

2023 年 5 月 2 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。

香港民研在去年六月啟動「一國兩制 25 周年中期民情總結」，至今已發表了 23 次歷年數據總結，餘下最後 2 次總結，將於本年六月底前完成。此外，由 2022 年下半年開始，我們已經把定期民意調查和記招的次數大幅減少，改為集中資源進行公民教育工作。

我們已在網站開展了「主席的話」、「民研快訊：問與答」、「民研快訊：最新消息」等多個欄目，作為公民教育的公開材料，我們會繼續豐富內容，並逐漸增加服務項目。歡迎到我們的網站查看更多內容，並追蹤我們的 Facebook、Instagram 和 Twitter 帳號，以獲得額外圖表和分析。

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 1,005 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，以 0 至 10 分評價，滿意度評分為 5.56 分。其後的是醫療衛生政策、基礎教育政策、為殘障人士提供的康復服務，以及家庭及兒童福利服務，平均分介乎 5.33 至 5.37 分。其餘社會政策由高至低依次為：社會保障政策、青少年服務、勞工政策和安老服務，平均分介乎 4.99 至 5.08 分。滿意度最差的繼續是房屋政策，平均只得 4.65 分。所有政策的滿意度評分與半年前比較皆沒有顯著變化，當中有四項錄得升幅，六項則出現下跌。

調查的實效回應比率為 59.4%。在 95% 置信水平下，調查的評分誤差不超過 +/-0.25。

樣本資料

調查日期	:	4-12/4/2023
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]	:	1,005 (包括 498 個固網及 507 個手機樣本)
實效回應比率	:	59.4%
抽樣誤差 ^[2]	:	在 95% 置信水平下，評分誤差不超過 +/-0.25

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	4-12/4/23	最新變化
樣本數目	597-604	606-618	603-612	505	508-516	--
回應比率	52.2%	52.7%	49.8%	62.3%	59.4%	--
最新結果	結果	結果	結果	結果	結果及誤差	--
專上教育政策	4.83	4.76	5.37 ^[3]	5.45	5.56+/-0.23	+0.11
醫療衛生政策	4.92	5.01	4.84	5.55 ^[3]	5.37+/-0.25	-0.18
基礎教育政策	4.64	4.61	5.29 ^[3]	5.40	5.36+/-0.23	-0.04
為殘障人士提供的康復服務	5.18	4.88	4.87	5.34 ^[3]	5.36+/-0.22	+0.02
家庭及兒童福利服務	5.11	4.74 ^[3]	4.78	5.54 ^[3]	5.33+/-0.22	-0.21
社會保障政策	4.69	4.57	5.02 ^[3]	5.22	5.08+/-0.24	-0.15
青少年服務	4.50	4.23	4.66 ^[3]	4.97 ^[3]	5.02+/-0.22	+0.05
勞工政策	4.51	4.54	4.70	5.14 ^[3]	5.01+/-0.22	-0.13
安老服務	4.70	4.56	4.30	5.30 ^[3]	4.99+/-0.24	-0.31
房屋政策	3.40	3.67	3.97	4.36 ^[3]	4.65+/-0.24	+0.29

[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，以 0 至 10 分評價，滿意度評分為 5.56 分。其後的是醫療衛生政策、基礎教育政策、為殘障人士提供的康復服務，以及家庭及兒童福利服務，平均分介乎 5.33 至 5.37 分。其餘社會政策由高至低依次為：社會保障政策、青少年服務、勞工政策和安老服務，平均分介乎 4.99 至 5.08 分。滿意度最差的繼續是房屋政策，平均只得 4.65 分。所有政策的滿意度評分與半年前比較皆沒有顯著變化，當中有四項錄得升幅，六項則出現下跌。

下次新聞公報／發佈會 (暫定)

- [發佈會] 5 月 11 日 (星期四) 下午三時
市民對新聞傳媒的評價



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Press Release on May 2, 2023

HKPORI releases people's appraisal of social policies

Special Announcements

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

HKPORI launched the “One Country Two Systems 25-year Mid-term Review” in June last year. Since then, 23 wrap ups of historical data have been released, and the last 2 wrap ups will be completed by the end of June this year. Besides, starting from the second half of 2022, we have already greatly reduced the frequency of our tracking polls and press conferences to channel our resources into civic education work.

We have already launched multiple new columns like “From the President”, “PORI Express: Q&A”, “PORI Express: Latest News” in our website as our civic education materials for the public. We will continue to enrich its content and gradually increase the number of service items. Please visit our website for more contents and follow us on Facebook, Instagram and Twitter to see extra charts and analyses.

Abstract

HKPORI successfully interviewed 1,005 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. On a scale of 0 to 10, their satisfaction score is 5.56. Following it are medical and health policies, basic education policies, rehabilitation services for people with disabilities, as well as family and child welfare services. Their mean scores range from 5.33 to 5.37. The other social policies ranked from high to low are social security policies, services for young people, labour policies and services for the elderly. Their mean scores range from 4.99 to 5.08. Housing policies continued to receive the poorest satisfaction rating with a mean score of 4.65 only. The satisfaction scores of all policies have not registered any significant change over the past 6 months, while 4 of them have increased and 6 dropped.

The effective response rate of the survey is 59.4%. The maximum sampling error of ratings is +/-0.25 at 95% confidence level.

Contact Information

Date of survey : 4-12/4/2023

Survey method : Random telephone survey conducted by real interviewers

Target population	: Cantonese-speaking Hong Kong residents aged 18 or above
Sample size ^[1]	: 1,005 (including 498 landline and 507 mobile samples)
Effective response rate	: 59.4%
Sampling error ^[2]	: Sampling error of ratings not more than +/-0.25 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>4-12/4/23</u>	<u>Latest change</u>
Sample size	597-604	606-618	603-612	505	508-516	--
Response rate	52.2%	52.7%	49.8%	62.3%	59.4%	--
Latest findings	Finding	Finding	Finding	Finding	Finding & error	--
Tertiary education policies	4.83	4.76	5.37 ^[3]	5.45	5.56+/-0.23	+0.11
Medical and health policies	4.92	5.01	4.84	5.55 ^[3]	5.37+/-0.25	-0.18
Basic education policies	4.64	4.61	5.29 ^[3]	5.40	5.36+/-0.23	-0.04
Rehabilitation services for people with disabilities	5.18	4.88	4.87	5.34 ^[3]	5.36+/-0.22	+0.02
Family and child welfare services	5.11	4.74 ^[3]	4.78	5.54 ^[3]	5.33+/-0.22	-0.21
Social security policies	4.69	4.57	5.02 ^[3]	5.22	5.08+/-0.24	-0.15
Services for young people	4.50	4.23	4.66 ^[3]	4.97 ^[3]	5.02+/-0.22	+0.05
Labour policies	4.51	4.54	4.70	5.14 ^[3]	5.01+/-0.22	-0.13
Services for the elderly	4.70	4.56	4.30	5.30 ^[3]	4.99+/-0.24	-0.31
Housing policies	3.40	3.67	3.97	4.36 ^[3]	4.65+/-0.24	+0.29

[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. On a scale of 0 to 10, their satisfaction score is 5.56. Following it are medical and health policies, basic education policies, rehabilitation services for people with disabilities, as well as family and child welfare services. Their mean scores range from 5.33 to 5.37. The other social policies ranked from high to low are social security policies, services for young people, labour policies and services for the elderly. Their mean scores range from 4.99 to 5.08. Housing policies continued to receive the poorest satisfaction rating with a mean score of 4.65 only. The satisfaction

scores of all policies have not registered any significant change over the past 6 months, while 4 of them have increased and 6 dropped.

Upcoming Press Release / Press Conference (Tentative)

- [Press Conference] May 11 (Thursday) at 15:00
People's appraisal of news media