20</i>
醫療衛生政策	<i>4.92+/-0.22</i>
專上教育政策	<i>4.83+/-0.22</i>
安老服務	<i>4.70+/-0.22</i>
社會保障政策	<i>4.69+/-0.21</i>
基礎教育政策	<i>4.64+/-0.22</i>
勞工政策	<i>4.51+/-0.21</i>
青少年服務	<i>4.50+/-0.21</i>
房屋政策	<i>3.40+/-0.21</i>

調查顯示，在十項指定社會政策範疇中，市民最滿意的兩項是為殘障人士提供的康復服務和家庭及兒童福利服務，以 0 至 10 分評價，滿意度評分分別為 5.18 和 5.11 分。其餘社會政策皆錄得低於 5 分，由高至低依次為醫療衛生政策、專上教育政策、安老服務、社會保障政策、基礎教育政策、勞工政策和青少年服務，平均分介乎 4.50 至 4.92 分。滿意度最差的則是房屋政策，平均只得 3.40 分。



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Press Release on November 2, 2021

POP releases first-time people's appraisal of social policies

Special Announcements

The predecessor of Hong Kong Public Opinion Program (HKPOP) was The Public Opinion Programme at The University of Hong Kong (HKUPOP). "POP" in this release can refer to HKPOP or its predecessor HKUPOP.

To cope with the latest development of Hong Kong's social environment, POP has launched two new regular tracking polls from October 2021, namely (1) Appraisal of Social Policies and (2) Social Well-being Indicators. The Appraisal of Social Policies series will cover 10 social policy areas, which include housing, basic education, tertiary education, medical and health, labour issues, social security, elderly service, teenager service, family and children welfare, and rehabilitation service for the disabled. The survey will be conducted once every 3 months, and the first survey was conducted in October. As for the Social Well-being Indicators series, it will comprise 10 domains and details will be announced later this month. The survey will also be conducted once every 3 months, and the first round will be conducted in November. Due to these new survey items, frequency of some existing tracking polls will be adjusted and some topics will be dropped, including the Social Indicators, Feeling towards Different Governments and People, and Corporate Social Responsibility.

Abstract

POP successfully interviewed 1,000 Hong Kong residents by a random telephone survey conducted by real interviewers in late October. Our survey shows that among the 10 specific social policy domains, people were most satisfied with the rehabilitation services for people with disabilities as well as family and child welfare services. On a scale of 0 to 10, all remaining social policies score lower than 5. Ranked from highest to lowest are medical and health policies, tertiary education policies, services for the elderly, social security policies, basic education policies, labour policies and services for young people. Housing policies received the poorest satisfaction rating, with a mean score of 3.40 only. The effective response rate of the survey is 52.2% respectively. The maximum sampling error of ratings is +/-0.23 at 95% confidence level.

Contact Information

Date of survey	: 18-22/10/2021
Survey method	: Random telephone survey conducted by real interviewers
Target population	: Cantonese-speaking Hong Kong residents aged 18 or above
Sample size ^[1]	: 1,000 (including 500 landline and 500 mobile samples)
Effective response rate	: 52.2%
Sampling error ^[2]	: Sampling error of ratings not more than +/-0.23 at 95% conf. level

Weighting method : Rim-weighted according to figures provided by the Census and Statistics Department. The gender-age distribution of the Hong Kong population came from “Mid-year population for 2020”, while the educational attainment (highest level attended) distribution and economic activity status distribution came from “Women and Men in Hong Kong - Key Statistics (2020 Edition)”.

- [1] This figure is the total sample size of the survey. Some questions may only involve a subsample, the size of which can be found in the tables below.
- [2] All error figures in this release are calculated at 95% confidence level. “95% confidence level” means that if we were to repeat a certain survey 100 times with different random samples, we would expect 95 times having the population parameter within the respective error margins calculated. Because of sampling errors, when quoting percentages, journalists should refrain from reporting decimal places, whereas one decimal place can be used when quoting rating figures.

Latest Figures

People’s latest satisfaction ratings of various social policy domains are summarized as follows:

Date of survey	<i>18-22/10/21</i>
Sample size	<i>597-604</i>
Response rate	<i>52.2%</i>
Latest findings	<i>Finding & error</i>
Rehabilitation services for people with disabilities	<i>5.18+/-0.23</i>
Family and child welfare services	<i>5.11+/-0.20</i>
Medical and health policies	<i>4.92+/-0.22</i>
Tertiary education policies	<i>4.83+/-0.22</i>
Services for the elderly	<i>4.70+/-0.22</i>
Social security policies	<i>4.69+/-0.21</i>
Basic education policies	<i>4.64+/-0.22</i>
Labour policies	<i>4.51+/-0.21</i>
Services for young people	<i>4.50+/-0.21</i>
Housing policies	<i>3.40+/-0.21</i>

Our survey shows that, among the 10 specific social policy domains, people were most satisfied with the rehabilitation services for people with disabilities as well as family and child welfare services. On a scale of 0 to 10, their satisfaction scores are 5.18 and 5.11 respectively. All remaining social policies score lower than 5. Ranked from highest to lowest are medical and health policies, tertiary education policies, services for the elderly, social security policies, basic education policies, labour policies and services for young people. Their mean scores range from 4.50 to 4.92. Housing policies received the poorest satisfaction rating, with a mean score of 3.40 only.