

2022 年 11 月 22 日 新聞公報

香港民研發放「一國兩制 25 周年中期民情總結」之 紀律部隊及駐港解放軍最新民望及總結

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。

香港民研在六月初正式啟動「一國兩制 25 周年中期民情總結」，已先後發表了官員民望、六四民情、身份認同、核心社會指標、政府民望、回歸周年調查、信任及信心指標、社會現況評價、兩岸政治人物民望、市民對各地人民及政府觀感、自由指標、法治指標、司長民望以及新聞傳媒評價的總結，今個星期再總結紀律部隊及駐港解放軍民望，並將會在今年餘下時間和明年上半年繼續總結其他調查系列。另外，由今年七月開始，我們將定期民意調查的次數由每月兩次減至一次，自八月起，定期記招的次數亦縮減至每月兩次，改為投放更多資源進行公民教育工作。我們現已在網站開展了「民研快訊」的欄目，當中包括香港民研的最新消息和問與答，日後會繼續豐富欄目內容，並逐漸增加服務項目。除此之外，我們會在各大社交媒體（包括 Facebook, Instagram 和 Twitter）發放更多圖像訊息，包括圖表和分析，歡迎追蹤。

公報簡要

香港民研於十一月由真實訪問員以隨機抽樣電話訪問方式，分兩階段先後成功訪問了 501 及 511 名香港居民。

調查顯示，市民對消防處、海關和警務處的滿意度評分分別為 81.1、69.4 及 56.4 分，三者的評分相比六個月前均顯著上升，並創 2019 年 6 月初以來新高。另外，市民對駐港解放軍的最新滿意度評分為 62.3 分，創 2017 年 11 月以來新高。其滿意淨值為正 36 個百分點，相比六個月前顯著上升 11 個百分點，並創 2018 年 5 月以來新高。

調查的實效回應比率分別為 44.5% 和 50.2%。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 +/-6%，評分誤差不超過 +/-2.8。

樣本資料

	紀律部隊提名	紀律部隊評價
調查日期	: 2-7/11/2022	8-10/11/2022
成功樣本數目 ^[1]	: 501 (包括 254 個固網及 247 個手機樣本)	511 (包括 252 個固網及 259 個手機樣本)
實效回應比率	: 44.5%	50.2%

	紀律部隊提名	紀律部隊評價
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	
抽樣誤差 ^[2]	: 在 95% 置信水平下，百分比誤差不超過 +/-4%，淨值誤差不超過 +/-6%，評分誤差不超過 +/-2.8	
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

在提名調查中，被訪者可在未經提示下說出最多三個紀律部隊，結果首三位最多被訪者提及的紀律部隊分別是警務處、消防處和海關，它們於是被納入評分調查。在評分調查中，被訪者就個別紀律部隊以 0 至 100 分進行評分，0 分代表極不滿意，100 分代表極滿意，50 分為一半半。以下是相關紀律部隊及駐港解放軍的最新評分：

調查日期	23-26/11/20	17-21/5/21	15-18/11/21	12-20/5/22	8-10/11/22		最新變化
樣本數目	506-535	570-632	611-673	589-670	511		--
回應比率	74.6%	52.5%	53.7%	40.9%	50.2%		--
最新結果	結果	結果	結果	結果	結果及誤差	認知率	--
消防處	81.0 ^[3]	79.5	79.7	78.3	81.1+/-1.4	98.9%	+2.8 ^[3]
海關	64.5	59.7 ^[3]	62.7	64.4	69.4+/-2.0	96.0%	+5.0 ^[3]
警務處	40.3	44.2	50.1 ^[3]	52.3	56.4+/-2.8	97.8%	+4.0 ^[3]
醫療輔助隊	78.2	74.2 ^[3]	--	--	--	--	--
政府飛行服務隊	65.7 ^[3]	67.2	--	--	--	--	--
民眾安全服務隊	62.9	66.3 ^[3]	--	--	--	--	--
入境事務處	63.6	58.3 ^[3]	--	--	--	--	--
廉政公署	56.1	54.5	--	--	--	--	--
懲教署	52.1	52.0	--	--	--	--	--
駐港解放軍	49.1	51.4	60.3 ^[3]	58.9	62.3+/-2.8	85.7%	+3.5

[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。

以下則是市民使用五等量尺表達對駐港解放軍的滿意程度：

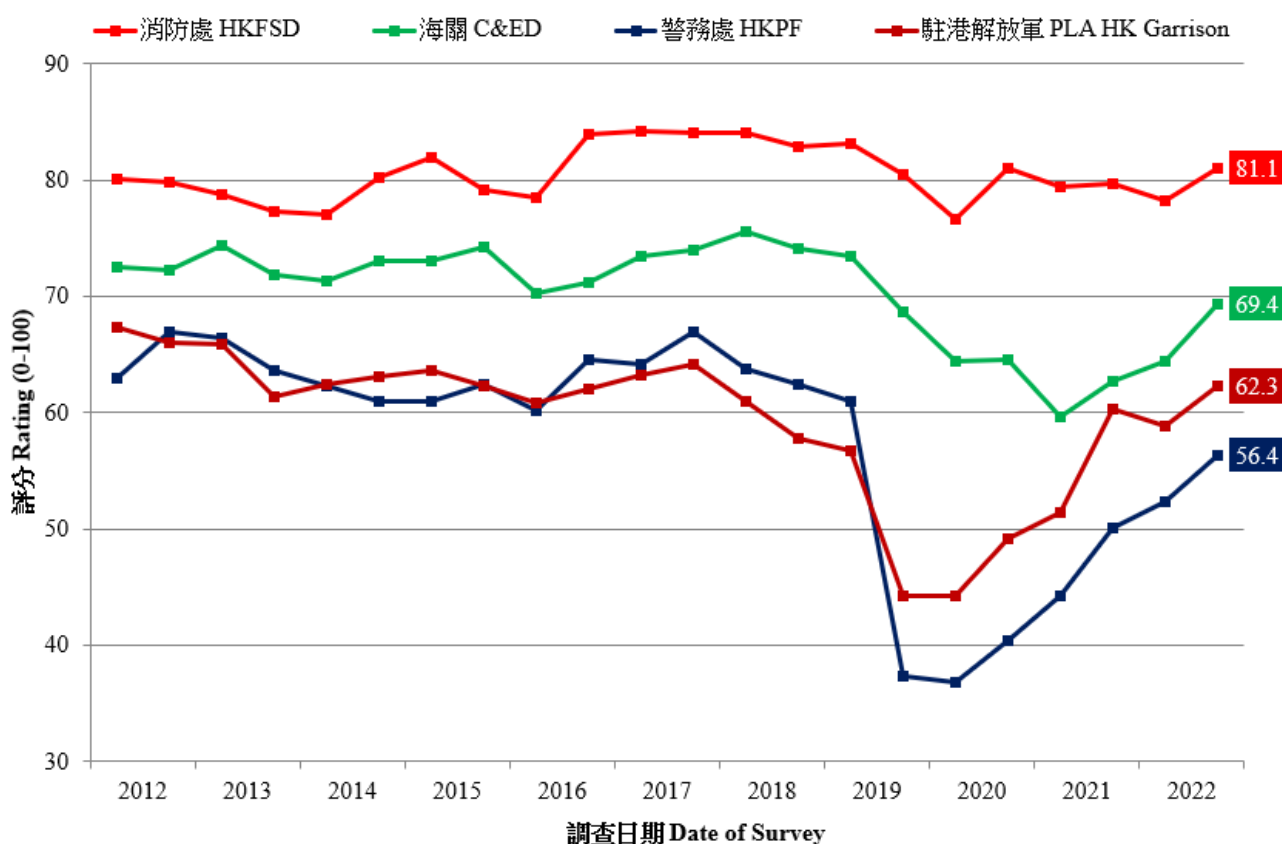
調查日期	23-26/11/20	17-21/5/21	15-18/11/21	12-20/5/22	8-10/11/22	最新變化
樣本數目	524	609	673	670	511	--
回應比率	74.6%	52.5%	53.7%	40.9%	50.2%	--
最新結果	結果	結果	結果	結果	結果及誤差	--
對駐港解放軍的滿意率 ^[4]	36%	37%	43% ^[5]	40%	47+/-4%	+7% ^[5]
對駐港解放軍的不滿率 ^[4]	26% ^[5]	24%	13% ^[5]	15%	11+/-3%	-4% ^[5]
滿意率淨值	10%	12%	30% ^[5]	25%	36+/-6%	+11% ^[5]
平均量值 ^[4]	3.1	3.2	3.7 ^[5]	3.5	3.7+/-0.1	+0.2

[4] 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。

[5] 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，市民對消防處、海關和警務處的滿意度評分分別為 81.1、69.4 及 56.4 分，三者的評分相比六個月前均顯著上升，並創 2019 年 6 月初以來新高。另外，市民對駐港解放軍的最新滿意度評分為 62.3 分，創 2017 年 11 月以來新高。其滿意率為 47%，不滿率為 11%，滿意淨值為正 36 個百分點，相比六個月前顯著上升 11 個百分點，並創 2018 年 5 月以來新高。平均量值則為 3.7 分，即整體上介乎「幾滿意」及「一半半」之間。

「一國兩制 25 周年中期民情總結」：紀律部隊及駐港解放軍滿意度評分



註：紀律部隊滿意度評分調查於 2012 年才開始，之前只有是否滿意警務處和駐港解放軍表現的數據。

下次新聞公報／發佈會 (暫定)

- [新聞公報] 11 月 29 日 (星期二) 下午二時三十分
五項核心社會指標；社會現況評價
- [新聞公報] 12 月 6 日 (星期二) 下午二時三十分
社會幸福指標
- [發佈會] 12 月 9 日 (星期五) 下午二時三十分
我們香港人系列調查



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

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 November 22, 2022

PORI releases the latest figures and wrap up on popularity of disciplinary forces and the PLA Hong Kong Garrison under “One Country Two Systems 25-year Mid-term Review”

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.

PORI launched the “One Country Two Systems 25-year Mid-term Review” in early June and has already released reviews on the popularity of officials, June Fourth Incident, ethnic identity, core social indicators, government popularities, handover anniversaries, trust and confidence indicators, people’s appraisal of society’s current conditions, popularity of cross-strait political figures, people’s feelings towards different peoples and governments, freedom indicators, rule of law indicators, popularity figures of Secretaries of Departments as well as people’s appraisal of news media. This week, we release our review on popularity of disciplinary forces and the PLA Hong Kong Garrison. More reviews of other survey series will be released during the rest of this year and the first half of the next. Meanwhile, starting from July, we have reduced the frequency of our tracking surveys from twice to once a month, and from August onwards, our regular press conferences will also be reduced to twice a month in order to conserve our resources for civic education work. We have already launched our “PORI Express” column in our website, including latest news of PORI and Q&A. We will continue to enrich its content, then add more services. In addition, we will release infographics with more charts and analyses on our social media platforms (including Facebook, Instagram and Twitter), welcome to follow.

Abstract

PORI successfully interviewed 501 and 511 Hong Kong residents respectively in two random telephone surveys conducted by real interviewers in November.

Survey shows that people’s satisfaction ratings with the Fire Services Department, the Customs and Excise Department and the Police Force stand at 81.1, 69.4 and 56.4 marks respectively. The ratings of all three departments have increased significantly compared to six months ago, registering new record highs since early June in 2019. Meanwhile, people’s latest satisfaction rating with the PLA Hong Kong Garrison stands at 62.3 marks, registering a new record high since November 2017. Its net satisfaction rate is positive 36 percentage points, which has significantly increased by 11 percentage points compared to six months ago and registered a new record high since May 2018.

The effective response rates of the surveys are 44.5% and 50.2% respectively. The maximum sampling error of percentages is +/-4%, that of net values is +/-6% and that of ratings is +/-2.8 at 95% confidence level.

Contact Information

	Disciplinary Forces Naming	Appraisal of Disciplinary Forces
Date of survey	: 2-7/11/2022	8-10/11/2022
Sample size ^[1]	: 501 (including 254 landline and 247 mobile samples)	511 (including 252 landline and 259 mobile samples)
Effective response rate	: 44.5%	50.2%
Survey method	: Random telephone survey conducted by real interviewers	
Target population	: Cantonese-speaking Hong Kong residents aged 18 or above	
Sampling error ^[2]	: Sampling error of percentages not more than +/-4%, that of net values not more than +/-6% and that of ratings not more than +/-2.8 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

In the naming survey, respondents could name, unprompted, up to three disciplinary forces whom they knew best. The Police Force, the Fire Services Department and the Customs and Excise Department were the top three mentions, they therefore entered the rating survey. In the rating survey, respondents were asked to rate individual disciplinary forces using a 0-100 scale, where 0 indicates extremely dissatisfied, 100 indicates extremely satisfied and 50 means half-half. Recent ratings of the relevant disciplinary forces and the PLA Hong Kong Garrison are summarized below:

Date of survey	<u>23-26/11/20</u>	<u>17-21/5/21</u>	<u>15-18/11/21</u>	<u>12-20/5/22</u>	<u>8-10/11/22</u>		<u>Latest change</u>
Sample size	506-535	570-632	611-673	589-670	511		--
Response rate	74.6%	52.5%	53.7%	40.9%	50.2%		--
Latest findings	Finding	Finding	Finding	Finding	<i>Finding & error</i>	<i>Recog %</i>	--
Fire Services Department	81.0 ^[3]	79.5	79.7	78.3	81.1+/-1.4	98.9%	+2.8 ^[3]
Customs and Excise Department	64.5	59.7 ^[3]	62.7	64.4	69.4+/-2.0	96.0%	+5.0 ^[3]
Police Force	40.3	44.2	50.1 ^[3]	52.3	56.4+/-2.8	97.8%	+4.0 ^[3]
Auxiliary Medical Service	78.2	74.2 ^[3]	--	--	--	--	--
Government Flying Service	65.7 ^[3]	67.2	--	--	--	--	--
Civil Aid Service	62.9	66.3 ^[3]	--	--	--	--	--
Immigration Department	63.6	58.3 ^[3]	--	--	--	--	--
Independent Commission Against Corruption	56.1	54.5	--	--	--	--	--
Correctional Services Department	52.1	52.0	--	--	--	--	--

Date of survey	<u>23-26/11/20</u>	<u>17-21/5/21</u>	<u>15-18/11/21</u>	<u>12-20/5/22</u>	<u>8-10/11/22</u>	<u>Latest change</u>
Sample size	506-535	570-632	611-673	589-670	511	--
Response rate	74.6%	52.5%	53.7%	40.9%	50.2%	--
Latest findings	Finding	Finding	Finding	Finding	Finding & error	Recog %
PLA Hong Kong Garrison	49.1	51.4	60.3 ^[3]	58.9	62.3+/-2.8	85.7%

[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.

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

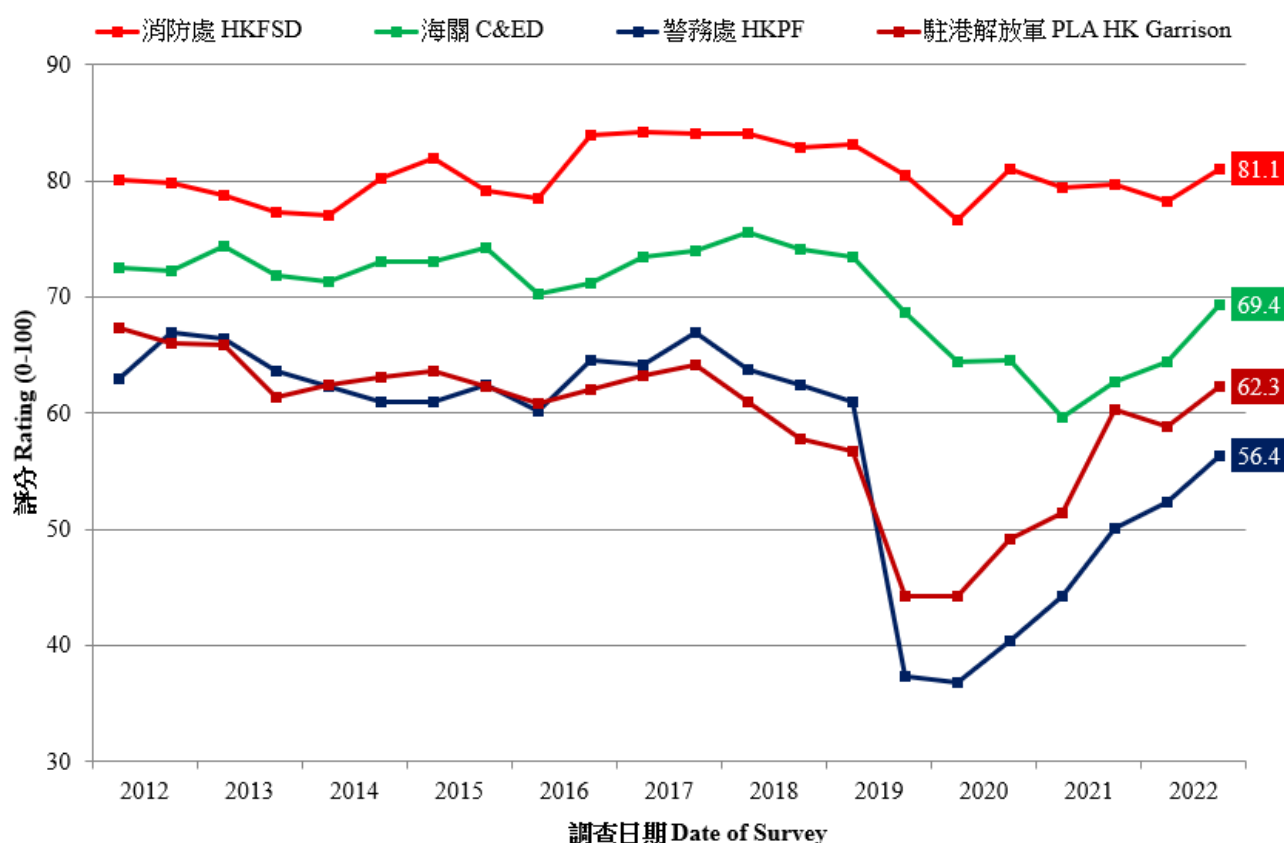
Date of survey	<u>23-26/11/20</u>	<u>17-21/5/21</u>	<u>15-18/11/21</u>	<u>12-20/5/22</u>	<u>8-10/11/22</u>	<u>Latest change</u>
Sample size	524	609	673	670	511	--
Response rate	74.6%	52.5%	53.7%	40.9%	50.2%	--
Latest findings	Finding	Finding	Finding	Finding	Finding & error	--
Satisfaction rate of the PLA Hong Kong Garrison ^[4]	36%	37%	43% ^[5]	40%	47+/-4%	+7%^[5]
Dissatisfaction rate of the PLA Hong Kong Garrison ^[4]	26% ^[5]	24%	13% ^[5]	15%	11+/-3%	-4%^[5]
Net satisfaction rate	10%	12%	30% ^[5]	25%	36+/-6%	+11%^[5]
Mean value ^[4]	3.1	3.2	3.7 ^[5]	3.5	3.7+/-0.1	+0.2

[4] 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, PORI conducted tests on the wordings used in different rating scales. Figures in the table are the combined results. Please visit our website for details.

[5] 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 people's satisfaction ratings with the Fire Services Department, the Customs and Excise Department and the Police Force stand at 81.1, 69.4 and 56.4 marks respectively. The ratings of all three departments have increased significantly compared to six months ago, registering new record highs since early June in 2019. Meanwhile, people's latest satisfaction rating with the PLA Hong Kong Garrison stands at 62.3 marks, registering a new record high since November 2017. Its satisfaction rate is 47%, dissatisfaction rate 11%, giving a net satisfaction rate of positive 36 percentage points, which has significantly increased by 11 percentage points compared to six months ago and registered a new record high since May 2018. The mean score is 3.7, meaning between "quite satisfied" and "half-half" in general.

“One Country Two Systems 25-year Mid-term Review”:
Satisfaction Ratings with Disciplinary Forces and PLA Hong Kong Garrison



Note: Survey on satisfaction ratings only started in 2012. Before that, we only asked if people were satisfied with the performance of the Police Force and PLA Hong Kong Garrison.

Upcoming Press Releases / Press Conferences (Tentative)

- [Press Release] November 29 (Tuesday) at 14:30
Five core social indicators; appraisal of society’s current conditions
- [Press Release] December 6 (Tuesday) at 14:30
Social wellbeing indicators
- [Press Conference] December 9 (Friday) at 14:30
We Hongkongers survey series