

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

## 2021 年 11 月 30 日 新聞公報

### 民研計劃發放市民對政府政策範疇評價 以及紀律部隊及駐港解放軍民望數字

#### 特別宣佈

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。

#### 公報簡要

民研計劃於十至十一月由真實訪問員以隨機抽樣電話訪問方式，分兩階段各自成功訪問了 1,004 名香港居民。調查顯示，特區政府五項具體政策範疇之中，四項的最新滿意率淨值錄得負值，只有處理與中央政府關係錄得正 1 個百分點，其餘維護人權自由、維持經濟繁榮、改善民生和推行民主步伐的滿意率淨值分別為負 9、負 16、負 28 及負 30 個百分點。除推行民主步伐外，其他四項政策範疇的滿意率淨值相比七個月前均有顯著及大幅度改善。維護人權自由表現的滿意率淨值創 2017 年 12 月以來新高，其他四項則創 2018 年 12 月以來新高。紀律部隊方面，市民對消防處、海關和警務處的滿意度評分分別為 79.7、62.7 及 50.1 分，當中警務處的評分相比六個月前顯著上升，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 60.3 分，相比六個月前同樣顯著上升，並創 2018 年 5 月以來新高，其滿意淨值為正 30 個百分點，亦創 2019 年 6 月初以來新高。調查的實效回應比率分別為 50.1% 和 53.7%。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 +/-2.9。

#### 樣本資料

	紀律部隊提名	紀律部隊評價及其他
調查日期	: 29/10-3/11/2021	15-18/11/2021
成功樣本數目 <sup>[1]</sup>	: 1,004 (包括 503 個固網及 501 個手機樣本)	1,004 (包括 504 個固網及 500 個手機樣本)
實效回應比率	: 50.1%	53.7%
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 <sup>[2]</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 +/-2.9	

## 紀律部隊提名

## 紀律部隊評價及其他

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《二零二零年年中人口數字》，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》（2020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。

## 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	24-28/10/19	14-17/4/20	23-26/11/20	19-22/4/21	15-18/11/21	最新變化
樣本數目 <sup>[3]</sup>	519	582-617	516-523	597-606	<b>590-623</b>	--
回應比率	68.3%	64.5%	74.6%	54.5%	<b>53.7%</b>	--
最新結果	結果	結果	結果	結果	<b>結果及誤差</b>	--
處理與中央政府關係：滿意率 <sup>[4]</sup>	17% <sup>[5]</sup>	23% <sup>[5]</sup>	33% <sup>[5]</sup>	31%	<b>39+/-4%</b>	<b>+9%<sup>[5]</sup></b>
處理與中央政府關係：不滿率 <sup>[4]</sup>	60% <sup>[5]</sup>	59%	49% <sup>[5]</sup>	44%	<b>38+/-4%</b>	<b>-6%</b>
滿意率淨值	-43% <sup>[5]</sup>	-36%	-16% <sup>[5]</sup>	-13%	<b>1+/-7%</b>	<b>+14%<sup>[5]</sup></b>
平均量值 <sup>[4]</sup>	2.1 <sup>[5]</sup>	2.2	2.6 <sup>[5]</sup>	2.6	<b>2.9+/-0.1</b>	<b>+0.2<sup>[5]</sup></b>
維護人權自由表現：滿意率 <sup>[4]</sup>	22% <sup>[5]</sup>	24%	31% <sup>[5]</sup>	29%	<b>37+/-4%</b>	<b>+8%<sup>[5]</sup></b>
維護人權自由表現：不滿率 <sup>[4]</sup>	67% <sup>[5]</sup>	63%	52% <sup>[5]</sup>	54%	<b>46+/-4%</b>	<b>-8%<sup>[5]</sup></b>
滿意率淨值	-45% <sup>[5]</sup>	-39%	-21% <sup>[5]</sup>	-25%	<b>-9+/-8%</b>	<b>+17%<sup>[5]</sup></b>
平均量值 <sup>[4]</sup>	2.0 <sup>[5]</sup>	2.2	2.4 <sup>[5]</sup>	2.4	<b>2.7+/-0.1</b>	<b>+0.3<sup>[5]</sup></b>
維持經濟繁榮表現：滿意率 <sup>[4]</sup>	14% <sup>[5]</sup>	24% <sup>[5]</sup>	19% <sup>[5]</sup>	19%	<b>31+/-4%</b>	<b>+12%<sup>[5]</sup></b>
維持經濟繁榮表現：不滿率 <sup>[4]</sup>	68% <sup>[5]</sup>	59% <sup>[5]</sup>	56%	57%	<b>47+/-4%</b>	<b>-10%<sup>[5]</sup></b>
滿意率淨值	-54% <sup>[5]</sup>	-35% <sup>[5]</sup>	-37%	-37%	<b>-16+/-7%</b>	<b>+22%<sup>[5]</sup></b>
平均量值 <sup>[4]</sup>	2.0 <sup>[5]</sup>	2.4 <sup>[5]</sup>	2.3	2.3	<b>2.7+/-0.1</b>	<b>+0.4<sup>[5]</sup></b>
改善民生表現：滿意率 <sup>[4]</sup>	15% <sup>[5]</sup>	23% <sup>[5]</sup>	18% <sup>[5]</sup>	16%	<b>26+/-4%</b>	<b>+10%<sup>[5]</sup></b>
改善民生表現：不滿率 <sup>[4]</sup>	72% <sup>[5]</sup>	62% <sup>[5]</sup>	59%	62%	<b>55+/-4%</b>	<b>-8%<sup>[5]</sup></b>
滿意率淨值	-57% <sup>[5]</sup>	-39% <sup>[5]</sup>	-41%	-46%	<b>-28+/-7%</b>	<b>+18%<sup>[5]</sup></b>
平均量值 <sup>[4]</sup>	1.9 <sup>[5]</sup>	2.3 <sup>[5]</sup>	2.2	2.2	<b>2.4+/-0.1</b>	<b>+0.3<sup>[5]</sup></b>
推行民主步伐：滿意率 <sup>[4]</sup>	15% <sup>[5]</sup>	21% <sup>[5]</sup>	21%	21%	<b>26+/-4%</b>	<b>+5%<sup>[5]</sup></b>
推行民主步伐：不滿率 <sup>[4]</sup>	70% <sup>[5]</sup>	64% <sup>[5]</sup>	60%	59%	<b>55+/-4%</b>	<b>-3%</b>
滿意率淨值	-55% <sup>[5]</sup>	-43% <sup>[5]</sup>	-39%	-38%	<b>-30+/-7%</b>	<b>+9%</b>
平均量值 <sup>[4]</sup>	1.9 <sup>[5]</sup>	2.1 <sup>[5]</sup>	2.1	2.2	<b>2.3+/-0.1</b>	<b>+0.2</b>

[3] 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。

[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。

特區政府五項具體政策範疇之中，四項的最新滿意率淨值錄得負值，只有處理與中央政府關係錄得正 1 個百分點，其餘維護人權自由、維持經濟繁榮、改善民生和推行民主步伐的滿意率淨

值分別為負 9、負 16、負 28 及負 30 個百分點。除推行民主步伐外，其他四項政策範疇的滿意率淨值相比七個月前均有顯著及大幅度改善。維護人權自由表現的滿意率淨值創 2017 年 12 月以來新高，其他四項則創 2018 年 12 月以來新高。五項政策範疇的平均量值介乎 2.3 至 2.9 分，即整體上介乎「幾不滿」及「一半半」之間。

### 紀律部隊及駐港解放軍民望

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	21-26/11/19	4-6/5/20	23-26/11/20	17-21/5/21	15-18/11/21		最新變化
樣本數目 <sup>[6]</sup>	584-650	536-672	506-535	570-632	611-673		--
回應比率	67.7%	62.5%	74.6%	52.5%	53.7%		--
最新結果	結果	結果	結果	結果	結果及誤差	認知率	--
消防處	80.5 <sup>[7]</sup>	76.6 <sup>[7]</sup>	81.0 <sup>[7]</sup>	79.5	79.7+/-1.4	96.1%	+0.2
海關	68.7 <sup>[7]</sup>	64.4 <sup>[7]</sup>	64.5	59.7 <sup>[7]</sup>	62.7+/-2.1	93.2%	+3.0
警務處	35.3 <sup>[7]</sup>	36.8	40.3	44.2	50.1+/-2.9	97.3%	+6.0 <sup>[7]</sup>
醫療輔助隊	80.2 <sup>[7]</sup>	77.4 <sup>[7]</sup>	78.2	74.2 <sup>[7]</sup>	--	--	--
政府飛行服務隊	69.4 <sup>[7]</sup>	71.7	65.7 <sup>[7]</sup>	67.2	--	--	--
民眾安全服務隊	63.9 <sup>[7]</sup>	62.9	62.9	66.3 <sup>[7]</sup>	--	--	--
入境事務處	66.2 <sup>[7]</sup>	60.8 <sup>[7]</sup>	63.6	58.3 <sup>[7]</sup>	--	--	--
廉政公署	57.9 <sup>[7]</sup>	54.8	56.1	54.5	--	--	--
懲教署	58.3 <sup>[7]</sup>	51.6 <sup>[7]</sup>	52.1	52.0	--	--	--
駐港解放軍	44.2 <sup>[7]</sup>	44.2	49.1	51.4	60.3+/-2.8	83.0%	+8.9 <sup>[7]</sup>

[6] 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。

[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	21-26/11/19	4-6/5/20	23-26/11/20	17-21/5/21	15-18/11/21		最新變化
樣本數目 <sup>[8]</sup>	598	626	524	609	673		--
回應比率	67.7%	62.5%	74.6%	52.5%	53.7%		--
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 <sup>[9]</sup>	37% <sup>[10]</sup>	39%	36%	37%	43+/-4%		+7% <sup>[10]</sup>
對駐港解放軍的不滿意率 <sup>[9]</sup>	33% <sup>[10]</sup>	36%	26% <sup>[10]</sup>	24%	13+/-3%		-11% <sup>[10]</sup>
滿意率淨值	3% <sup>[10]</sup>	2%	10%	12%	30+/-5%		+18% <sup>[10]</sup>
平均量值 <sup>[9]</sup>	3.0 <sup>[10]</sup>	3.0	3.1	3.2	3.7+/-0.1		+0.5 <sup>[10]</sup>

[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。

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 79.7、62.7 及 50.1 分，當中警務處的評分相比六個月前顯著上升，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 60.3 分，相比六個月前同樣顯著上升，並創 2018 年 5 月以來新高。其滿意率為 43%，不滿率為 13%，滿意淨值為正 30 個百分點，創 2019 年 6 月初以來新高。平均量值則為 3.7 分，即整體上介乎「幾滿意」及「一半半」之間。

## 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部分調查項目，上次調查日期為 19-22/4/2021，而今次調查日期則為 15-18/11/2021，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：

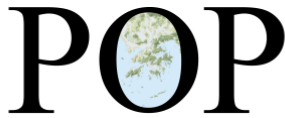
12/11/21	立法會選舉提名期結束，154 人報名競逐 90 個席位
9/11/21	中電和港燈明年將分別加價 5.8% 和 7%
5/11/21	林鄭月娥表示希望明年二月中港兩地有規模通關
3/11/21	政府公布第三劑新冠疫苗接種安排
1/11/21	五人涉使用假「安心出行」應用程式被捕
31/10/21	明天起進入政府處所須強制使用「安心出行」應用程式
26/10/21	政府將取消大部分豁免檢疫群組以促成中港通關
8/10/21	政府公布《香港 2030+》策略規劃最終報告
7/10/21	施政報告提出發展「北部都會區」
6/10/21	林鄭月娥發表任內最後一份施政報告
1/10/21	政府舉行國慶升旗儀式和酒會
27/9/21	高級督察林婉儀於追截走私快艇期間墮海死亡
20/9/21	364 人當選選舉委員會委員
20/9/21	傳中央政府向香港地產商施壓，各地產股大跌
7/9/21	政府恢復「回港易」計劃，並將推出「來港易」計劃
31/8/21	政府提出修例，放寬引入非本地培訓醫生條件
26/8/21	立法會通過垃圾徵費條例草案
24/8/21	政府提出進一步修訂《電影檢查條例》，禁止不利國家安全電影上映
23/8/21	中央政府官員向港府官員講解「十四五規劃」
18/8/21	警方以涉嫌宣揚恐怖主義拘捕 4 名港大學生會成員
15/8/21	民間人權陣線宣布解散
10/8/21	教協宣布即將解散
2/8/21	政府宣布四類人士如不打針須自費定期檢測
1/8/21	政府派發首期 2,000 元電子消費券
31/7/21	教育局全面終止與教協的工作關係
30/7/21	唐英傑就煽動分裂國家罪及恐怖活動罪被判囚 9 年
16/7/21	夏寶龍提出對治港者的五項要求
11/7/21	香港新增 1 宗新冠肺炎個案，數萬機場員工須強制檢測
6/7/21	警方以涉嫌策劃恐怖襲擊拘捕九人

5/7/21	多名中港官員出席國安法法律論壇
4/7/21	警方以涉嫌網上煽惑暴力拘捕兩人
3/7/21	政府稱七一刺警案為「孤狼式恐怖襲擊」
2/7/21	一名男子於銅鑼灣刺警後自殺身亡
25/6/21	李家超、鄧炳強及蕭澤頤分別出任政務司司長、保安局局長及警務處處長
23/6/21	蘋果日報出版最後一份報紙，印刷量達一百萬份
17/6/21	警方以國安法拘捕蘋果日報高層並凍結公司資產
12/6/21	駱惠寧指叫喊「結束一黨專政」者是香港大敵
11/6/21	政府修訂《電影檢查條例》，禁止危害國家安全電影上映
4/6/21	警方封鎖維園，阻止六四悼念集會
30/5/21	政府和商界推出措施鼓勵接種疫苗
28/5/21	十位知名民主派人士就 10 月 1 日集會案被判罪成入獄
27/5/21	立法會通過修改選舉制度
14/5/21	政府引用國安法凍結黎智英私人財產

## 數據分析

調查顯示，特區政府五項具體政策範疇之中，四項的最新滿意率淨值錄得負值，只有處理與中央政府關係錄得正 1 個百分點，其餘維護人權自由、維持經濟繁榮、改善民生和推行民主步伐的滿意率淨值分別為負 9、負 16、負 28 及負 30 個百分點。除推行民主步伐外，其他四項政策範疇的滿意率淨值相比七個月前均有顯著及大幅度改善。維護人權自由表現的滿意率淨值創 2017 年 12 月以來新高，其他四項則創 2018 年 12 月以來新高。

紀律部隊方面，市民對消防處、海關和警務處的滿意度評分分別為 79.7、62.7 及 50.1 分，當中警務處的評分相比六個月前顯著上升，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 60.3 分，相比六個月前同樣顯著上升，並創 2018 年 5 月以來新高，其滿意淨值為正 30 個百分點，亦創 2019 年 6 月初以來新高。



Tel 電話: (852) 3844 3111

Fax 傳真: (852) 3705 3361

Website 網址: <https://www.pori.hk>

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

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 30, 2021

### POP releases people's appraisal of policy areas of the government, as well as popularity figures of disciplinary forces and the PLA Hong Kong Garrison

#### Special Announcement

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.

#### Abstract

POP successfully interviewed 1,004 Hong Kong residents respectively in two random telephone surveys conducted by real interviewers in October and November. Our survey shows that among the five specific policy areas of the HKSAR Government, the latest net satisfaction rates of four are negative. Only that in handling its relation with the Central Government stands at positive 1 percentage point, while the net satisfaction rates of the government's performance in protecting human rights and freedom, maintaining economic prosperity, improving people's livelihood and its pace of democratic development stand at negative 9, negative 16, negative 28 and negative 30 percentage points respectively. Apart from its pace of democratic development, the net satisfaction rates of the remaining four policy areas have registered significant and dramatic increases compared to seven months ago. The net satisfaction rate of the performance in protecting human rights and freedom has registered a new high since December 2017, while that of the other four have registered new highs since December 2018. As for the disciplinary forces, people's satisfaction ratings with the Fire Services Department, the Customs and Excise Department and the Police Force stand at 79.7, 62.7 and 50.1 marks respectively. That of the Police Force has increased significantly compared to six months ago, registering a new high since early June 2019. Meanwhile, people's latest satisfaction rating with the PLA Hong Kong Garrison stands at 60.3 marks, which has also increased significantly compared to six months ago and at the same time registered a new high since May 2018. Its net satisfaction rate stands at positive 30 percentage points, which is a new high since early June 2019. The effective response rates of the surveys are 50.1% and 53.7% respectively. The maximum sampling error of percentages is +/-4%, that of net values is +/-8% and that of ratings is +/-2.9 at 95% confidence level.

#### Contact Information

	Disciplinary Forces Naming	Appraisal of Disciplinary Forces and others
Date of survey	: 29/10-3/11/2021	15-18/11/2021
Sample size <sup>[1]</sup>	: 1,004 (including 503 landline and 501 mobile samples)	1,004 (including 504 landline and 500 mobile samples)
Effective response rate	: 50.1%	53.7%

	<b>Disciplinary Forces Naming</b>	<b>Appraisal of Disciplinary Forces and others</b>
Survey method	:	Random telephone survey conducted by real interviewers
Target population	:	Cantonese-speaking Hong Kong residents aged 18 or above
Sampling error <sup>[2]</sup>	:	Sampling error of percentages not more than +/-4%, that of net values not more than +/-8% and that of ratings not more than +/-2.9 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 2020”, while the educational attainment (highest level attended) distribution and economic activity status distribution came from “Women and Men in Hong Kong - Key Statistics (2020 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.

### **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	24-28/10/19	14-17/4/20	23-26/11/20	19-22/4/21	15-18/11/21	<i><u>Latest change</u></i>
Sample size <sup>[3]</sup>	519	582-617	516-523	597-606	<b>590-623</b>	--
Response rate	68.3%	64.5%	74.6%	54.5%	<b>53.7%</b>	--
Latest findings	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Relation with the Central Government: Satisfaction rate <sup>[4]</sup>	17% <sup>[5]</sup>	23% <sup>[5]</sup>	33% <sup>[5]</sup>	31%	<b>39+/-4%</b>	<b>+9%<sup>[5]</sup></b>
Relation with the Central Government: Dissatisfaction rate <sup>[4]</sup>	60% <sup>[5]</sup>	59%	49% <sup>[5]</sup>	44%	<b>38+/-4%</b>	<b>-6%</b>
Net satisfaction rate	-43% <sup>[5]</sup>	-36%	-16% <sup>[5]</sup>	-13%	<b>1+/-7%</b>	<b>+14%<sup>[5]</sup></b>
Mean value <sup>[4]</sup>	2.1 <sup>[5]</sup>	2.2	2.6 <sup>[5]</sup>	2.6	<b>2.9+/-0.1</b>	<b>+0.2<sup>[5]</sup></b>
Protecting human rights and freedom: Satisfaction rate <sup>[4]</sup>	22% <sup>[5]</sup>	24%	31% <sup>[5]</sup>	29%	<b>37+/-4%</b>	<b>+8%<sup>[5]</sup></b>
Protecting human rights and freedom: Dissatisfaction rate <sup>[4]</sup>	67% <sup>[5]</sup>	63%	52% <sup>[5]</sup>	54%	<b>46+/-4%</b>	<b>-8%<sup>[5]</sup></b>
Net satisfaction rate	-45% <sup>[5]</sup>	-39%	-21% <sup>[5]</sup>	-25%	<b>-9+/-8%</b>	<b>+17%<sup>[5]</sup></b>
Mean value <sup>[4]</sup>	2.0 <sup>[5]</sup>	2.2	2.4 <sup>[5]</sup>	2.4	<b>2.7+/-0.1</b>	<b>+0.3<sup>[5]</sup></b>
Maintaining economic prosperity: Satisfaction rate <sup>[4]</sup>	14% <sup>[5]</sup>	24% <sup>[5]</sup>	19% <sup>[5]</sup>	19%	<b>31+/-4%</b>	<b>+12%<sup>[5]</sup></b>
Maintaining economic prosperity: Dissatisfaction rate <sup>[4]</sup>	68% <sup>[5]</sup>	59% <sup>[5]</sup>	56%	57%	<b>47+/-4%</b>	<b>-10%<sup>[5]</sup></b>
Net satisfaction rate	-54% <sup>[5]</sup>	-35% <sup>[5]</sup>	-37%	-37%	<b>-16+/-7%</b>	<b>+22%<sup>[5]</sup></b>
Mean value <sup>[4]</sup>	2.0 <sup>[5]</sup>	2.4 <sup>[5]</sup>	2.3	2.3	<b>2.7+/-0.1</b>	<b>+0.4<sup>[5]</sup></b>

Date of survey	24-28/10/19	14-17/4/20	23-26/11/20	19-22/4/21	15-18/11/21	<i>Latest change</i>
Sample size <sup>[3]</sup>	519	582-617	516-523	597-606	<b>590-623</b>	--
Response rate	68.3%	64.5%	74.6%	54.5%	<b>53.7%</b>	--
Latest findings	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Improving people's livelihood: Satisfaction rate <sup>[4]</sup>	15% <sup>[5]</sup>	23% <sup>[5]</sup>	18% <sup>[5]</sup>	16%	<b>26+/-4%</b>	<b>+10%<sup>[5]</sup></b>
Improving people's livelihood: Dissatisfaction rate <sup>[4]</sup>	72% <sup>[5]</sup>	62% <sup>[5]</sup>	59%	62%	<b>55+/-4%</b>	<b>-8%<sup>[5]</sup></b>
Net satisfaction rate	-57% <sup>[5]</sup>	-39% <sup>[5]</sup>	-41%	-46%	<b>-28+/-7%</b>	<b>+18%<sup>[5]</sup></b>
Mean value <sup>[4]</sup>	1.9 <sup>[5]</sup>	2.3 <sup>[5]</sup>	2.2	2.2	<b>2.4+/-0.1</b>	<b>+0.3<sup>[5]</sup></b>
Pace of democratic development: Satisfaction rate <sup>[4]</sup>	15% <sup>[5]</sup>	21% <sup>[5]</sup>	21%	21%	<b>26+/-4%</b>	<b>+5%<sup>[5]</sup></b>
Pace of democratic development: Dissatisfaction rate <sup>[4]</sup>	70% <sup>[5]</sup>	64% <sup>[5]</sup>	60%	59%	<b>55+/-4%</b>	<b>-3%</b>
Net satisfaction rate	-55% <sup>[5]</sup>	-43% <sup>[5]</sup>	-39%	-38%	<b>-30+/-7%</b>	<b>+9%</b>
Mean value <sup>[4]</sup>	1.9 <sup>[5]</sup>	2.1 <sup>[5]</sup>	2.1	2.2	<b>2.3+/-0.1</b>	<b>+0.2</b>

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

[4] 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.

[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.

Among the five specific policy areas of the HKSAR Government, the latest net satisfaction rates of four are negative. Only that in handling its relation with the Central Government stands at positive 1 percentage point, while the net satisfaction rates of the government's performance in protecting human rights and freedom, maintaining economic prosperity, improving people's livelihood and its pace of democratic development stand at negative 9, negative 16, negative 28 and negative 30 percentage points respectively. Apart from its pace of democratic development, the net satisfaction rates of the remaining four policy areas have registered significant and dramatic increases compared to seven months ago. The net satisfaction rate of the performance in protecting human rights and freedom has registered a new high since December 2017, while that of the other four have registered new highs since December 2018. The mean values of these five policy areas range from 2.3 to 2.9, meaning between "quite dissatisfied" and "half-half" in general.

### **Popularity of Disciplinary Forces and the PLA Hong Kong Garrison**

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 mentioned most frequently, 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>21-26/11/19</u>	<u>4-6/5/20</u>	<u>23-26/11/20</u>	<u>17-21/5/21</u>	<u>15-18/11/21</u>		<u>Latest change</u>
Sample size <sup>[6]</sup>	584-650	536-672	506-535	570-632	<b>611-673</b>		--
Response rate	67.7%	62.5%	74.6%	52.5%	<b>53.7%</b>		--
Latest findings	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	<b>Recog %</b>	--
Fire Services Department	80.5 <sup>[7]</sup>	76.6 <sup>[7]</sup>	81.0 <sup>[7]</sup>	79.5	<b>79.7+/-1.4</b>	<b>96.1%</b>	<b>+0.2</b>
Customs and Excise Department	68.7 <sup>[7]</sup>	64.4 <sup>[7]</sup>	64.5	59.7 <sup>[7]</sup>	<b>62.7+/-2.1</b>	<b>93.2%</b>	<b>+3.0</b>
Police Force	35.3 <sup>[7]</sup>	36.8	40.3	44.2	<b>50.1+/-2.9</b>	<b>97.3%</b>	<b>+6.0<sup>[7]</sup></b>
Auxiliary Medical Service	80.2 <sup>[7]</sup>	77.4 <sup>[7]</sup>	78.2	74.2 <sup>[7]</sup>	--	--	--
Government Flying Service	69.4 <sup>[7]</sup>	71.7	65.7 <sup>[7]</sup>	67.2	--	--	--
Civil Aid Service	63.9 <sup>[7]</sup>	62.9	62.9	66.3 <sup>[7]</sup>	--	--	--
Immigration Department	66.2 <sup>[7]</sup>	60.8 <sup>[7]</sup>	63.6	58.3 <sup>[7]</sup>	--	--	--
Independent Commission Against Corruption	57.9 <sup>[7]</sup>	54.8	56.1	54.5	--	--	--
Correctional Services Department	58.3 <sup>[7]</sup>	51.6 <sup>[7]</sup>	52.1	52.0	--	--	--
PLA Hong Kong Garrison	44.2 <sup>[7]</sup>	44.2	49.1	51.4	<b>60.3+/-2.8</b>	<b>83.0%</b>	<b>+8.9<sup>[7]</sup></b>

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

[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.

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

Date of survey	<u>21-26/11/19</u>	<u>4-6/5/20</u>	<u>23-26/11/20</u>	<u>17-21/5/21</u>	<u>15-18/11/21</u>	<u>Latest change</u>
Sample size <sup>[8]</sup>	598	626	524	609	<b>673</b>	--
Response rate	67.7%	62.5%	74.6%	52.5%	<b>53.7%</b>	--
Latest findings	Finding	Finding	Finding	Finding	<b>Finding &amp; error</b>	--
Satisfaction rate of the PLA Hong Kong Garrison <sup>[9]</sup>	37% <sup>[10]</sup>	39%	36%	37%	<b>43+/-4%</b>	<b>+7%<sup>[10]</sup></b>
Dissatisfaction rate of the PLA Hong Kong Garrison <sup>[9]</sup>	33% <sup>[10]</sup>	36%	26% <sup>[10]</sup>	24%	<b>13+/-3%</b>	<b>-11%<sup>[10]</sup></b>
Net satisfaction rate	3% <sup>[10]</sup>	2%	10%	12%	<b>30+/-5%</b>	<b>+18%<sup>[10]</sup></b>
Mean value <sup>[9]</sup>	3.0 <sup>[10]</sup>	3.0	3.1	3.2	<b>3.7+/-0.1</b>	<b>+0.5<sup>[10]</sup></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 people's satisfaction ratings with the Fire Services Department, the Customs and Excise Department and the Police Force stand at 79.7, 62.7 and 50.1 marks respectively. That of the

Police Force has increased significantly compared to six months ago, registering a new high since early June 2019. Meanwhile, people’s latest satisfaction rating with the PLA Hong Kong Garrison stands at 60.3 marks, which has also increased significantly compared to six months ago and at the same time registered a new high since May 2018. Its satisfaction rate is 43%, dissatisfaction rate 13%, giving a net satisfaction rate of positive 30 percentage points, which is a new high since early June 2019. The mean score is 3.7, meaning between “quite satisfied” and “half-half” in general.

### **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 19 to 22 April, 2021 while this survey was conducted from 15 to 18 November, 2021. 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.

12/11/21	Nomination period for Legislative Council election ends with 154 candidates competing for 90 seats.
9/11/21	CLP Power and Hongkong Electric will increase their tariffs by 5.8% and 7% respectively.
5/11/21	Carrie Lam hopes that border between mainland China and Hong Kong can be largely reopened in February next year.
3/11/21	The government announces the arrangements for the third dose of COVID-19 vaccination.
1/11/21	Five people are arrested for using fake “LeaveHomeSafe” apps.
31/10/21	Starting from tomorrow, it is mandatory to use the “LeaveHomeSafe” app when entering government premises.
26/10/21	The government will axe most quarantine exemptions to facilitate border reopening with mainland China.
8/10/21	The government publishes the “Hong Kong 2030+” strategic planning final report.
7/10/21	The Policy Address proposes developing the “Northern Metropolis”.
6/10/21	Carrie Lam delivers the last Policy Address during her term of office.
1/10/21	The government holds a flag-raising ceremony and a reception in celebration of the National Day.
27/9/21	Senior police inspector Kary Lam falls into the sea and dies while pursuing smuggling speedboats.
20/9/21	364 members of the Election Committee are elected.
20/9/21	Various property stocks plummet while rumour has it that the Central Government is putting pressure on Hong Kong property developers.
7/9/21	The government resumes the Return2hk Scheme and will launch the Come2hk Scheme.
31/8/21	The government proposes amendments to relax requirements for non-locally trained doctors to practise in Hong Kong.
26/8/21	The Legislative Council passes waste-charging bill.
24/8/21	The government further amends the “Film Censorship Ordinance” to ban exhibition of films that are contrary to the interests of national security.
23/8/21	Officials from the Central Government explain the 14th five-year plan to Hong Kong government officials.
18/8/21	Police arrests four members of the HKU Students’ Union who allegedly advocated terrorism.
15/8/21	Civil Human Rights Front announces its disbandment.
10/8/21	The Hong Kong Professional Teachers’ Union announces it will be dissolved.

2/8/21	The government requires four targeted groups to undergo regular testing at their own expense if they do not get vaccinated.
1/8/21	The government delivers the first batch of electronic consumption vouchers worth \$2,000.
31/7/21	The Education Bureau terminates all working relations with Hong Kong Professional Teachers' Union.
30/7/21	Tong Ying-kit is jailed for 9 years for inciting secession and terrorism.
16/7/21	Xia Baolong spells out five qualities people who govern Hong Kong must possess.
11/7/21	Hong Kong confirms a case of coronavirus disease, leading to compulsory testing for tens of thousands of airport staff.
6/7/21	Police arrests nine people who allegedly plotted terrorist attacks.
5/7/21	Mainland and Hong Kong officials attend a legal forum on national security law.
4/7/21	Police arrests two people who allegedly incited violence online.
3/7/21	The government calls the July 1 stabbing a "lone wolf terrorist attack".
2/7/21	A man kills himself after stabbing a police officer in Causeway Bay.
25/6/21	John Lee, Chris Tang and Raymond Siu are appointed as Chief Secretary, Secretary for Security and Commissioner of Police respectively.
23/6/21	Apple Daily prints one million copies of its final issue.
17/6/21	Police arrests senior executives of Apple Daily and freezes assets of the company under the national security law.
12/6/21	Luo Huining says people who shout "end one-party rule" are enemies of Hong Kong.
11/6/21	The government amends the "Film Censorship Ordinance" to ban exhibition of films that endanger national security.
4/6/21	Police locks down Victoria Park to prevent June 4 vigil.
30/5/21	The government and the business sector launch initiatives to encourage vaccination.
28/5/21	10 famous democrats are convicted and jailed for 10.1 assembly.
27/5/21	The Legislative Council passes amendments to Hong Kong's electoral system.
14/5/21	The government freezes Jimmy Lai's personal assets under the national security law.

### **Data Analysis**

Our survey shows that among the five specific policy areas of the HKSAR Government, the latest net satisfaction rates of four are negative. Only that in handling its relation with the Central Government stands at positive 1 percentage point, while the net satisfaction rates of the government's performance in protecting human rights and freedom, maintaining economic prosperity, improving people's livelihood and its pace of democratic development stand at negative 9, negative 16, negative 28 and negative 30 percentage points respectively. Apart from its pace of democratic development, the net satisfaction rates of the remaining four policy areas have registered significant and dramatic increases compared to seven months ago. The net satisfaction rate of the performance in protecting human rights and freedom has registered a new high since December 2017, while that of the other four have registered new highs since December 2018.

As for the disciplinary forces, people's satisfaction ratings with the Fire Services Department, the Customs and Excise Department and the Police Force stand at 79.7, 62.7 and 50.1 marks respectively. That of the Police Force has increased significantly compared to six months ago, registering a new high since early June 2019. Meanwhile, people's latest satisfaction rating with the PLA Hong Kong Garrison stands at 60.3 marks, which has also increased significantly compared to six months ago and at the same time registered a new high since May 2018. Its net satisfaction rate stands at positive 30 percentage points, which is a new high since early June 2019.