

## 2022 年 10 月 18 日新聞公報

### 香港民研發放市民對社會政策滿意程度

#### 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。

我們從 1992 年開始進行施政報告即時調查，至今已整整 30 年，今年我們將繼續採用 2018 年開始的混合調查模式，目標樣本為不少於 500 個得悉報告內容的香港市民。調查將於星期三（明天）進行，並於晚上約九時三十分公佈施政報告的評分及滿意程度，然後在星期四（10 月 20 日）下午舉行發佈會，詳細公佈及討論所有結果。媒體如有興趣贊助並優先獲得結果，歡迎電郵 [enquiry@pori.hk](mailto:enquiry@pori.hk) 查詢。

#### 公報簡要

香港民研於十月中由真實訪問員以隨機抽樣電話訪問方式成功訪問了 505 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衛生政策，緊隨其後的是家庭及兒童福利服務，以 0 至 10 分評價，滿意度評分分別為 5.55 及 5.54 分。其次為專上教育政策及基礎教育政策，滿意程度分別為 5.45 及 5.40 分。其餘社會政策由高至低依次為：為殘障人士提供的康復服務、安老服務、社會保障政策、勞工政策和青少年服務，平均分介乎 4.97 至 5.34 分。滿意度最差的繼續是房屋政策，平均只得 4.36 分。與今年四月比較，醫療衛生政策、家庭及兒童福利服務、為殘障人士提供的康復服務、安老服務、勞工政策、青少年服務和房屋政策的滿意度評分皆顯著上升。

調查的實效回應比率為 62.3%。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	:	10-17/10/2022
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 <sup>[1]</sup>	:	505 (包括 255 個固網及 250 個手機樣本)
實效回應比率	:	62.3%
抽樣誤差 <sup>[2]</sup>	:	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《二零二一年年中人口數字》，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》（2021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	4-7/4/22	10-17/10/22	最新變化
樣本數目	597-604	606-618	603-612	505	--
回應比率	52.2%	52.7%	49.8%	62.3%	--
最新結果	結果	結果	結果	結果及誤差	--
醫療衛生政策	4.92	5.01	4.84	5.55+/-0.24	+0.71 <sup>[3]</sup>
家庭及兒童福利服務	5.11	4.74 <sup>[3]</sup>	4.78	5.54+/-0.22	+0.75 <sup>[3]</sup>
專上教育政策	4.83	4.76	5.37 <sup>[3]</sup>	5.45+/-0.22	+0.08
基礎教育政策	4.64	4.61	5.29 <sup>[3]</sup>	5.40+/-0.23	+0.11
為殘障人士提供的康復服務	5.18	4.88	4.87	5.34+/-0.23	+0.47 <sup>[3]</sup>
安老服務	4.70	4.56	4.30	5.30+/-0.22	+1.01 <sup>[3]</sup>
社會保障政策	4.69	4.57	5.02 <sup>[3]</sup>	5.22+/-0.23	+0.21
勞工政策	4.51	4.54	4.70	5.14+/-0.22	+0.43 <sup>[3]</sup>
青少年服務	4.50	4.23	4.66 <sup>[3]</sup>	4.97+/-0.22	+0.31 <sup>[3]</sup>
房屋政策	3.40	3.67	3.97	4.36+/-0.24	+0.40 <sup>[3]</sup>

[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，市民最滿意的是醫療衛生政策，緊隨其後的是家庭及兒童福利服務，以 0 至 10 分評價，滿意度評分分別為 5.55 及 5.54 分。其次為專上教育政策及基礎教育政策，滿意程度分別為 5.45 及 5.40 分。其餘社會政策由高至低依次為：為殘障人士提供的康復服務、安老服務、社會保障政策、勞工政策和青少年服務，平均分介乎 4.97 至 5.34 分。滿意度最差的繼續是房屋政策，平均只得 4.36 分。與今年四月比較，醫療衛生政策、家庭及兒童福利服務、為殘障人士提供的康復服務、安老服務、勞工政策、青少年服務和房屋政策的滿意度評分皆顯著上升。

## 下次新聞公報／發佈會 (暫定)

- [數據發放] 10 月 19 日（星期三）晚上約九時三十分  
施政報告即時調查網上發放
- [發佈會] 10 月 20 日（星期四）下午二時三十分  
施政報告即時調查；特首民望
- [新聞公報] 10 月 25 日（星期二）下午二時三十分  
台灣及西藏問題



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## Press Release on October 18, 2022

### PORI releases people's appraisal of social policies

#### Special Announcements

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.

We started to conduct Policy Address Instant Poll in 1992 non-stopped for exactly 30 years, and we will continue to use a mixed mode method which started in 2018 this year. The target sample size is set at no less than 500 people who have heard of the PA. We will conduct the survey this Wednesday (tomorrow) and release the results of the rating and satisfaction rate of the PA at around 9:30pm. We will then hold a press conference this Thursday (Oct 20) afternoon to release and discuss all results in details. Media who are interested to sponsor our operation in exchange for early use of the findings, please contact us at [enquiry@pori.hk](mailto:enquiry@pori.hk).

#### Abstract

PORI successfully interviewed 505 Hong Kong residents by a random telephone survey conducted by real interviewers in mid-October.

Our survey shows that, among the 10 specific social policy domains, people were most satisfied with medical and health policies, closely followed by family and child welfare services. On a scale of 0 to 10, their satisfaction scores are 5.55 and 5.54 respectively. Tertiary education policies and basic education policies form the next tier, scoring 5.45 and 5.40 respectively. The other social policies ranked from high to low are rehabilitation services for people with disabilities, services for the elderly, social security policies, labour policies and services for young people. Their mean scores range from 4.97 to 5.34. Housing policies continued to receive the poorest satisfaction rating, with a mean score of 4.36 only. Compared with April this year, the satisfaction scores of medical and health policies, family and child welfare services, rehabilitation services for people with disabilities, services for the elderly, labour policies, services for young people and housing policies have significantly risen.

The effective response rate of the survey is 62.3%. The maximum sampling error of ratings is +/-0.24 at 95% confidence level.

#### Contact Information

Date of survey	: 10-17/10/2022
Survey method	: Random telephone survey conducted by real interviewers
Target population	: Cantonese-speaking Hong Kong residents aged 18 or above
Sample size <sup>[1]</sup>	: 505 (including 255 landline and 250 mobile samples)

Effective response rate	: 62.3%
Sampling error <sup>[2]</sup>	: 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 2021”, while the educational attainment (highest level attended) distribution and economic activity status distribution came from “Women and Men in Hong Kong - Key Statistics (2021 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>10-17/10/22</u>	<u>Latest change</u>
Sample size	597-604	606-618	603-612	<b>505</b>	--
Response rate	52.2%	52.7%	49.8%	<b>62.3%</b>	--
Latest findings	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Medical and health policies	4.92	5.01	4.84	<b>5.55+/-0.24</b>	<b>+0.71<sup>[3]</sup></b>
Family and child welfare services	5.11	4.74 <sup>[3]</sup>	4.78	<b>5.54+/-0.22</b>	<b>+0.75<sup>[3]</sup></b>
Tertiary education policies	4.83	4.76	5.37 <sup>[3]</sup>	<b>5.45+/-0.22</b>	<b>+0.08</b>
Basic education policies	4.64	4.61	5.29 <sup>[3]</sup>	<b>5.40+/-0.23</b>	<b>+0.11</b>
Rehabilitation services for people with disabilities	5.18	4.88	4.87	<b>5.34+/-0.23</b>	<b>+0.47<sup>[3]</sup></b>
Services for the elderly	4.70	4.56	4.30	<b>5.30+/-0.22</b>	<b>+1.01<sup>[3]</sup></b>
Social security policies	4.69	4.57	5.02 <sup>[3]</sup>	<b>5.22+/-0.23</b>	<b>+0.21</b>
Labour policies	4.51	4.54	4.70	<b>5.14+/-0.22</b>	<b>+0.43<sup>[3]</sup></b>
Services for young people	4.50	4.23	4.66 <sup>[3]</sup>	<b>4.97+/-0.22</b>	<b>+0.31<sup>[3]</sup></b>
Housing policies	3.40	3.67	3.97	<b>4.36+/-0.24</b>	<b>+0.40<sup>[3]</sup></b>

[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, closely followed by family and child welfare services. On a scale of 0 to 10, their satisfaction scores are 5.55 and 5.54 respectively. Tertiary education policies and basic education policies form the next tier, scoring 5.45 and 5.40 respectively. The other social policies ranked from high to low are rehabilitation services for people with disabilities, services for the elderly, social security policies, labour policies and services for young people. Their mean scores range from 4.97 to 5.34. Housing policies continued to receive the poorest satisfaction rating, with a mean score of 4.36 only. Compared with April this year, the satisfaction scores of medical and health policies, family and child welfare services, rehabilitation services for people with disabilities, services for the elderly, labour policies, services for young people and housing policies have significantly risen.

### **Upcoming Press Releases / Press Conferences (Tentative)**

- [Data Release] October 19 (Wednesday) at around 21:30  
Online data release of Policy Address instant survey
- [Press Conference] October 20 (Thursday) at 14:30  
Policy Address instant survey; Popularity of CE
- [Press Release] October 25 (Tuesday) at 14:30  
Taiwan and Tibetan issues