

## 2020 年 5 月 19 日 新聞公報

### 民研計劃發放香港紀律部隊及駐港解放軍民望數字

#### 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香港紀律部隊及駐港解放軍民望數字，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

民研計劃於五月初由真實訪問員以隨機抽樣電話訪問方式成功訪問了 1,004 名香港居民。最新結果顯示，醫療輔助隊首次以 77.4 分成為市民最滿意的紀律部隊，第二和第三位是消防處和政府飛行服務隊，評分分別為 76.6 及 71.7 分。位列第四至八位的是海關、民眾安全服務隊、入境事務處、廉政公署和懲教署。最後，警務處的最新評分為 36.8 分，繼續是九個紀律部隊當中最底，當中有 44% 市民給予 0 分，滿意淨值為負 25 個百分點。紀律部隊之間的相對排名沒有太大變化。另外，市民對駐港解放軍的最新滿意度評分為 44.2 分，滿意淨值為正 2 個百分點。與半年前比較，懲教署、入境事務處、海關、消防處和醫療輔助隊的評分均錄得顯著下跌，當中懲教署的評分跌幅最大。同時，消防處、海關、民眾安全服務隊、入境事務處、廉政公署和懲教署的評分皆創相關題目於 2012 或 2013 年開展以來新低，而駐港解放軍的滿意淨值則錄得該題目於 1997 年開展以來新低。調查的實效回應比率為 62.5%。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 +/-8%，評分誤差不超過 +/-3.2。

#### 樣本資料

調查日期	:	4-6/5/2020
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>	:	1,004 (包括 502 個固網及 502 個手機樣本)
實效回應比率 <sup>[2]</sup>	:	62.5%
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 +/-8%，評分誤差不超過 +/-3.2
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《二零一九年年中人口數字》，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》（2019 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。

## 最新數據

以下是市民對紀律部隊及駐港解放軍的最新滿意度評分：

調查日期	15-19/11/18	3-6/6/19	1-6/8/19	21-26/11/19	4-6/5/20	最新變化	
樣本數目 <sup>[4]</sup>	538-579	528-656	1,015	584-650	536-672	--	
回應比率	67.9%	60.4%	62.8%	67.7%	62.5%	--	
最新結果 <sup>[5]</sup>	結果	結果	結果	結果	結果及誤差	認知率	
醫療輔助隊	79.3{2}	77.4{3}	--	80.2{2} <sup>[6]</sup>	77.4+/-1.6{1}	95.6%	-2.8 <sup>[6]</sup>
消防處	82.9{1}	83.1{1}	--	80.5{1} <sup>[6]</sup>	76.6+/-1.6{2}	99.4%	-3.9 <sup>[6]</sup>
政府飛行服務隊	78.8{3}	77.9{2}	--	69.4{3} <sup>[6]</sup>	71.7+/-1.6{3}	94.7%	+2.3
海關	74.1{4}	73.4{4}	--	68.7{4} <sup>[6]</sup>	64.4+/-1.8{4}	97.4%	-4.3 <sup>[6]</sup>
民眾安全服務隊	73.3{5}	69.9{6} <sup>[6]</sup>	--	63.9{6} <sup>[6]</sup>	62.9+/-2.0{5}	88.7%	-0.9
入境事務處	71.5{6} <sup>[6]</sup> <sup>[7]</sup>	70.2{5}	--	66.2{5} <sup>[6]</sup>	60.8+/-2.3{6}	96.3%	-5.3 <sup>[6]</sup>
廉政公署	68.9{7}	67.7{7}	--	57.9{8} <sup>[6]</sup>	54.8+/-2.3{7}	98.1%	-3.1
懲教署	67.9{8}	66.2{8}	--	58.3{7} <sup>[6]</sup>	51.6+/-2.4{8}	92.1%	-6.7 <sup>[6]</sup>
警務處	62.5{9}	61.0{9}	39.4 <sup>[6]</sup>	35.3{9} <sup>[6]</sup>	36.8+/-3.2{9}	99.1%	+1.5
駐港解放軍	57.8	56.8	--	44.2 <sup>[6]</sup>	44.2+/-3.2	86.9%	--

[4] 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。

[5] 括弧{ }內數字為紀律部隊的排名。2018 年 10 月至 12 月，民研計劃為不同量尺描述程度的字眼進行測試，表中數字為綜合結果。

[6] 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。

[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，是由於加權方法改變。如果以舊有加權方法處理數據，則變化並未超過抽樣誤差。

以下則是市民使用五等量尺表達對香港警務處及駐港解放軍的滿意程度：

調查日期	21-25/5/18	15-19/11/18	3-6/6/19	21-26/11/19	4-6/5/20	最新變化
樣本數目 <sup>[8]</sup>	542-566	557-576	594-638	598-602	607-626	--
回應比率	55.9%	67.9%	60.4%	67.7%	62.5%	--
最新結果	結果	結果	結果	結果	結果及誤差	--
對警務處的滿意率 <sup>[9]</sup>	54% <sup>[10]</sup>	51%	50%	27% <sup>[10]</sup>	34+/-4%	+7% <sup>[10]</sup>
對警務處的不滿率 <sup>[9]</sup>	28% <sup>[10]</sup>	28%	28%	65% <sup>[10]</sup>	59+/-4%	-6% <sup>[10]</sup>
滿意率淨值	26% <sup>[10]</sup>	23%	22%	-38% <sup>[10]</sup>	-25+/-8%	+12% <sup>[10]</sup>
平均量值 <sup>[9]</sup>	3.3 <sup>[10]</sup>	3.3	3.2	2.2 <sup>[10]</sup>	2.4+/-0.1	+0.2 <sup>[10]</sup>
對駐港解放軍的滿意率 <sup>[9]</sup>	50%	46%	49%	37% <sup>[10]</sup>	39+/-4%	+2%
對駐港解放軍的不滿率 <sup>[9]</sup>	10%	16% <sup>[10]</sup>	14%	33% <sup>[10]</sup>	36+/-4%	+3%
滿意率淨值	41%	30% <sup>[10]</sup>	35%	3% <sup>[10]</sup>	2+/-7%	-1%
平均量值 <sup>[9]</sup>	3.6	3.5	3.6	3.0 <sup>[10]</sup>	3.0+/-0.1	--

- [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。2018 年 10 月至 12 月，民研計劃為不同量尺描述程度的字眼進行測試，表中數字為綜合結果。詳情請參閱網站。
- [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。

調查顯示，市民對紀律部隊的滿意度排名第一至三位是醫療輔助隊、消防處和政府飛行服務隊，評分分別為 77.4、76.6 及 71.7 分。位列第四至八位的是海關、民眾安全服務隊、入境事務處、廉政公署和懲教署，分別得 64.4、62.9、60.8、54.8 及 51.6 分。最後，警務處的評分為 36.8 分，繼續是九個紀律部隊當中最底，當中有 44% 市民給予 0 分。其滿意率為 34%，不滿率為 59%，滿意淨值為負 25 個百分點，平均量值為 2.4 分，即整體上介乎「幾不滿」及「一半半」之間。紀律部隊之間的相對排名沒有太大變化。另外，市民對駐港解放軍的最新滿意度評分為 44.2 分，其滿意率為 39%，不滿率為 36%，滿意淨值為正 2 個百分點，平均量值為 3.0 分，即整體上接近「一半半」。

與半年前比較，懲教署、入境事務處、海關、消防處和醫療輔助隊的評分均錄得顯著下跌，當中懲教署的評分跌幅最大。同時，消防處、海關、民眾安全服務隊、入境事務處、廉政公署和懲教署的評分皆創相關題目於 2012 或 2013 年開展以來新低，駐港解放軍的滿意淨值則錄得該題目於 1997 年開展以來新低。

## 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 21-26/11/2019，而今次調查日期則為 4-6/5/2020，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：

2/5/20	警方於荒廢校舍檢獲爆炸品
1/5/20	多區有市民聚集
18/4/20	李柱銘、黎智英等 15 名民主派人士被捕
15/4/20	中聯辦主任駱惠寧指香港要維護國家安全
1/4/20	政府宣布麻雀館、卡拉 OK 等娛樂場所須暫停營業
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
17/3/20	政府宣布所有海外國家來港人士需隔離 14 日
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
19/2/20	鑽石公主號郵輪首批港人乘坐包機回港
7/2/20	經中國大陸來港人士需隔離 14 日措施生效
3/2/20	政府宣布進一步關閉關口
28/1/20	政府宣布局部封關

19/1/20	中環集會演變成警民衝突
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
25/12/19	聖誕節期間多區出現示威抗爭活動
14/12/19	三人涉嫌於屯門測試引爆炸彈被捕
11/12/19	監警會國際專家小組全體退出
8/12/19	民間人權陣線指約 80 萬人參與國際人權日遊行
1/12/19	示威者於尖沙咀遊行
29/11/19	警察解封理工大學
28/11/19	美國總統特朗普簽署《香港人權與民主法案》

## 數據分析

最新調查顯示，醫療輔助隊首次以 77.4 分成為市民最滿意的紀律部隊，第二和第三位是消防處和政府飛行服務隊，評分分別為 76.6 及 71.7 分。位列第四至八位的是海關、民眾安全服務隊、入境事務處、廉政公署和懲教署。最後，警務處的最新評分為 36.8 分，繼續是九個紀律部隊當中最底，當中有 44% 市民給予 0 分，滿意淨值為負 25 個百分點。紀律部隊之間的相對排名沒有太大變化。另外，市民對駐港解放軍的最新滿意度評分為 44.2 分，滿意淨值為正 2 個百分點。

與半年前比較，懲教署、入境事務處、海關、消防處和醫療輔助隊的評分均錄得顯著下跌，當中懲教署的評分跌幅最大。同時，消防處、海關、民眾安全服務隊、入境事務處、廉政公署和懲教署的評分皆創相關題目於 2012 或 2013 年開展以來新低，而駐港解放軍的滿意淨值則錄得該題目於 1997 年開展以來新低。



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## Press Release on May 19, 2020

### POP releases popularity figures of Hong Kong disciplinary forces and the PLA Hong Kong Garrison

#### 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 the Hong Kong disciplinary forces and the PLA Hong Kong Garrison 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 1,004 Hong Kong residents by a random telephone survey conducted by real interviewers in early May. Latest results show that the Auxiliary Medical Service becomes people’s most satisfied disciplinary force for the first time, with a rating of 77.4 marks. The 2nd and 3rd places go to the Fire Services Department and the Government Flying Service, with 76.6 and 71.7 marks respectively. The 4th to 8th ranks go to the Customs and Excise Department, the Civil Aid Service, the Immigration Department, the Independent Commission Against Corruption and the Correctional Services Department. Finally, the Police Force attains a rating of 36.8 marks, with 44% of the sample giving zero mark and continues to be the lowest among the nine disciplinary forces. Its net satisfaction rate stands at negative 25 percentage points. The relative positions among the disciplinary forces have not changed much. Besides, people’s latest satisfaction rating toward the PLA Hong Kong Garrison is 44.2 marks. Its net satisfaction rate is positive 2 percentage points. Compared with half year ago, the ratings of the Correctional Services Department, the Immigration Department, the Customs and Excise Department, the Fire Services Department and the Auxiliary Medical Service have all dropped significantly, with the biggest drop registered for the Correctional Services Department. Meanwhile, the ratings of the Fire Services Department, the Customs and Excise Department, the Civil Aid Service, the Immigration Department, the Independent Commission Against Corruption and the Correctional Services Department are all at record lows since the relevant questions first started in 2012 or 2013, while the net satisfaction rate of the PLA Hong Kong Garrison is at record low since the question was first asked in 1997. The effective response rate of the survey is 62.5%. The maximum sampling error of percentages is +/-4%, that of net values is +/-8% and that of ratings is +/-3.2 at 95% confidence level.

#### Contact Information

Date of survey	: 4-6/5/2020
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>	: 1,004 (including 502 landline and 502 mobile samples)
Effective response rate <sup>[2]</sup>	: 62.5%
Sampling error <sup>[3]</sup>	: Sampling error of percentages not more than +/-4%, that of net values not more than +/-8% and that of ratings not more than +/-3.2 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 2019”, while the educational attainment (highest level attended) distribution and economic activity status distribution came from “Women and Men in Hong Kong - Key Statistics (2019 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.

## Latest Figures

Latest satisfaction ratings of Hong Kong disciplinary forces and the PLA Hong Kong Garrison are summarized as follows:

Date of survey	<u>15-19/11/18</u>	<u>3-6/6/19</u>	<u>1-6/8/19</u>	<u>21-26/11/19</u>	<u>4-6/5/20</u>		<u>Latest change</u>
Sample size <sup>[4]</sup>	538-579	528-656	1,015	584-650	536-672		--
Response rate	67.9%	60.4%	62.8%	67.7%	62.5%		--
Latest findings <sup>[5]</sup>	Finding	Finding	Finding	Finding	<i>Finding &amp; error</i>	<i>Recog %</i>	--
Auxiliary Medical Service	79.3{2}	77.4{3}	--	80.2{2} <sup>[6]</sup>	77.4+/-1.6{1}	95.6%	-2.8 <sup>[6]</sup>
Fire Services Department	82.9{1}	83.1{1}	--	80.5{1} <sup>[6]</sup>	76.6+/-1.6{2}	99.4%	-3.9 <sup>[6]</sup>
Government Flying Service	78.8{3}	77.9{2}	--	69.4{3} <sup>[6]</sup>	71.7+/-1.6{3}	94.7%	+2.3
Customs and Excise Department	74.1{4}	73.4{4}	--	68.7{4} <sup>[6]</sup>	64.4+/-1.8{4}	97.4%	-4.3 <sup>[6]</sup>
Civil Aid Service	73.3{5}	69.9{6} <sup>[6]</sup>	--	63.9{6} <sup>[6]</sup>	62.9+/-2.0{5}	88.7%	-0.9
Immigration Department	71.5{6} <sup>[6]</sup> <sup>[7]</sup>	70.2{5}	--	66.2{5} <sup>[6]</sup>	60.8+/-2.3{6}	96.3%	-5.3 <sup>[6]</sup>
Independent Commission Against Corruption	68.9{7}	67.7{7}	--	57.9{8} <sup>[6]</sup>	54.8+/-2.3{7}	98.1%	-3.1
Correctional Services Department	67.9{8}	66.2{8}	--	58.3{7} <sup>[6]</sup>	51.6+/-2.4{8}	92.1%	-6.7 <sup>[6]</sup>
Police Force	62.5{9}	61.0{9}	39.4 <sup>[6]</sup>	35.3{9} <sup>[6]</sup>	36.8+/-3.2{9}	99.1%	+1.5
PLA Hong Kong Garrison	57.8	56.8	--	44.2 <sup>[6]</sup>	44.2+/-3.2	86.9%	--

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

[5] Numbers in curly brackets { } indicate the rankings. From October to December 2018, POP conducted tests on the wordings used in different rating scales. Figures in the table are the combined results.

[6] 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.

[7] The difference between the figure and the result from the previous survey has gone beyond the sampling error at 95% confidence level because of a change in the weighting method. If the previous weighting method was used, the change would not have gone beyond the sampling error.

Latest satisfaction rates of the Hong Kong Police Force and the PLA Hong Kong Garrison using the 5-point scale are summarized as follows:

Date of survey	<u>21-25/5/18</u>	<u>15-19/11/18</u>	<u>3-6/6/19</u>	<u>21-26/11/19</u>	<u>4-6/5/20</u>	<u>Latest change</u>
Sample size <sup>[8]</sup>	542-566	557-576	594-638	598-602	<b>607-626</b>	--
Response rate	55.9%	67.9%	60.4%	67.7%	<b>62.5%</b>	--
Latest findings	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Satisfaction rate of the Police Force <sup>[9]</sup>	54% <sup>[10]</sup>	51%	50%	27% <sup>[10]</sup>	<b>34+/-4%</b>	<b>+7%<sup>[10]</sup></b>
Dissatisfaction rate of the Police Force <sup>[9]</sup>	28% <sup>[10]</sup>	28%	28%	65% <sup>[10]</sup>	<b>59+/-4%</b>	<b>-6%<sup>[10]</sup></b>
Net satisfaction rate	26% <sup>[10]</sup>	23%	22%	-38% <sup>[10]</sup>	<b>-25+/-8%</b>	<b>+12%<sup>[10]</sup></b>
Mean value <sup>[9]</sup>	3.3 <sup>[10]</sup>	3.3	3.2	2.2 <sup>[10]</sup>	<b>2.4+/-0.1</b>	<b>+0.2<sup>[10]</sup></b>
Satisfaction rate of the PLA Hong Kong Garrison <sup>[9]</sup>	50%	46%	49%	37% <sup>[10]</sup>	<b>39+/-4%</b>	<b>+2%</b>
Dissatisfaction rate of the PLA Hong Kong Garrison <sup>[9]</sup>	10%	16% <sup>[10]</sup>	14%	33% <sup>[10]</sup>	<b>36+/-4%</b>	<b>+3%</b>
Net satisfaction rate	41%	30% <sup>[10]</sup>	35%	3% <sup>[10]</sup>	<b>2+/-7%</b>	<b>-1%</b>
Mean value <sup>[9]</sup>	3.6	3.5	3.6	3.0 <sup>[10]</sup>	<b>3.0+/-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 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. From October to December 2018, POP conducted tests on the wordings used in different rating scales. Figures in the table are the combined results. Please visit our website for details.

[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.

Survey shows that the 1st to 3rd places regarding people's satisfaction with disciplinary forces go to the Auxiliary Medical Service, the Fire Services Department and the Government Flying Service, with rating of 77.4, 76.6 and 71.7 marks respectively. The 4th to 8th ranks go to the Customs and Excise Department, the Civil Aid Service, the Immigration Department, the Independent Commission Against Corruption and the Correctional Services Department, with ratings at 64.4, 62.9, 60.8, 54.8 and 51.6 marks respectively. Finally, the Police Force attains a rating of 36.8 marks, with 44% of the sample giving zero mark and continues to be the lowest among the nine disciplinary forces. Its satisfaction rate is 34%, dissatisfaction rate 59%, giving a net satisfaction rate of negative 25 percentage points and a mean score of 2.4, meaning between "quite dissatisfied" and "half-half" in general. The relative positions among the disciplinary forces have not changed much. Besides, people's latest satisfaction rating toward the PLA Hong Kong Garrison is 44.2 marks. Its satisfaction rate is 39%, dissatisfaction rate 36%, giving a net satisfaction rate of positive 2 percentage points and a mean score of 3.0, meaning close to "half-half" in general.

Compared with half year ago, the ratings of the Correctional Services Department, the Immigration Department, the Customs and Excise Department, the Fire Services Department and the Auxiliary Medical Service have all dropped significantly, with the biggest drop registered for the Correctional Services Department. Meanwhile, the ratings of the Fire Services Department, the Customs and Excise Department, the Civil Aid Service, the Immigration Department, the Independent

Commission Against Corruption and the Correctional Services Department are all at record lows since the relevant questions first started in 2012 or 2013, while the net satisfaction rate of the PLA Hong Kong Garrison is at record low since the question was first asked in 1997.

### **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 21 to 26 November, 2019 while this survey was conducted from 4 to 6 May, 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.

2/5/20	Police finds explosives at an abandoned school.
1/5/20	People gather in multiple districts.
18/4/20	15 pan-democrats including Martin Lee and Jimmy Lai are arrested.
15/4/20	Director of the Liaison Office Luo Huining says Hong Kong needs to safeguard national security.
1/4/20	The government orders karaoke lounges, mahjong parlors and nightclubs to close.
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.
17/3/20	The government announces people entering Hong Kong from any foreign country will be put in a 14-day quarantine.
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.
19/2/20	The first batch of Hong Kong people on the cruise Diamond Princess return to Hong Kong by a charter flight.
7/2/20	The policy of putting people entering Hong Kong from mainland China in a 14-day quarantine takes effect.
3/2/20	The government announces further closure of borders.
28/1/20	The government announces partial border closure.
19/1/20	Rally at Central turns into a conflict between protestors and the police.
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.
25/12/19	Protesting activities occur in multiple districts during Christmas.
14/12/19	Three men suspected of testing bombs in Tuen Mun are arrested.
11/12/19	All members of the Independent Police Complaints Council International Expert Panel quit.
8/12/19	The Civil Human Rights Front announces that around eight hundred thousand people participated in the International Human Rights Day protest.
1/12/19	Protesters march along Tsim Sha Tsui.
29/11/19	The police end its siege of the Hong Kong Polytechnic University.
28/11/19	US President Donald Trump signs the Hong Kong Human Rights and Democracy Act.



## **Data Analysis**

Our latest survey shows that the Auxiliary Medical Service becomes people's most satisfied disciplinary force for the first time, with a rating of 77.4 marks. The 2nd and 3rd places go to the Fire Services Department and the Government Flying Service, with 76.6 and 71.7 marks respectively. The 4th to 8th ranks go to the Customs and Excise Department, the Civil Aid Service, the Immigration Department, the Independent Commission Against Corruption and the Correctional Services Department. Finally, the Police Force attains a rating of 36.8 marks, with 44% of the sample giving zero mark and continues to be the lowest among the nine disciplinary forces. Its net satisfaction rate stands at negative 25 percentage points. The relative positions among the disciplinary forces have not changed much. Besides, people's latest satisfaction rating toward the PLA Hong Kong Garrison is 44.2 marks. Its net satisfaction rate is positive 2 percentage points.

Compared with half year ago, the ratings of the Correctional Services Department, the Immigration Department, the Customs and Excise Department, the Fire Services Department and the Auxiliary Medical Service have all dropped significantly, with the biggest drop registered for the Correctional Services Department. Meanwhile, the ratings of the Fire Services Department, the Customs and Excise Department, the Civil Aid Service, the Immigration Department, the Independent Commission Against Corruption and the Correctional Services Department are all at record lows since the relevant questions first started in 2012 or 2013, while the net satisfaction rate of the PLA Hong Kong Garrison is at record low since the question was first asked in 1997.