

## 2020 年 4 月 21 日 新聞公報

### 民研計劃發放特首和特區政府民望、 市民對政府政策範疇評價及民情指數

#### 特別宣佈

1. 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。
2. 香港民研今日發放的市民對政府五項具體政策範疇評價，是本年 7 月 1 日前發放的最後一次，未來會否繼續，要視乎公眾是否支持。

#### 公報簡要

民研計劃於四月中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，特首林鄭月娥的最新評分為 27.7 分，民望淨值為負 54 個百分點，兩項民望數字較半個月前輕微改善，但變化在抽樣誤差之內。特區政府的最新滿意率淨值為負 47 個百分點，信任淨值為負 32 個百分點，同樣較上個月輕微改善。市民對現時民生、經濟及政治狀況的滿意淨值分別為負 56、負 61 及負 74 個百分點，數字與一個月分別不大。特區政府五項具體政策範疇的最新滿意率淨值全部錄得負值，在維持經濟繁榮、處理與中央政府關係、維護人權自由、改善民生和推行民主步伐方面表現的滿意率淨值分別為負 35、負 36、負 39、負 39 及負 43 個百分點。對比 2019 年 10 月的歷史低位，全部政策範疇的滿意率淨值均有所回升，但仍然遠低於 2018 年 12 月的水平。民情指數方面，最新數字為 56.6，較四月上旬下跌 0.6 點。調查的實效回應比率為 64.5%。在 95% 置信水平下，調查的百分比誤差不超過 +/-4%，淨值誤差不超過 +/-7%，評分誤差不超過 +/-2.1。

#### 樣本資料

調查日期	:	14-17/4/2020
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>	:	1,005 (包括 505 個固網及 500 個手機樣本)
實效回應比率 <sup>[2]</sup>	:	64.5%
抽樣誤差 <sup>[3]</sup>	:	在 95% 置信水平下，百分比誤差不超過 +/-4%，淨值誤差不超過 +/-7%，評分誤差不超過 +/-2.1

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《二零一八年年中人口數字》，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》（2018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] 民研計劃在 2017 年 9 月前以「整體回應比率」彙報樣本資料，2017 年 9 月開始則以「實效回應比率」彙報。2018 年 7 月，民研計劃再調整實效回應比率的計算方法，因此改變前後的回應比率不能直接比較。  
 [3] 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。

## 特首及特區政府民望

以下是特首林鄭月娥的最新民望數字：

調查日期	3-6/2/20	17-19/2/20	27/2-3/3/20	17-20/3/20	30/3-2/4/20	14-17/4/20	最新變化
樣本數目	1,001	1,008	1,015	1,004	1,005	<b>1,005</b>	--
回應比率	77.6%	64.6%	67.1%	62.9%	66.7%	<b>64.5%</b>	--
最新結果	結果	結果	結果	結果	結果	<b>結果及誤差</b>	--
特首林鄭月娥評分	20.3	18.2	22.6 <sup>[4]</sup>	22.3	25.5 <sup>[4]</sup>	<b>27.7+/-2.1</b>	<b>+2.2</b>
林鄭月娥出任特首支持率	13%	9% <sup>[4]</sup>	13% <sup>[4]</sup>	13%	16%	<b>18+/-2%</b>	<b>+2%</b>
林鄭月娥出任特首反對率	81%	83%	80%	77%	75%	<b>72+/-3%</b>	<b>-3%</b>
支持率淨值	-68%	-74% <sup>[4]</sup>	-66% <sup>[4]</sup>	-64%	-60%	<b>-54+/-5%</b>	<b>+6%</b>

[4] 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。

以下是特區政府的最新民望數字：

調查日期	15-21/11/19	13-18/12/19	16-21/1/20	17-19/2/20	17-20/3/20	14-17/4/20	最新變化
樣本數目 <sup>[5]</sup>	591	646	597	620	613	<b>624</b>	--
回應比率	74.1%	61.6%	69.7%	64.6%	62.9%	<b>64.5%</b>	--
最新結果	結果	結果	結果	結果	結果	<b>結果及誤差</b>	--
特區政府表現滿意率 <sup>[6]</sup>	11%	14%	15%	9% <sup>[7]</sup>	17% <sup>[7]</sup>	<b>21+/-3%</b>	<b>+4%</b>
特區政府表現不滿率 <sup>[6]</sup>	77%	76%	75%	83% <sup>[7]</sup>	68% <sup>[7]</sup>	<b>68+/-4%</b>	<b>-1%</b>
滿意率淨值	-66%	-62%	-60%	-74% <sup>[7]</sup>	-51% <sup>[7]</sup>	<b>-47+/-7%</b>	<b>+4%</b>
平均量值 <sup>[6]</sup>	1.7	1.8	1.8	1.6 <sup>[7]</sup>	2.0 <sup>[7]</sup>	<b>2.0+/-0.1</b>	--

[5] 民研計劃在 2020 年 3 月前彙報的次樣本數目為加權數字，2020 年 3 月開始則以原始數字彙報。

[6] 數字採自五等量尺。平均量值是把答案按照正面程度，以 1 分最低 5 分最高量化成為 1、2、3、4、5 分，再求取樣本平均數值。

[7] 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。

以下是市民對特區政府信任程度的最新結果：

調查日期	15-21/11/19	13-18/12/19	16-21/1/20	17-19/2/20	17-20/3/20	14-17/4/20	最新變化
樣本數目 <sup>[8]</sup>	607	618	641	616	622	<b>664</b>	--
回應比率	74.1%	61.6%	69.7%	64.6%	62.9%	<b>64.5%</b>	--
最新結果	結果	結果	結果	結果	結果	<b>結果及 誤差</b>	--
信任特區政府比率 <sup>[9]</sup>	23%	25%	19% <sup>[10]</sup>	14% <sup>[10]</sup>	25% <sup>[10]</sup>	<b>29+/-4%</b>	<b>+4%</b>
不信任特區政府比率 <sup>[9]</sup>	64%	63%	69% <sup>[10]</sup>	76% <sup>[10]</sup>	62% <sup>[10]</sup>	<b>60+/-4%</b>	<b>-1%</b>
信任淨值	-41%	-39%	-50% <sup>[10]</sup>	-62% <sup>[10]</sup>	-37% <sup>[10]</sup>	<b>-32+/-7%</b>	<b>+5%</b>
平均量值 <sup>[9]</sup>	2.2	2.2	2.0 <sup>[10]</sup>	1.8 <sup>[10]</sup>	2.3 <sup>[10]</sup>	<b>2.3+/-0.1</b>	--

[8] 民研計劃在 2020 年 3 月前彙報的次樣本數目為加權數字，2020 年 3 月開始則以原始數字彙報。

[9] 數字採自五等量尺。平均量值是把答案按照正面程度，以 1 分最低 5 分最高量化成為 1、2、3、4、5 分，再求取樣本平均數值。

[10] 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。

以下是市民對社會狀況的最新評價：

調查日期	15-21/11/19	13-18/12/19	16-21/1/20	17-19/2/20	17-20/3/20	14-17/4/20	最新變化
樣本數目	1,008	1,046	866	1,008	1,004	<b>1,005</b>	--
回應比率	74.1%	61.6%	69.7%	64.6%	62.9%	<b>64.5%</b>	--
最新結果	結果	結果	結果	結果	結果	<b>結果及 誤差</b>	--
現時民生狀況滿意率 <sup>[11]</sup>	17%	14%	17%	9% <sup>[12]</sup>	16% <sup>[12]</sup>	<b>14+/-2%</b>	<b>-1%</b>
現時民生狀況不滿率 <sup>[11]</sup>	69%	68%	68%	79% <sup>[12]</sup>	67% <sup>[12]</sup>	<b>70+/-3%</b>	<b>+3%</b>
滿意率淨值	-52%	-53%	-52%	-69% <sup>[12]</sup>	-51% <sup>[12]</sup>	<b>-56+/-5%</b>	<b>-4%</b>
平均量值 <sup>[11]</sup>	2.1 <sup>[12]</sup>	2.1	2.1	1.8 <sup>[12]</sup>	2.1 <sup>[12]</sup>	<b>2.0+/-0.1</b>	<b>-0.1</b>
現時經濟狀況滿意率 <sup>[11]</sup>	20%	17%	16%	9% <sup>[12]</sup>	12% <sup>[12]</sup>	<b>11+/-2%</b>	<b>-2%</b>
現時經濟狀況不滿率 <sup>[11]</sup>	57% <sup>[12]</sup>	57%	63% <sup>[12]</sup>	73% <sup>[12]</sup>	70%	<b>72+/-3%</b>	<b>+1%</b>
滿意率淨值	-37%	-40%	-47% <sup>[12]</sup>	-64% <sup>[12]</sup>	-58% <sup>[12]</sup>	<b>-61+/-4%</b>	<b>-3%</b>
平均量值 <sup>[11]</sup>	2.3	2.4	2.2 <sup>[12]</sup>	1.9 <sup>[12]</sup>	2.1 <sup>[12]</sup>	<b>2.0+/-0.1</b>	<b>-0.1</b>
現時政治狀況滿意率 <sup>[11]</sup>	4%	3%	6% <sup>[12]</sup>	3% <sup>[12]</sup>	6% <sup>[12]</sup>	<b>7+/-2%</b>	<b>+1%</b>
現時政治狀況不滿率 <sup>[11]</sup>	83% <sup>[12]</sup>	88% <sup>[12]</sup>	85%	86%	80% <sup>[12]</sup>	<b>81+/-2%</b>	<b>+2%</b>
滿意率淨值	-79% <sup>[12]</sup>	-84% <sup>[12]</sup>	-79% <sup>[12]</sup>	-83%	-74% <sup>[12]</sup>	<b>-74+/-4%</b>	<b>-1%</b>
平均量值 <sup>[11]</sup>	1.5 <sup>[12]</sup>	1.4	1.5	1.4	1.6 <sup>[12]</sup>	<b>1.6+/-0.1</b>	--

[11] 數字採自五等量尺。平均量值是把答案按照正面程度，以 1 分最低 5 分最高量化成為 1、2、3、4、5 分，再求取樣本平均數值。

[12] 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。

最新調查顯示，特首林鄭月娥的評分為 27.7 分，其支持率為 18%，反對率為 72%，民望淨值為負 54 個百分點，全部數字較半個月前輕微改善，但變化未超過抽樣誤差。

特區政府方面，最新滿意率為 21%，不滿率為 68%，滿意率淨值為負 47 個百分點，平均量值為 2.0 分，即整體上接近「幾不滿」。信任程度方面，最新的信任比率為 29%，不信任比率為

60%，信任淨值為負 32 個百分點，平均量值為 2.3 分，即整體上介乎「幾不信任」及「一半半」之間。以上民望數字同樣較上個月輕微改善，但變化未超過抽樣誤差。

至於市民對現時民生、經濟及政治狀況的滿意程度，最新滿意率分別為 14%、11%及 7%，而滿意淨值就分別為負 56、負 61 及負 74 個百分點。民生狀況和經濟狀況的平均量值均為 2.0，即整體上接近「幾不滿」；政治狀況的平均量值為 1.6，即整體上介乎「幾不滿」及「好不滿」之間。以上數字與上個月分別不大。

## 市民對政府政策範疇評價

以下是市民對特區政府五項具體政策範疇的最新滿意程度，按滿意率淨值倒序排列：

調查日期	18-19/12/17	14-21/6/18	17-20/12/18	24-28/10/19	14-17/4/20	最新變化
樣本數目 <sup>[13]</sup>	569-652	588-666	512-540	519	<b>582-617</b>	--
回應比率	64.9%	59.6%	60.6%	68.3%	<b>64.5%</b>	--
最新結果	結果	結果	結果	結果	<b>結果及誤差</b>	--
維持經濟繁榮表現：滿意率 <sup>[14]</sup>	44% <sup>[15]</sup>	46%	48%	14% <sup>[15]</sup>	<b>24+/-3%</b>	<b>+10%<sup>[15]</sup></b>
維持經濟繁榮表現：不滿率 <sup>[14]</sup>	26% <sup>[15]</sup>	35% <sup>[15]</sup>	31%	68% <sup>[15]</sup>	<b>59+/-4%</b>	<b>-9%<sup>[15]</sup></b>
滿意率淨值	18% <sup>[15]</sup>	10% <sup>[15]</sup>	17%	-54% <sup>[15]</sup>	<b>-35+/-7%</b>	<b>+19%<sup>[15]</sup></b>
平均量值 <sup>[14]</sup>	3.1	3.0	3.1	2.0 <sup>[15]</sup>	<b>2.4+/-0.1</b>	<b>+0.4<sup>[15]</sup></b>
處理與中央政府關係：滿意率 <sup>[14]</sup>	52% <sup>[15]</sup>	52%	56%	17% <sup>[15]</sup>	<b>23+/-3%</b>	<b>+6%<sup>[15]</sup></b>
處理與中央政府關係：不滿率 <sup>[14]</sup>	26% <sup>[15]</sup>	33% <sup>[15]</sup>	26% <sup>[15]</sup>	60% <sup>[15]</sup>	<b>59+/-4%</b>	<b>-1%</b>
滿意率淨值	26% <sup>[15]</sup>	19%	31% <sup>[15]</sup>	-43% <sup>[15]</sup>	<b>-36+/-7%</b>	<b>+7%</b>
平均量值 <sup>[14]</sup>	3.3 <sup>[15]</sup>	3.2	3.4 <sup>[15]</sup>	2.1 <sup>[15]</sup>	<b>2.2+/-0.1</b>	<b>+0.1</b>
維護人權自由表現：滿意率 <sup>[14]</sup>	36%	36%	35%	22% <sup>[15]</sup>	<b>24+/-4%</b>	<b>+2%</b>
維護人權自由表現：不滿率 <sup>[14]</sup>	44%	49% <sup>[15]</sup>	46%	67% <sup>[15]</sup>	<b>63+/-4%</b>	<b>-4%</b>
滿意率淨值	-8%	-13%	-11%	-45% <sup>[15]</sup>	<b>-39+/-7%</b>	<b>+7%</b>
平均量值 <sup>[14]</sup>	2.7	2.7	2.7	2.0 <sup>[15]</sup>	<b>2.2+/-0.1</b>	<b>+0.2</b>
改善民生表現：滿意率 <sup>[14]</sup>	39% <sup>[15]</sup>	34% <sup>[15]</sup>	33%	15% <sup>[15]</sup>	<b>23+/-3%</b>	<b>+8%<sup>[15]</sup></b>
改善民生表現：不滿率 <sup>[14]</sup>	38% <sup>[15]</sup>	47% <sup>[15]</sup>	46%	72% <sup>[15]</sup>	<b>62+/-4%</b>	<b>-10%<sup>[15]</sup></b>
滿意率淨值	1% <sup>[15]</sup>	-13% <sup>[15]</sup>	-13%	-57% <sup>[15]</sup>	<b>-39+/-7%</b>	<b>+18%<sup>[15]</sup></b>
平均量值 <sup>[14]</sup>	2.9 <sup>[15]</sup>	2.7 <sup>[15]</sup>	2.7	1.9 <sup>[15]</sup>	<b>2.3+/-0.1</b>	<b>+0.3<sup>[15]</sup></b>
推行民主步伐：滿意率 <sup>[14]</sup>	30% <sup>[15]</sup>	29%	34%	15% <sup>[15]</sup>	<b>21+/-3%</b>	<b>+5%<sup>[15]</sup></b>
推行民主步伐：不滿率 <sup>[14]</sup>	49%	55% <sup>[15]</sup>	50%	70% <sup>[15]</sup>	<b>64+/-4%</b>	<b>-6%<sup>[15]</sup></b>
滿意率淨值	-18% <sup>[15]</sup>	-26% <sup>[15]</sup>	-16%	-55% <sup>[15]</sup>	<b>-43+/-7%</b>	<b>+11%<sup>[15]</sup></b>
平均量值 <sup>[14]</sup>	2.6	2.4 <sup>[15]</sup>	2.6	1.9 <sup>[15]</sup>	<b>2.1+/-0.1</b>	<b>+0.2<sup>[15]</sup></b>

[13] 民研計劃在 2020 年 3 月前彙報的次樣本數目為加權數字，2020 年 3 月開始則以原始數字彙報。

[14] 數字採自五等量尺。平均量值是把答案按照正面程度，以 1 分最低 5 分最高量化成為 1、2、3、4、5 分，再求取樣本平均數值。

[15] 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。

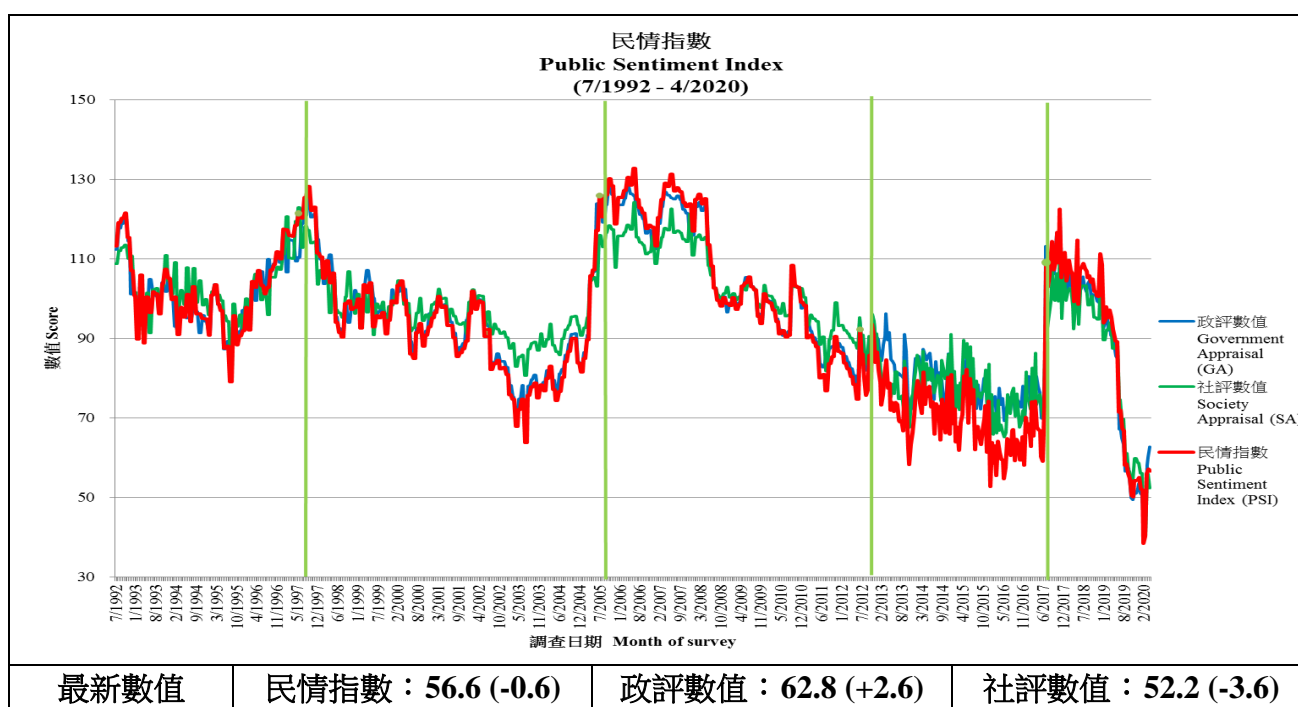
特區政府五項具體政策範疇的最新滿意率淨值全部錄得負值，在維持經濟繁榮、處理與中央政府關係、維護人權自由、改善民生和推行民主步伐方面表現的滿意率淨值分別為負 35、負 36、負 39、負 39 及負 43 個百分點。五項具體政策範疇的平均量值介乎 2.1 至 2.4 分，即整體上介

乎「幾不滿」及「一半半」之間。對比 2019 年 10 月的歷史低位，全部政策範疇的滿意率淨值均有所回升，但仍然遠低於 2018 年 12 月的水平。

## 民情指數

民研計劃制定「民情指數」(PSI)，目的在於量化香港市民對香港社會的情緒反應，以解釋及預視社會出現集體行動的可能性。民情指數包涵了「政通」和「人和」兩個概念，分別以「政評數值 (GA)」和「社評數值 (SA)」顯示。「政評數值 (GA)」泛指市民對整體政府管治的表現評價，而「社評數值 (SA)」則泛指市民對整體社會狀況的評價，分別由四及六項民意數字組合而成。指數本身及兩項數值均以 0 至 200 顯示，100 代表正常。

以下為民情指數、政評數值及社評數值走勢圖：



以下是民情指數、政評數值、社評數值，及十項基礎民意數字的近期數值：

截數日期	6/2/20	19/2/20	3/3/20	20/3/20	2/4/20	17/4/20	最新變化
<b>民情指數</b>	51.9	38.5	40.1	56.0	57.1	<b>56.6</b>	<b>-0.6</b>
<b>政評數值</b>	50.6	42.1	45.1	58.2	60.2	<b>62.8</b>	<b>+2.6</b>
特首評分	20.3	18.2	22.6	22.3	25.5	<b>27.7</b>	<b>+2.2</b>
特首民望淨值	-68%	-74%	-66%	-64%	-60%	<b>-54%</b>	<b>+6%</b>
政府滿意程度平均量值	1.8 <sup>[16]</sup>	1.6	1.6 <sup>[16]</sup>	2.0	2.0 <sup>[16]</sup>	<b>2.0</b>	--
政府信任程度平均量值	2.0 <sup>[16]</sup>	1.8	1.8 <sup>[16]</sup>	2.3	2.3 <sup>[16]</sup>	<b>2.3</b>	--
<b>社評數值</b>	56.1 <sup>[16]</sup>	40.5	40.5 <sup>[16]</sup>	55.9	55.9 <sup>[16]</sup>	<b>52.2</b>	<b>-3.6</b>
政治狀況滿意程度	1.5 <sup>[16]</sup>	1.4	1.4 <sup>[16]</sup>	1.6	1.6 <sup>[16]</sup>	<b>1.6</b>	--
政治狀況成份指標權數	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	<b>0.34<sup>[16]</sup></b>	--
經濟狀況滿意程度	2.2 <sup>[16]</sup>	1.9	1.9 <sup>[16]</sup>	2.1	2.1 <sup>[16]</sup>	<b>2.0</b>	<b>-0.1</b>
經濟狀況成份指標權數	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	<b>0.32<sup>[16]</sup></b>	--
民生狀況滿意程度	2.1 <sup>[16]</sup>	1.8	1.8 <sup>[16]</sup>	2.1	2.1 <sup>[16]</sup>	<b>2.0</b>	<b>-0.1</b>
民生狀況成份指標權數	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	<b>0.34<sup>[16]</sup></b>	--

[16] 當有關數字沒有更新時，民研計劃會採用最近一次已公佈的數字替代。

各項指數的具體數值，可按下表理解：

指數得分	百分位數	指數得分	百分位數
140-200	最高 1%	0-60	最低 1%
125	最高 5%	75	最低 5%
120	最高 10%	80	最低 10%
110	最高 25%	90	最低 25%
100 為正常數值，即半數在上，半數在下			

民情指數較四月上旬下跌 0.6 點至 56.6，數字可以視為過去逾二十年來最差的 1 個百分比。民情指數的兩個成份數值中，反映市民對整體政府管治表現評價的政評數值上升 2.6 點至 62.8，而反映市民對整體社會狀況評價的社評數值則下跌 3.6 點至 52.2。兩者均可以視為過去逾二十年來最差的 1 個百分比。

## 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，將每日大事紀錄傳送至民研計劃，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部分調查項目，上次調查日期為 24-28/10/2019，而今次調查日期則為 14-17/4/2020，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：

15/4/20	中聯辦主任駱惠寧指香港要維護國家安全
14/4/20	林鄭月娥指港澳辦及中聯辦沒有干預香港事務
13/4/20	港澳辦及中聯辦批評立法會議員郭榮鏗
12/4/20	香港單日新增新型冠狀病毒肺炎個案下降至 4 宗
10/4/20	復活節長假期香港到處現人群
9/4/20	政府推出 800 億「保就業」措施
8/4/20	政府宣布逾 1,300 億紓困措施抗疫
1/4/20	滙豐宣布取消派息
1/4/20	政府宣布麻雀館、卡拉 OK 等娛樂場所須暫停營業
30/3/20	公營醫院隔離病房爆滿
29/3/20	執行「限聚令」被指多灰色地帶
27/3/20	政府宣布禁 4 人以上公眾聚會
24/3/20	36 名居家隔離市民違反 14 天檢疫令外出
23/3/20	政府宣布本地酒吧及食肆禁賣酒
23/3/20	政府禁止非港人由機場入境
20/3/20	香港單日新增 48 宗確診新型冠狀病毒肺炎個案
17/3/20	政府宣布所有海外國家來港人士需隔離 14 日
16/3/20	美國聯邦儲備局減息一厘
16/3/20	香港新增多宗外地傳入新型冠狀病毒肺炎病例
15/3/20	政府宣布由英美來港人士需隔離 14 日

9/3/20	全球股市大跌
8/3/20	警方深夜拘捕 17 人涉嫌製作爆炸品
4/3/20	政府首批包機接回滯留湖北港人
28/2/20	警方拘捕黎智英、李卓人及楊森
26/2/20	財政司司長陳茂波發表財政預算案
19/2/20	鑽石公主號郵輪首批港人乘坐包機回港
14/2/20	政府宣布成立防疫抗疫基金涉及 250 億元
13/2/20	夏寶龍被委任為港澳辦主任
9/2/20	香港現首宗武漢肺炎家族感染個案
7/2/20	經中國大陸來港人士需隔離 14 日措施生效
6/2/20	市民搶購生活必需品
4/2/20	香港現首宗武漢肺炎死亡個案
3/2/20	政府宣布進一步關閉關口
1/2/20	醫管局員工陣線通過罷工
31/1/20	政府拒絕全面封關
29/1/20	口罩供應短缺並出現搶購潮
28/1/20	政府宣布局部封關
27/1/20	政府限制湖北居民及曾赴湖北者入境
23/1/20	武漢宣布封城
22/1/20	香港現兩宗「高度懷疑」武漢肺炎個案
20/1/20	武漢肺炎於中國急速擴散
19/1/20	中環集會演變成警民衝突
9/1/20	專家指武漢肺炎由新型冠狀病毒引起
7/1/20	政府將武漢肺炎列入須呈報疾病
4/1/20	駱惠寧被委任為中聯辦主任
2/1/20	由武漢返港女子出現肺炎徵狀
1/1/20	民間人權陣線舉辦元旦大遊行
31/12/19	除夕夜多區出現示威抗爭活動
28/12/19	來自中國大陸的旅行團數量大跌
25/12/19	聖誕節期間多區出現示威抗爭活動
16/12/19	林鄭月娥到北京述職
11/12/19	監警會國際專家小組全體退出
9/12/19	調查指零售業將出現裁員及結業潮
8/12/19	民間人權陣線指約 80 萬人參與國際人權日遊行
4/12/19	政府公布新一輪紓困措施
28/11/19	美國總統特朗普簽署《香港人權與民主法案》
25/11/19	民主派取得大部分區議會議席
19/11/19	《禁蒙面法》被裁定違憲
17/11/19	警察圍堵理工大學並與示威者激烈衝突
12/11/19	中文大學出現激烈警民衝突
11/11/19	交通警於西灣河開三槍擊中示威者
10/11/19	全港多區出現示威及警民衝突

8/11/19	將軍澳墮樓科大學生不治
6/11/19	國務院副總理韓正會見林鄭月娥
6/11/19	何君堯被持刀襲擊
29/10/19	黃之鋒被裁定區議會選舉提名無效
28/10/19	記者於警方記者會抗議警察對記者使用暴力

## 數據分析

調查顯示，特首林鄭月娥的最新評分為 27.7 分，民望淨值為負 54 個百分點，兩項民望數字較半個月前輕微改善，但變化在抽樣誤差之內。特區政府的最新滿意率淨值為負 47 個百分點，信任淨值為負 32 個百分點，同樣較上個月輕微改善。市民對現時民生、經濟及政治狀況的滿意淨值分別為負 56、負 61 及負 74 個百分點，數字與一個月前分別不大。

特區政府五項具體政策範疇的最新滿意率淨值全部錄得負值，在維持經濟繁榮、處理與中央政府關係、維護人權自由、改善民生和推行民主步伐方面表現的滿意率淨值分別為負 35、負 36、負 39、負 39 及負 43 個百分點。對比 2019 年 10 月的歷史低位，全部政策範疇的滿意率淨值均有所回升，但仍然遠低於 2018 年 12 月的水平。

民情指數方面，最新數字為 56.6，較四月上旬下跌 0.6 點。





HONG KONG PUBLIC OPINION PROGRAM  
HONG KONG PUBLIC OPINION RESEARCH INSTITUTE  
香港民意研究所 之 香港民意研究計劃

Tel 電話: (852) 3844 3111

Fax 傳真: (852) 3705 3361

Website 網址: <https://www.pori.hk>

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 21, 2020

### POP releases popularities of CE and SAR Government, people's appraisal of policy areas of the government and Public Sentiment Index

#### Special Announcements

1. 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.
2. The survey on people's appraisal of five specific policy areas of the government released today by POP is the last of its kind before July 1, 2020. Whether it will be continued or not will depend on public support.

#### Abstract

POP successfully interviewed 1,005 Hong Kong residents by random telephone survey conducted by real interviewers in mid-April. Our survey shows that the popularity rating of CE Carrie Lam now stands at 27.7 marks. Her net popularity is negative 54 percentage points. Both popularity figures have slightly improved since half a month ago, but the changes are within sampling errors. The latest net satisfaction of the HKSAR Government stands at negative 47 percentage points while the net trust value is negative 32 percentage points. Both figures have also improved slightly since last month. People's net satisfaction rates with the current livelihood, economic and political conditions are negative 56, negative 61 and negative 74 percentage points respectively. These figures have not changed much compared to last month. The latest net satisfaction rates of all five specific policy areas of the HKSAR Government are negative. The net satisfaction rates of the government's performance in maintaining economic prosperity, handling its relation with the Central Government, protecting human rights and freedom, improving people's livelihood and its pace of democratic development are negative 35, negative 36, negative 39, negative 39 and negative 43 percentage points respectively. Compared with the historical lows registered in October 2019, the net satisfaction rates of all policy areas have recovered, but still far below the level registered in December 2018. As for the PSI, the latest figure is 56.6, down by 0.6 point from early April. The effective response rate of the survey is 64.5%. The maximum sampling error of percentages is +/-4%, that of net values is +/-7% and that of ratings is +/-2.1 at 95% confidence level.

#### Contact Information

Date of survey	: 14-17/4/2020
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>	: 1,005 (including 505 landline and 500 mobile samples)
Effective response rate <sup>[2]</sup>	: 64.5%

Sampling error <sup>[3]</sup>	: Sampling error of percentages not more than +/-4%, that of net values not more than +/-7% and that of ratings not more than +/-2.1 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 2018”, while the educational attainment (highest level attended) distribution and economic activity status distribution came from “Women and Men in Hong Kong - Key Statistics (2018 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] Before September 2017, “overall response rate” was used to report surveys’ contact information. Starting from September 2017, “effective response rate” was used. In July 2018, POP further revised the calculation of effective response rate. Thus, the response rates before and after the change cannot be directly compared.
- [3] 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.

### **Popularity of CE and SAR Government**

Recent popularity figures of CE Carrie Lam are summarized as follows:

Date of survey	3-6/2/20	17-19/2/20	27/2-3/3/20	17-20/3/20	30/3-2/4/20	14-17/4/20	<u>Latest change</u>
Sample size	1,001	1,008	1,015	1,004	1,005	<b>1,005</b>	--
Response rate	77.6%	64.6%	67.1%	62.9%	66.7%	<b>64.5%</b>	--
Latest findings	Finding	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Rating of CE Carrie Lam	20.3	18.2	22.6 <sup>[4]</sup>	22.3	25.5 <sup>[4]</sup>	<b>27.7+/-2.1</b>	<b>+2.2</b>
Vote of confidence in CE Carrie Lam	13%	9% <sup>[4]</sup>	13% <sup>[4]</sup>	13%	16%	<b>18+/-2%</b>	<b>+2%</b>
Vote of no confidence in CE Carrie Lam	81%	83%	80%	77%	75%	<b>72+/-3%</b>	<b>-3%</b>
Net approval rate	-68%	-74% <sup>[4]</sup>	-66% <sup>[4]</sup>	-64%	-60%	<b>-54+/-5%</b>	<b>+6%</b>

- [4] 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.

Recent popularity figures of the HKSAR Government are summarized as follows:

Date of survey	15-21/11/19	13-18/12/19	16-21/1/20	17-19/2/20	17-20/3/20	14-17/4/20	<u>Latest change</u>
Sample size <sup>[5]</sup>	591	646	597	620	613	<b>624</b>	--
Response rate	74.1%	61.6%	69.7%	64.6%	62.9%	<b>64.5%</b>	--
Latest findings	Finding	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Satisfaction rate of SARG performance <sup>[6]</sup>	11%	14%	15%	9% <sup>[7]</sup>	17% <sup>[7]</sup>	<b>21+/-3%</b>	<b>+4%</b>
Dissatisfaction rate of SARG performance <sup>[6]</sup>	77%	76%	75%	83% <sup>[7]</sup>	68% <sup>[7]</sup>	<b>68+/-4%</b>	<b>-1%</b>
Net satisfaction rate	-66%	-62%	-60%	-74% <sup>[7]</sup>	-51% <sup>[7]</sup>	<b>-47+/-7%</b>	<b>+4%</b>
Mean value <sup>[6]</sup>	1.7	1.8	1.8	1.6 <sup>[7]</sup>	2.0 <sup>[7]</sup>	<b>2.0+/-0.1</b>	--

- [5] Before March 2020, weighted count was used to report subsample size. Starting from March 2020, raw count was used instead.

- [6] Collapsed from a 5-point scale. The mean value is calculated by quantifying all individual responses into 1, 2, 3, 4, 5 marks according to their degree of positive level, where 1 is the lowest and 5 the highest, and then calculate the sample mean.
- [7] 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.

Recent figures regarding people's trust in the HKSAR Government are summarized as follows:

Date of survey	15-21/11/19	13-18/12/19	16-21/1/20	17-19/2/20	17-20/3/20	14-17/4/20	<u>Latest change</u>
Sample size <sup>[8]</sup>	607	618	641	616	622	<b>664</b>	--
Response rate	74.1%	61.6%	69.7%	64.6%	62.9%	<b>64.5%</b>	--
Latest findings	Finding	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Trust in HKSAR Government <sup>[9]</sup>	23%	25%	19% <sup>[10]</sup>	14% <sup>[10]</sup>	25% <sup>[10]</sup>	<b>29+/-4%</b>	<b>+4%</b>
Distrust in HKSAR Government <sup>[9]</sup>	64%	63%	69% <sup>[10]</sup>	76% <sup>[10]</sup>	62% <sup>[10]</sup>	<b>60+/-4%</b>	<b>-1%</b>
Net trust	-41%	-39%	-50% <sup>[10]</sup>	-62% <sup>[10]</sup>	-37% <sup>[10]</sup>	<b>-32+/-7%</b>	<b>+5%</b>
Mean value <sup>[9]</sup>	2.2	2.2	2.0 <sup>[10]</sup>	1.8 <sup>[10]</sup>	2.3 <sup>[10]</sup>	<b>2.3+/-0.1</b>	--

[8] Before March 2020, weighted count was used to report subsample size. Starting from March 2020, raw count was used instead.

[9] Collapsed from a 5-point scale. The mean value is calculated by quantifying all individual responses into 1, 2, 3, 4, 5 marks according to their degree of positive level, where 1 is the lowest and 5 the highest, and then calculate the sample mean.

[10] 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.

People's recent appraisals of society's conditions are summarized as follows:

Date of survey	15-21/11/19	13-18/12/19	16-21/1/20	17-19/2/20	17-20/3/20	14-17/4/20	<u>Latest change</u>
Sample size	1,008	1,046	866	1,008	1,004	<b>1,005</b>	--
Response rate	74.1%	61.6%	69.7%	64.6%	62.9%	<b>64.5%</b>	--
Latest findings	Finding	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Current livelihood condition: Satisfaction rate <sup>[11]</sup>	17%	14%	17%	9% <sup>[12]</sup>	16% <sup>[12]</sup>	<b>14+/-2%</b>	<b>-1%</b>
Current livelihood condition: Dissatisfaction rate <sup>[11]</sup>	69%	68%	68%	79% <sup>[12]</sup>	67% <sup>[12]</sup>	<b>70+/-3%</b>	<b>+3%</b>
Net satisfaction rate	-52%	-53%	-52%	-69% <sup>[12]</sup>	-51% <sup>[12]</sup>	<b>-56+/-5%</b>	<b>-4%</b>
Mean value <sup>[11]</sup>	2.1 <sup>[12]</sup>	2.1	2.1	1.8 <sup>[12]</sup>	2.1 <sup>[12]</sup>	<b>2.0+/-0.1</b>	<b>-0.1</b>
Current economic condition: Satisfaction rate <sup>[11]</sup>	20%	17%	16%	9% <sup>[12]</sup>	12% <sup>[12]</sup>	<b>11+/-2%</b>	<b>-2%</b>
Current economic condition: Dissatisfaction rate <sup>[11]</sup>	57% <sup>[12]</sup>	57%	63% <sup>[12]</sup>	73% <sup>[12]</sup>	70%	<b>72+/-3%</b>	<b>+1%</b>
Net satisfaction rate	-37%	-40%	-47% <sup>[12]</sup>	-64% <sup>[12]</sup>	-58% <sup>[12]</sup>	<b>-61+/-4%</b>	<b>-3%</b>
Mean value <sup>[11]</sup>	2.3	2.4	2.2 <sup>[12]</sup>	1.9 <sup>[12]</sup>	2.1 <sup>[12]</sup>	<b>2.0+/-0.1</b>	<b>-0.1</b>

Date of survey	15-21/11/19	13-18/12/19	16-21/1/20	17-19/2/20	17-20/3/20	14-17/4/20	<i>Latest change</i>
Sample size	1,008	1,046	866	1,008	1,004	<b>1,005</b>	--
Response rate	74.1%	61.6%	69.7%	64.6%	62.9%	<b>64.5%</b>	--
Latest findings	Finding	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Current political condition: Satisfaction rate <sup>[11]</sup>	4%	3%	6% <sup>[12]</sup>	3% <sup>[12]</sup>	6% <sup>[12]</sup>	<b>7+/-2%</b>	<b>+1%</b>
Current political condition: Dissatisfaction rate <sup>[11]</sup>	83% <sup>[12]</sup>	88% <sup>[12]</sup>	85%	86%	80% <sup>[12]</sup>	<b>81+/-2%</b>	<b>+2%</b>
Net satisfaction rate	-79% <sup>[12]</sup>	-84% <sup>[12]</sup>	-79% <sup>[12]</sup>	-83%	-74% <sup>[12]</sup>	<b>-74+/-4%</b>	<b>-1%</b>
Mean value <sup>[11]</sup>	1.5 <sup>[12]</sup>	1.4	1.5	1.4	1.6 <sup>[12]</sup>	<b>1.6+/-0.1</b>	--

[11] Collapsed from a 5-point scale. The mean value is calculated by quantifying all individual responses into 1, 2, 3, 4, 5 marks according to their degree of positive level, where 1 is the lowest and 5 the highest, and then calculate the sample mean.

[12] 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 latest survey shows that the popularity rating of CE Carrie Lam now stands at 27.7 marks. Her approval rate is 18%, disapproval rate 72%, giving a net popularity of negative 54 percentage points. All popularity figures have slightly improved since half a month ago, but the changes have not gone beyond sampling errors.

Regarding the HKSAR Government, the latest satisfaction rate is 21%, whereas 68% were dissatisfied, thus net satisfaction stands at negative 47 percentage points. The mean score is 2.0, meaning close to “quite dissatisfied” in general. Regarding people’s trust in the HKSAR Government, 29% of the respondents expressed trust, 60% expressed distrust. The net trust value is negative 32 percentage points. The mean score is 2.3, meaning between “quite distrust” and “half-half” in general. All of these figures have also improved slightly since last month but with changes within sampling errors.

As for people’s satisfaction with the current livelihood, economic and political conditions, the latest satisfaction rates are 14%, 11% and 7% respectively, while the net satisfaction rates are negative 56, negative 61 and negative 74 percentage points respectively. The mean scores of livelihood condition and economic condition are both 2.0, meaning close to “quite dissatisfied” in general; that of political condition is 1.6, meaning between “quite dissatisfied” and “very dissatisfied” in general. All of these figures have not changed much compared to last month.

## People's Appraisal of Policy Areas of the Government

Recent figures on people's appraisal of the five specific policy areas of the HKSAR Government are summarized as follows, in descending order of net satisfaction rates:

Date of survey	18-19/12/17	14-21/6/18	17-20/12/18	24-28/10/19	14-17/4/20	<i>Latest change</i>
Sample size <sup>[13]</sup>	569-652	588-666	512-540	519	<b>582-617</b>	--
Response rate	64.9%	59.6%	60.6%	68.3%	<b>64.5%</b>	--
Latest findings	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Maintaining economic prosperity: Satisfaction rate <sup>[14]</sup>	44% <sup>[15]</sup>	46%	48%	14% <sup>[15]</sup>	<b>24+/-3%</b>	<b>+10%<sup>[15]</sup></b>
Maintaining economic prosperity: Dissatisfaction rate <sup>[14]</sup>	26% <sup>[15]</sup>	35% <sup>[15]</sup>	31%	68% <sup>[15]</sup>	<b>59+/-4%</b>	<b>-9%<sup>[15]</sup></b>
Net satisfaction rate	18% <sup>[15]</sup>	10% <sup>[15]</sup>	17%	-54% <sup>[15]</sup>	<b>-35+/-7%</b>	<b>+19%<sup>[15]</sup></b>
Mean value <sup>[14]</sup>	3.1	3.0	3.1	2.0 <sup>[15]</sup>	<b>2.4+/-0.1</b>	<b>+0.4<sup>[15]</sup></b>
Relation with the Central Government: Satisfaction rate <sup>[14]</sup>	52% <sup>[15]</sup>	52%	56%	17% <sup>[15]</sup>	<b>23+/-3%</b>	<b>+6%<sup>[15]</sup></b>
Relation with the Central Government: Dissatisfaction rate <sup>[14]</sup>	26% <sup>[15]</sup>	33% <sup>[15]</sup>	26% <sup>[15]</sup>	60% <sup>[15]</sup>	<b>59+/-4%</b>	<b>-1%</b>
Net satisfaction rate	26% <sup>[15]</sup>	19%	31% <sup>[15]</sup>	-43% <sup>[15]</sup>	<b>-36+/-7%</b>	<b>+7%</b>
Mean value <sup>[14]</sup>	3.3 <sup>[15]</sup>	3.2	3.4 <sup>[15]</sup>	2.1 <sup>[15]</sup>	<b>2.2+/-0.1</b>	<b>+0.1</b>
Protecting human rights and freedom: Satisfaction rate <sup>[14]</sup>	36%	36%	35%	22% <sup>[15]</sup>	<b>24+/-4%</b>	<b>+2%</b>
Protecting human rights and freedom: Dissatisfaction rate <sup>[14]</sup>	44%	49% <sup>[15]</sup>	46%	67% <sup>[15]</sup>	<b>63+/-4%</b>	<b>-4%</b>
Net satisfaction rate	-8%	-13%	-11%	-45% <sup>[15]</sup>	<b>-39+/-7%</b>	<b>+7%</b>
Mean value <sup>[14]</sup>	2.7	2.7	2.7	2.0 <sup>[15]</sup>	<b>2.2+/-0.1</b>	<b>+0.2</b>
Improving people's livelihood: Satisfaction rate <sup>[14]</sup>	39% <sup>[15]</sup>	34% <sup>[15]</sup>	33%	15% <sup>[15]</sup>	<b>23+/-3%</b>	<b>+8%<sup>[15]</sup></b>
Improving people's livelihood: Dissatisfaction rate <sup>[14]</sup>	38% <sup>[15]</sup>	47% <sup>[15]</sup>	46%	72% <sup>[15]</sup>	<b>62+/-4%</b>	<b>-10%<sup>[15]</sup></b>
Net satisfaction rate	1% <sup>[15]</sup>	-13% <sup>[15]</sup>	-13%	-57% <sup>[15]</sup>	<b>-39+/-7%</b>	<b>+18%<sup>[15]</sup></b>
Mean value <sup>[14]</sup>	2.9 <sup>[15]</sup>	2.7 <sup>[15]</sup>	2.7	1.9 <sup>[15]</sup>	<b>2.3+/-0.1</b>	<b>+0.3<sup>[15]</sup></b>
Pace of democratic development: Satisfaction rate <sup>[14]</sup>	30% <sup>[15]</sup>	29%	34%	15% <sup>[15]</sup>	<b>21+/-3%</b>	<b>+5%<sup>[15]</sup></b>
Pace of democratic development: Dissatisfaction rate <sup>[14]</sup>	49%	55% <sup>[15]</sup>	50%	70% <sup>[15]</sup>	<b>64+/-4%</b>	<b>-6%<sup>[15]</sup></b>
Net satisfaction rate	-18% <sup>[15]</sup>	-26% <sup>[15]</sup>	-16%	-55% <sup>[15]</sup>	<b>-43+/-7%</b>	<b>+11%<sup>[15]</sup></b>
Mean value <sup>[14]</sup>	2.6	2.4 <sup>[15]</sup>	2.6	1.9 <sup>[15]</sup>	<b>2.1+/-0.1</b>	<b>+0.2<sup>[15]</sup></b>

[13] Collapsed from a 5-point scale. The mean value is calculated by quantifying all individual responses into 1, 2, 3, 4, 5 marks according to their degree of positive level, where 1 is the lowest and 5 the highest, and then calculate the sample mean.

[14] 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.

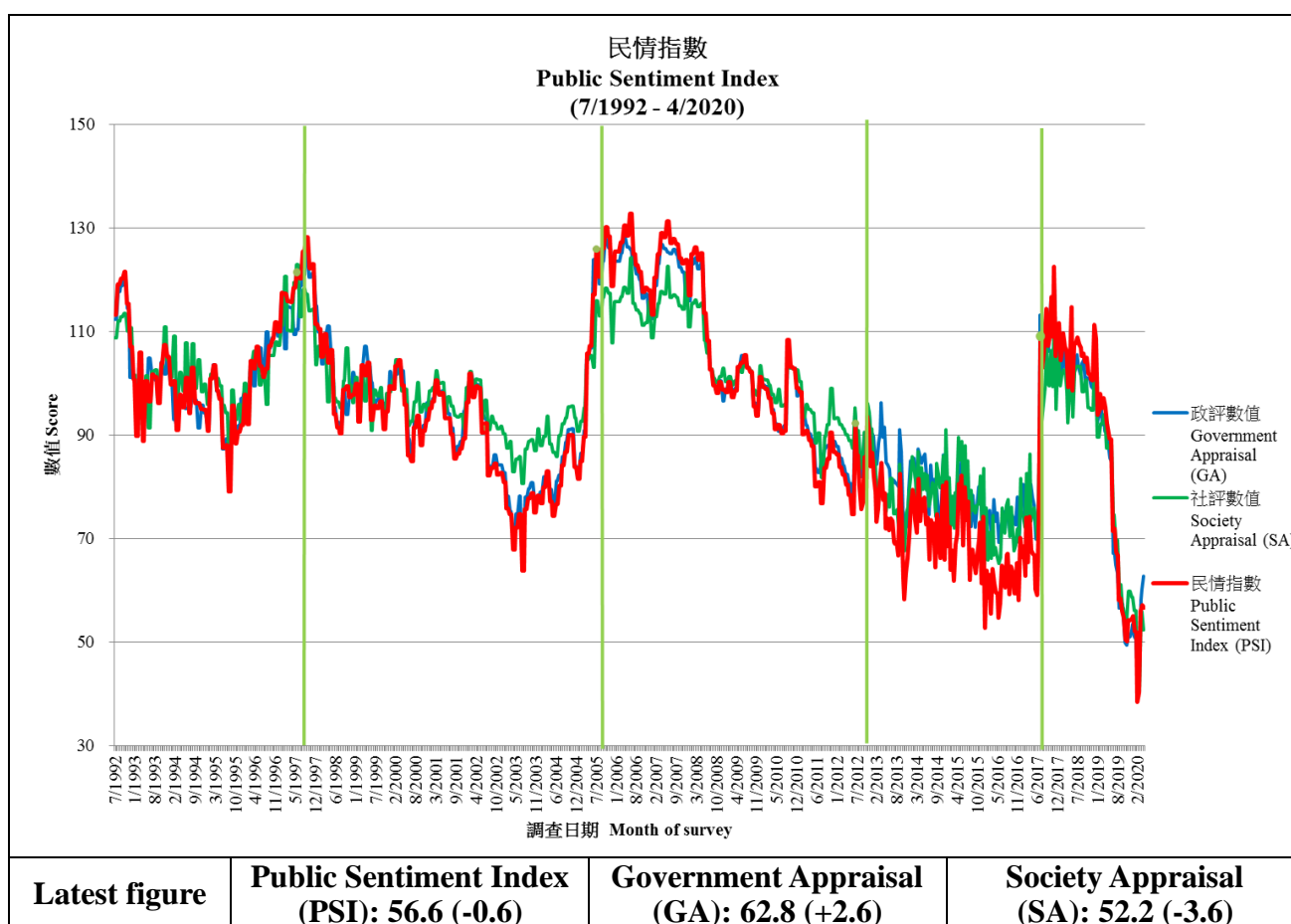
The latest net satisfaction rates of all five specific policy areas of the HKSAR Government are negative. The net satisfaction rates of the government's performance in maintaining economic prosperity, handling its relation with the Central Government, protecting human rights and freedom, improving people's livelihood and its pace of democratic development are negative 35, negative 36, negative 39, negative 39 and negative 43 percentage points respectively. The mean values of these five specific policy areas range from 2.1 to 2.4, meaning between "quite dissatisfied" and "half-half"

in general. Compared with the historical lows registered in October 2019, the net satisfaction rates of all policy areas have recovered, but are still far below the level registered in December 2018.

### Public Sentiment Index

The Public Sentiment Index (PSI) compiled by POP aims at quantifying Hong Kong people's sentiments, in order to explain and predict the likelihood of collective behaviour. PSI comprises 2 components: one being Government Appraisal (GA) Score and the other being Society Appraisal (SA) Score. GA refers to people's appraisal of society's governance while SA refers to people's appraisal of the social environment. Both GA and SA scores are compiled from a respective of 4 and 6 opinion survey figures. All PSI, GA and SA scores range between 0 to 200, with 100 meaning normal.

The chart of PSI, GA and SA are shown below:



Recent values of PSI, GA, SA and 10 fundamental figures are tabulated as follows:

Cut-off date	<u>6/2/20</u>	<u>19/2/20</u>	<u>3/3/20</u>	<u>20/3/20</u>	<u>2/4/20</u>	<u>17/4/20</u>	<u>Latest change</u>
<b>Public Sentiment Index (PSI)</b>	51.9	38.5	40.1	56.0	57.1	<b>56.6</b>	<b>-0.6</b>
<b>Government Appraisal (GA)</b>	50.6	42.1	45.1	58.2	60.2	<b>62.8</b>	<b>+2.6</b>
Rating of CE	20.3	18.2	22.6	22.3	25.5	<b>27.7</b>	<b>+2.2</b>
Net approval rate of CE	-68%	-74%	-66%	-64%	-60%	<b>-54%</b>	<b>+6%</b>
Mean value of people's satisfaction with SARG	1.8 <sup>[16]</sup>	1.6	1.6 <sup>[16]</sup>	2.0	2.0 <sup>[16]</sup>	<b>2.0</b>	--
Mean value of people's trust in SARG	2.0 <sup>[16]</sup>	1.8	1.8 <sup>[16]</sup>	2.3	2.3 <sup>[16]</sup>	<b>2.3</b>	--
<b>Society Appraisal (SA)</b>	56.1 <sup>[16]</sup>	40.5	40.5 <sup>[16]</sup>	55.9	55.9 <sup>[16]</sup>	<b>52.2</b>	<b>-3.6</b>

Cut-off date	6/2/20	19/2/20	3/3/20	20/3/20	2/4/20	17/4/20	<i>Latest change</i>
People's satisfaction with political condition	1.5 <sup>[16]</sup>	1.4	1.4 <sup>[16]</sup>	1.6	1.6 <sup>[16]</sup>	<b>1.6</b>	--
Weighting index of political condition	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	<b>0.34<sup>[16]</sup></b>	--
People's satisfaction with economic condition	2.2 <sup>[16]</sup>	1.9	1.9 <sup>[16]</sup>	2.1	2.1 <sup>[16]</sup>	<b>2.0</b>	<b>-0.1</b>
Weighting index of economic condition	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	0.32 <sup>[16]</sup>	<b>0.32<sup>[16]</sup></b>	--
People's satisfaction with livelihood condition	2.1 <sup>[16]</sup>	1.8	1.8 <sup>[16]</sup>	2.1	2.1 <sup>[16]</sup>	<b>2.0</b>	<b>-0.1</b>
Weighting index of livelihood condition	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	0.34 <sup>[16]</sup>	<b>0.34<sup>[16]</sup></b>	--

[15] POP will adopt the latest published figures when there are no respective updates.

As for the meaning of the score values, please refer to the following:

Score value	Percentile	Score value	Percentile
140-200	Highest 1%	0-60	Lowest 1%
125	Highest 5%	75	Lowest 5%
120	Highest 10%	80	Lowest 10%
110	Highest 25%	90	Lowest 25%
100 being normal level, meaning half above half below			

The latest PSI stands at 56.6, down by 0.6 point from early April. It can be considered as among the worst 1% across the past 20 years or so. Among the two component scores of PSI, the Government Appraisal (GA) Score that reflects people's appraisal of society's governance increases by 2.6 points to 62.8, whereas the Society Appraisal (SA) Score that reflects people's appraisal of the social environment decreases by 3.6 points to 52.2. They can both be considered as among the worst 1% across the past 20 years or so.

### **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 some of the polling items covered in this press release, the previous survey was conducted from 24 to 28 October, 2019 while this survey was conducted from 14 to 17 April, 2020. 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.

15/4/20	Director of the Liaison Office Luo Huining says Hong Kong needs to safeguard national security.
14/4/20	Carrie Lam claims the Hong Kong and Macau Affairs Office and the Liaison Office did not interfere in Hong Kong affairs.
13/4/20	The Hong Kong and Macau Affairs Office and the Liaison Office criticize Legislative Councillor Dennis Kwok.
12/4/20	The number of daily new confirmed cases of coronavirus disease in Hong Kong drop to four.
10/4/20	Large crowds are seen in various places during Easter holiday in Hong Kong.
9/4/20	The government launches a subsidy scheme involving \$80 billion to keep workers in employment.
8/4/20	The government announces relief measures involving over \$130 billion to combat the pandemic.
1/4/20	HSBC announces a suspension of dividends.

1/4/20	The government orders karaoke lounges, mahjong parlors and nightclubs to close.
30/3/20	Isolation wards in public hospitals are fully occupied and overloaded.
29/3/20	The enforcement on “Prohibition on Group Gathering” is judged to have grey areas.
27/3/20	The government announces the ban on gathering with more than 4 people.
24/3/20	36 people breach 14-day home quarantine orders.
23/3/20	The government bans bars and restaurants from selling alcohol.
23/3/20	The government announces ban on non-residents arrivals at the airport from entering Hong Kong.
20/3/20	Hong Kong confirms 48 coronavirus disease cases in one day.
17/3/20	The government announces people entering Hong Kong from any foreign country will be put in a 14-day quarantine.
16/3/20	The US Federal Reserve cuts interest rate by one percent.
16/3/20	Multiple imported coronavirus disease cases are found in Hong Kong.
15/3/20	The government announces people entering Hong Kong from the UK and the US will be put in a 14-day quarantine.
9/3/20	Global stock markets crash.
8/3/20	Police arrests during midnight 17 people who are suspected of making explosives.
4/3/20	The first batch of government-chartered flights bring back Hong Kong people in Hubei.
28/2/20	Police arrests Jimmy Lai, Lee Cheuk-yan and Yeung Sum.
26/2/20	Financial Secretary Paul Chan delivers the Budget.
19/2/20	The first batch of Hong Kong people on the cruise Diamond Princess return to Hong Kong by a charter flight.
14/2/20	The government announces the setting up of the Anti-epidemic Fund.
13/2/20	Xia Baolong is appointed the Director of the Hong Kong and Macau Affairs Office.
9/2/20	First case of Wuhan pneumonia infection within family is reported in Hong Kong.
7/2/20	The policy of putting people entering Hong Kong from mainland China in a 14-day quarantine takes effect.
6/2/20	People rush to purchase daily necessities.
4/2/20	First death from Wuhan pneumonia is reported in Hong Kong.
3/2/20	The government announces further closure of borders.
1/2/20	Hospital Authority Employees Alliance members vote to go on strike.
31/1/20	The government refuses full border closure.
29/1/20	People rush to purchase masks, which are in short supply.
28/1/20	The government announces partial border closure.
27/1/20	The government imposes immigration restrictions on Hubei residents and people who visited Hubei.
23/1/20	A lockdown of Wuhan is announced.
22/1/20	Two “highly suspected” Wuhan pneumonia cases are found in Hong Kong.
20/1/20	Wuhan pneumonia spreads rapidly in China.
19/1/20	Rally at Central turns into a conflict between protestors and the police.
9/1/20	Experts say Wuhan pneumonia is caused by a new coronavirus.
7/1/20	The government adds Wuhan pneumonia to the list of notifiable diseases.
4/1/20	Luo Huining is appointed the Director of the Liaison Office.
2/1/20	A woman back from Wuhan has symptoms of pneumonia.
1/1/20	The Civil Human Rights Front organizes the New Year Rally.
31/12/19	Protesting activities occur in multiple districts on New Year’s Eve.



28/12/19	Number of tours for tourists from mainland China has plunged.
25/12/19	Protesting activities occur in multiple districts during Christmas.
16/12/19	Carrie Lam pays a duty visit to Beijing.
11/12/19	All members of the Independent Police Complaints Council International Expert Panel quit.
9/12/19	Survey suggests that a wave of lay-offs and company closures in the retail sector is coming.
8/12/19	The Civil Human Rights Front announces that around eight hundred thousand people participated in the International Human Rights Day protest.
4/12/19	The government announces a new round of relief measures.
28/11/19	US President Donald Trump signs the Hong Kong Human Rights and Democracy Act.
25/11/19	The pro-democracy camp wins a majority of seats in the District Councils.
19/11/19	The anti-mask law is ruled to be unconstitutional.
17/11/19	The police surround the Hong Kong Polytechnic University and clash violently with protesters.
12/11/19	Violent conflicts between protestors and the police occur in the Chinese University of Hong Kong.
11/11/19	A traffic policeman fires three live rounds at a protester.
10/11/19	Protests and conflicts between protestors and the police occur in multiple districts in Hong Kong.
8/11/19	HKUST student who fell from height in Tseung Kwan O passes away.
6/11/19	Vice Premier of the State Council Han Zheng meets with Carrie Lam.
6/11/19	Junius Ho is attacked with a knife.
29/10/19	Nomination of Joshua Wong for District Council election is ruled to be invalid.
28/10/19	Journalists protest against police violence targeting journalists during police press conference.

## **Data Analysis**

Our survey shows that the popularity rating of CE Carrie Lam now stands at 27.7 marks. Her net popularity is negative 54 percentage points. Both popularity figures have slightly improved since half a month ago, but the changes are within sampling errors. The latest net satisfaction of the HKSAR Government stands at negative 47 percentage points while the net trust value is negative 32 percentage points. Both figures have also improved slightly since last month. People's net satisfaction rates with the current livelihood, economic and political conditions are negative 56, negative 61 and negative 74 percentage points respectively. These figures have not changed much compared to last month.

The latest net satisfaction rates of all five specific policy areas of the HKSAR Government are negative. The net satisfaction rates of the government's performance in maintaining economic prosperity, handling its relation with the Central Government, protecting human rights and freedom, improving people's livelihood and its pace of democratic development are negative 35, negative 36, negative 39, negative 39 and negative 43 percentage points respectively. Compared with the historical lows registered in October 2019, the net satisfaction rates of all policy areas have recovered, but still far below the level registered in December 2018.

As for the PSI, the latest figure is 56.6, down by 0.6 point from early April.