2022 年 1 月 18 日 新聞公報

民研計劃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。

公報簡要

民研計劃於一月初由真實訪問員以隨機抽樣電話訪問方式成功訪問了 1,021 名香港居民。調查顯示，在十項指定社會政策範疇中，市民最滿意的是醫療衞生政策，以 0 至 10 分評價，滿意度評分為 5.01 分。其餘社會政策皆錄得低於 5 分，由高至低依次為：為殘障人士提供的康復服務、專上教育政策、家庭及兒童福利服務、基礎教育政策、社會保障政策、安老服務、勞工政策和青少年服務，平均分介乎 4.23 至 4.88 分。滿意度最差的繼續是房屋政策，平均只得 3.67 分。與去年十月比較，家庭及兒童福利服務的滿意度評分顯著下跌 0.37 分。調查的實效回應比率為 52.7%。在 95%置信水平下，調查的評分誤差不超過+/-0.24。

樣本資料

調查日期	:	3-6/1/2022
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]	:	1,021 (包括 510 個固網及 511 個手機樣本)
實效回應比率	:	52.7%
抽樣誤差[2]	:	在 95%置信水平下，評分誤差不超過+/-0.24
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	18-22/10/21	3-6/1/22	最新變化
樣本數目	597-604	606-618	--
回應比率	52.2%	52.7%	--
最新結果	結果	結果及誤差	--
醫療衛生政策	4.92	5.01+/-0.24	+0.08
為殘障人士提供的康復服務	5.18	4.88+/-0.22	-0.30
專上教育政策	4.83	4.76+/-0.22	-0.07
家庭及兒童福利服務	5.11	4.74+/-0.21	-0.37[3]
基礎教育政策	4.64	4.61+/-0.22	-0.04
社會保障政策	4.69	4.57+/-0.21	-0.12
安老服務	4.70	4.56+/-0.22	-0.13
勞工政策	4.51	4.54+/-0.20	+0.03
青少年服務	4.50	4.23+/-0.21	-0.27
房屋政策	3.40	3.67+/-0.21	+0.27

[3] 該數字與上次調查結果的差異超過在 95%置信水平的抽樣誤差，表示有關變化在統計學上表面成立。不過，變化在統計學上成立與否，並不等同有關變化是否有實際用途或意義，而不同調查的加權方法亦可能有所不同。

調查顯示，在十項指定社會政策範疇中，市民最滿意的是醫療衛生政策，以 0 至 10 分評價，滿意度評分為 5.01 分。其餘社會政策皆錄得低於 5 分，由高至低依次為：為殘障人士提供的康復服務、專上教育政策、家庭及兒童福利服務、基礎教育政策、社會保障政策、安老服務、勞工政策和青少年服務，平均分介乎 4.23 至 4.88 分。滿意度最差的繼續是房屋政策，平均只得 3.67 分。與去年十月比較，家庭及兒童福利服務的滿意度評分顯著下跌 0.37 分。

民意日誌

民研計劃於 2007 年開始與慧科訊業有限公司合作，由慧科訊業按照民研計劃設計的分析方法，將每日大事記錄傳送至民研計劃，經民研計劃核實後成為「民意日誌」。

由於本新聞公報所涉及的調查項目，上次調查日期為 18-22/10/2021，而今次調查日期則為 3-6/1/2022，因此是次公報中的「民意日誌」項目便以上述日期為依歸，讓讀者作出比較。以涵蓋率不下 25%本地報章每日頭條新聞和報社評論計，在上述期間發生的相關大事包括以下事件，讀者可以自行判斷有關事件有否影響各項民調數字：

5/1/22	政府進一步收緊防疫措施
4/1/22	香港出現首宗源頭不明 Omicron 本地初步確診個案
31/12/21	政府宣布收緊防疫措施
30/12/21	發展局公布最低單位面積限制
18/12/21	立法會選舉今日舉行
14/12/21	李家超率團到深圳與廣東省官員商討通關安排
8/12/21	政府公佈《長遠房屋策略》周年進度報告
2/12/21	政府將於 12 月 10 日推出「香港健康碼」
29/11/21	政府因應 Omicron 疫情禁止多個國家非港人入境

23/11/21	政府宣布 12 月 9 日起擴大強制使用「安心出行」應用程式範圍
10/11/21	兩名機師獲豁免檢疫後確診
3/11/21	政府公布第三劑新冠疫苗接種安排
31/10/21	明天起進入政府處所須強制使用「安心出行」應用程式
26/10/21	政府將取消大部分豁免檢疫群組以促成中港通關

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Press Release on January 18, 2022

POP releases people's appraisal of social policies

Special Announcement

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.

Abstract

POP successfully interviewed 1,021 Hong Kong residents by a random telephone survey conducted by real interviewers in early January. Our survey shows that among the 10 specific social policy domains, people were most satisfied with medical and health policies. On a scale of 0 to 10, its satisfaction score is 5.01. All other social policies score lower than 5. Ranked from highest to lowest are rehabilitation services for people with disabilities, tertiary education policies, family and child welfare services, basic education policies, social security policies, services for the elderly, labour policies and services for young people. Their mean scores range from 4.23 to 4.88. Housing policies continued to receive the poorest satisfaction rating, with a mean score of 3.67 only. Compared with October last year, the satisfaction score of family and child welfare services has significantly dropped by 0.37. The effective response rate of the survey is 52.7%. The maximum sampling error of ratings is +/-0.24 at 95% confidence level.

Contact Information

Date of survey	:	3-6/1/2022
Survey method	:	Random telephone survey conducted by real interviewers
Target population	:	Cantonese-speaking Hong Kong residents aged 18 or above
Sample size[1]	:	1,021 (including 510 landline and 511 mobile samples)
Effective response rate	:	52.7%
Sampling error[2]	:	Sampling error of ratings not more than +/-0.24 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	18-22/10/21	3-6/1/22	Latest change
Sample size	597-604	606-618	--
Response rate	52.2%	52.7%	--
Latest findings	Finding	Finding & error	--
Medical and health policies	4.92	5.01+/-0.24	+0.08
Rehabilitation services for people with disabilities	5.18	4.88+/-0.22	-0.30
Tertiary education policies	4.83	4.76+/-0.22	-0.07
Family and child welfare services	5.11	4.74+/-0.21	-0.37[3]
Basic education policies	4.64	4.61+/-0.22	-0.04
Social security policies	4.69	4.57+/-0.21	-0.12
Services for the elderly	4.70	4.56+/-0.22	-0.13
Labour policies	4.51	4.54+/-0.20	+0.03
Services for young people	4.50	4.23+/-0.21	-0.27
Housing policies	3.40	3.67+/-0.21	+0.27

[3] The difference between the figure and the result from the previous survey has gone beyond the sampling error at 95% confidence level, meaning that the change is statistically significant prima facie. However, whether the difference is statistically significant is not the same as whether they are practically useful or meaningful, and different weighting methods could have been applied in different surveys.

Our survey shows that, among the 10 specific social policy domains, people were most satisfied with medical and health policies. On a scale of 0 to 10, its satisfaction score is 5.01. All other social policies score lower than 5. Ranked from highest to lowest are rehabilitation services for people with disabilities, tertiary education policies, family and child welfare services, basic education policies, social security policies, services for the elderly, labour policies and services for young people. Their mean scores range from 4.23 to 4.88. Housing policies continued to receive the poorest satisfaction rating, with a mean score of 3.67 only. Compared with October last year, the satisfaction score of family and child welfare services has significantly dropped by 0.37.

Opinion Daily

In 2007, POP started collaborating with Wisers Information Limited whereby Wisers supplies to POP a record of significant events of that day according to the research method designed by POP. These daily entries would then become "Opinion Daily" after they are verified by POP.

For the polling items covered in this press release, the previous survey was conducted from 18 to 22 October, 2021 while this survey was conducted from 3 to 6 January, 2022. During this period, herewith the significant events selected from counting newspaper headlines and commentaries on a daily basis and covered by at least 25% of the local newspaper articles. Readers can make their own judgment if these significant events have any impacts to different polling figures.

5/1/22	The government further tightens the anti-epidemic measures.
4/1/22	Hong Kong reports the first suspected local Omicron case with unknown origin.
31/12/21	The government announces the tightening of anti-epidemic measures.
30/12/21	The Development Bureau announces a minimum flat size restriction.
18/12/21	Legislative Council Election is held today.

14/12/21	John Lee leads a delegation to Shenzhen to discuss details of border reopening with officials from Guangdong.
8/12/21	The government publishes the "Long Term Housing Strategy" annual progress report.
2/12/21	The government will launch "Hong Kong Health Code" on December 10.
29/11/21	The government bans non-residents arriving from multiple countries in response to the spread of Omicron variant.
23/11/21	The government announces the extension of mandatory use of "LeaveHomeSafe" app to more premises starting from December 9.
10/11/21	Two pilots exempted from quarantine test positive.
3/11/21	The government announces the arrangements for the third dose of COVID-19 vaccination.
31/10/21	Starting from tomorrow, it is mandatory to use the "LeaveHomeSafe" app when entering government premises.
26/10/21	The government will axe most quarantine exemptions to facilitate border reopening with mainland China.