

2022 年 4 月 19 日新聞公報

香港民研發放市民對社會政策滿意程度調查

特別宣佈

香港民意研究所（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「香港民研」指的可以是香港民意研究所或其前身港大民研。

公報簡要

香港民研於四月初由真實訪問員以隨機抽樣電話訪問方式成功訪問了 1,014 名香港居民。調查顯示，在十項指定社會政策範疇中，市民最滿意的是專上教育政策，其次是基礎教育政策，以 0 至 10 分評價，滿意度評分分別為 5.37 及 5.29 分。其餘社會政策由高至低依次為：社會保障政策、為殘障人士提供的康復服務、醫療衛生政策、家庭及兒童福利服務、勞工政策、青少年服務和安老服務，平均分介乎 4.30 至 5.02 分。滿意度最差的繼續是房屋政策，平均只得 3.97 分。與今年一月比較，專上教育政策、基礎教育政策、社會保障政策和青少年服務的滿意度評分皆顯著上升。調查的實效回應比率為 49.8%。在 95% 置信水平下，調查的評分誤差不超過 +/-0.22。

樣本資料

調查日期	: 4-7/4/2022
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]	: 1,014 (包括 506 個固網及 508 個手機樣本)
實效回應比率	: 49.8%
抽樣誤差 ^[2]	: 在 95% 置信水平下，評分誤差不超過 +/-0.22
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	<u>18-22/10/21</u>	<u>3-6/1/22</u>	<u>4-7/4/22</u>	<u>最新變化</u>
樣本數目	597-604	606-618	603-612	--
回應比率	52.2%	52.7%	49.8%	--
最新結果	結果	結果	結果及誤差	--
專上教育政策	4.83	4.76	5.37+/-0.21	+0.61^[3]
基礎教育政策	4.64	4.61	5.29+/-0.21	+0.68^[3]
社會保障政策	4.69	4.57	5.02+/-0.21	+0.44^[3]
為殘障人士提供的康復服務	5.18	4.88	4.87+/-0.22	-0.01
醫療衛生政策	4.92	5.01	4.84+/-0.22	-0.17
家庭及兒童福利服務	5.11	4.74 ^[3]	4.78+/-0.20	+0.04
勞工政策	4.51	4.54	4.70+/-0.21	+0.16
青少年服務	4.50	4.23	4.66+/-0.21	+0.42^[3]
安老服務	4.70	4.56	4.30+/-0.22	-0.27
房屋政策	3.40	3.67	3.97+/-0.22	+0.30

[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，市民最滿意的是專上教育政策，其次是基礎教育政策，以 0 至 10 分評價，滿意度評分分別為 5.37 及 5.29 分。其餘社會政策由高至低依次為：社會保障政策、為殘障人士提供的康復服務、醫療衛生政策、家庭及兒童福利服務、勞工政策、青少年服務和安老服務，平均分介乎 4.30 至 5.02 分。滿意度最差的繼續是房屋政策，平均只得 3.97 分。與今年一月比較，專上教育政策、基礎教育政策、社會保障政策和青少年服務的滿意度評分皆顯著上升。

民意日誌

香港民研於 2007 年開始與慧科訊業有限公司合作，由慧科訊業按照香港民研設計的分析方法，將每日大事記錄傳送至香港民研，經香港民研核實後成為「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 3-6/1/2022，而今次調查日期則為 4-7/4/2022，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：

7/4/22	政府宣布修訂新一輪保就業計劃
3/4/22	新一輪電子消費券首期將於 4 月 7 日發放
2/4/22	政府宣布於 4 月 8 日起一連 3 日推行全民自願快速檢測
31/3/22	政府於 4 月 2 日起向全港家庭派發防疫服務包
18/3/22	政府宣布推出新一輪保就業計劃
17/3/22	林鄭月娥指將調整各項防疫措施
11/3/22	香港新冠疫情持續 死亡個案急增
9/3/22	特首林鄭月娥公布新抗疫措施

2/3/22	林鄭月娥指全民強檢期間不會全城禁足
23/2/22	政府發表財政預算案，推出超過 1,700 億逆周期措施
21/2/22	政府宣佈 2 月 24 日開始實施「疫苗通行證」
8/2/22	政府收緊防疫措施，限制跨家庭聚會及推行疫苗護照
26/1/22	香港保護兒童會公布童樂居虐兒案首階段獨立檢討報告
14/1/22	政府延長防疫措施至 2 月 3 日及公布第五輪防疫抗疫基金詳情
10/1/22	政府宣佈緊密接觸者檢疫期縮短至 14 日
7/1/22	170 名洪為民生日派對賓客送往隔離檢疫



Tel 電話: (852) 3844 3111

Fax 傳真: (852) 3705 3361

Website 網址: <https://www.pori.hk>

HONG KONG PUBLIC OPINION RESEARCH INSTITUTE
香港民意研究所

Address: Units 9-11, 6/F, Tower B, Southmark, 11 Yip Hing Street, Wong Chuk Hang
地址: 黃竹坑業興街 11 號南滙廣場 B 座 6 樓 9-11 室

Press Release on April 19, 2022

PORI releases people's appraisal of social policies

Special Announcement

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

Abstract

PORI successfully interviewed 1,014 Hong Kong residents by a random telephone survey conducted by real interviewers in early April. Our survey shows that, among the 10 specific social policy domains, people were most satisfied with tertiary education policies, followed by basic education policies. On a scale of 0 to 10, their satisfaction scores are 5.37 and 5.29 respectively. The other social policies ranked from high to low are social security policies, rehabilitation services for people with disabilities, medical and health policies, family and child welfare services, labour policies, services for young people and services for the elderly. Their mean scores range from 4.30 to 5.02. Housing policies continued to receive the poorest satisfaction rating, with a mean score of 3.97 only. Compared with January this year, the satisfaction scores of tertiary education policies, basic education policies, social security policies and services for young people have significantly risen. The effective response rate of the survey is 49.8%. The maximum sampling error of ratings is +/-0.22 at 95% confidence level.

Contact Information

Date of survey	: 4-7/4/2022
Survey method	: Random telephone survey conducted by real interviewers
Target population	: Cantonese-speaking Hong Kong residents aged 18 or above
Sample size ^[1]	: 1,014 (including 506 landline and 508 mobile samples)
Effective response rate	: 49.8%
Sampling error ^[2]	: Sampling error of ratings not more than +/-0.22 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	<u>18-22/10/21</u>	<u>3-6/1/22</u>	<u>4-7/4/22</u>	<u>Latest change</u>
Sample size	597-604	606-618	603-612	--
Response rate	52.2%	52.7%	49.8%	--
Latest findings	Finding	Finding	Finding & error	--
Tertiary education policies	4.83	4.76	5.37+/-0.21	+0.61^[3]
Basic education policies	4.64	4.61	5.29+/-0.21	+0.68^[3]
Social security policies	4.69	4.57	5.02+/-0.21	+0.44^[3]
Rehabilitation services for people with disabilities	5.18	4.88	4.87+/-0.22	-0.01
Medical and health policies	4.92	5.01	4.84+/-0.22	-0.17
Family and child welfare services	5.11	4.74 ^[3]	4.78+/-0.20	+0.04
Labour policies	4.51	4.54	4.70+/-0.21	+0.16
Services for young people	4.50	4.23	4.66+/-0.21	+0.42^[3]
Services for the elderly	4.70	4.56	4.30+/-0.22	-0.27
Housing policies	3.40	3.67	3.97+/-0.22	+0.30

[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 tertiary education policies, followed by basic education policies. On a scale of 0 to 10, their satisfaction scores are 5.37 and 5.29 respectively. The other social policies ranked from high to low are social security policies, rehabilitation services for people with disabilities, medical and health policies, family and child welfare services, labour policies, services for young people and services for the elderly. Their mean scores range from 4.30 to 5.02. Housing policies continued to receive the poorest satisfaction rating, with a mean score of 3.97 only. Compared with January this year, the satisfaction scores of tertiary education policies, basic education policies, social security policies and services for young people have significantly risen.

Opinion Daily

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

For the polling items covered in this press release, the previous survey was conducted from 3 to 6 January, 2022 while this survey was conducted from 4 to 7 April, 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.

7/4/22	The government announces the amendment of the new round of Employment Support Scheme.
3/4/22	The first batch of the new round of electronic consumption vouchers will be distributed on April 7.
2/4/22	The government announces universal voluntary testing for three days in a row from April 8 to 10.

31/3/22	The government will start distributing anti-epidemic service bags to all Hong Kong households from April 2.
18/3/22	The government announces a new round of Employment Support Scheme.
17/3/22	Carrie Lam says the government will adjust anti-epidemic measures soon.
11/3/22	Hong Kong's epidemic situation persists, and death toll rises sharply.
9/3/22	Carrie Lam announces new measures to fight the epidemic.
2/3/22	Carrie Lam says citywide lockdown would not be imposed during compulsory universal testing.
23/2/22	The government delivers the new Budget and will spend more than HK\$170 billion on counter-cyclical measures.
21/2/22	The government announces the implementation of the Vaccine Pass arrangement starting from February 24.
8/2/22	The government tightens the anti-epidemic measures, limiting multi-household gatherings and launching vaccine pass.
26/1/22	Hong Kong Society for the Protection of Children releases the First Interim Independent Review Committee Report on alleged child abuse at the Children's Residential Home.
14/1/22	The government extends anti-epidemic measures until February 3 and announces details for the fifth round of the Anti-epidemic Fund.
10/1/22	The government announces the shortening of quarantine duration for close contacts to 14 days.
7/1/22	All 170 guests who attended the birthday party of Witman Hung are sent to quarantine.