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HONG KONG PUBLIC OPINION RESEARCH INSTITUTE

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Latest Tracking Poll Results

November 22, 2022

Contact Information

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	Disciplinary Forces Naming	Disciplinary Forces Rating
Date of survey	2-7/11/2022	8-10/11/2022
Survey method	Random telephone surveys conducted by real interviewers	
Target population	Cantonese-speaking Hong Kong residents aged 18 or above	
Sample size	501 (including 254 landline and 247 mobile samples)	511 (including 252 landline and 259 mobile samples)
Effective response rate	44.5%	50.2%
Sampling error	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)”.	

Survey Topic

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- Popularity of Hong Kong Disciplinary Forces and the PLA Hong Kong Garrison
 - Fire Services Department
 - Customs and Excise Department
 - Police Force
 - PLA Hong Kong Garrison

Survey Result - Popularity of the disciplinary forces and the PLA HK Garrison

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Disciplinary Forces Naming	2-7/11/2022
Police Force	75%
Fire Services Department	67%
Customs and Excise Department	42%
Immigration Department	21%
Correctional Services Department	18%
Civil Aid Service	6%
Auxiliary Medical Service	4%
Independent Commission Against Corruption	3%
Government Flying Service	2%
Don't know / hard to say	22%

- 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.

Survey Result - Popularity of the disciplinary forces and the PLA HK Garrison

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Satisfaction ratings	12-20/5/2022	8-11/11/2022	Change	Record
Fire Services Department	78.3	81.1	▲2.8 *	Record high since early Jun. 2019
Customs and Excise Department	64.4	69.4	▲5.0 *	Record high since early Jun. 2019
Police Force	52.3	56.4	▲4.0 *	Record high since early Jun. 2019
PLA Hong Kong Garrison	58.9	62.3	▲3.5	Record high since Nov. 2017

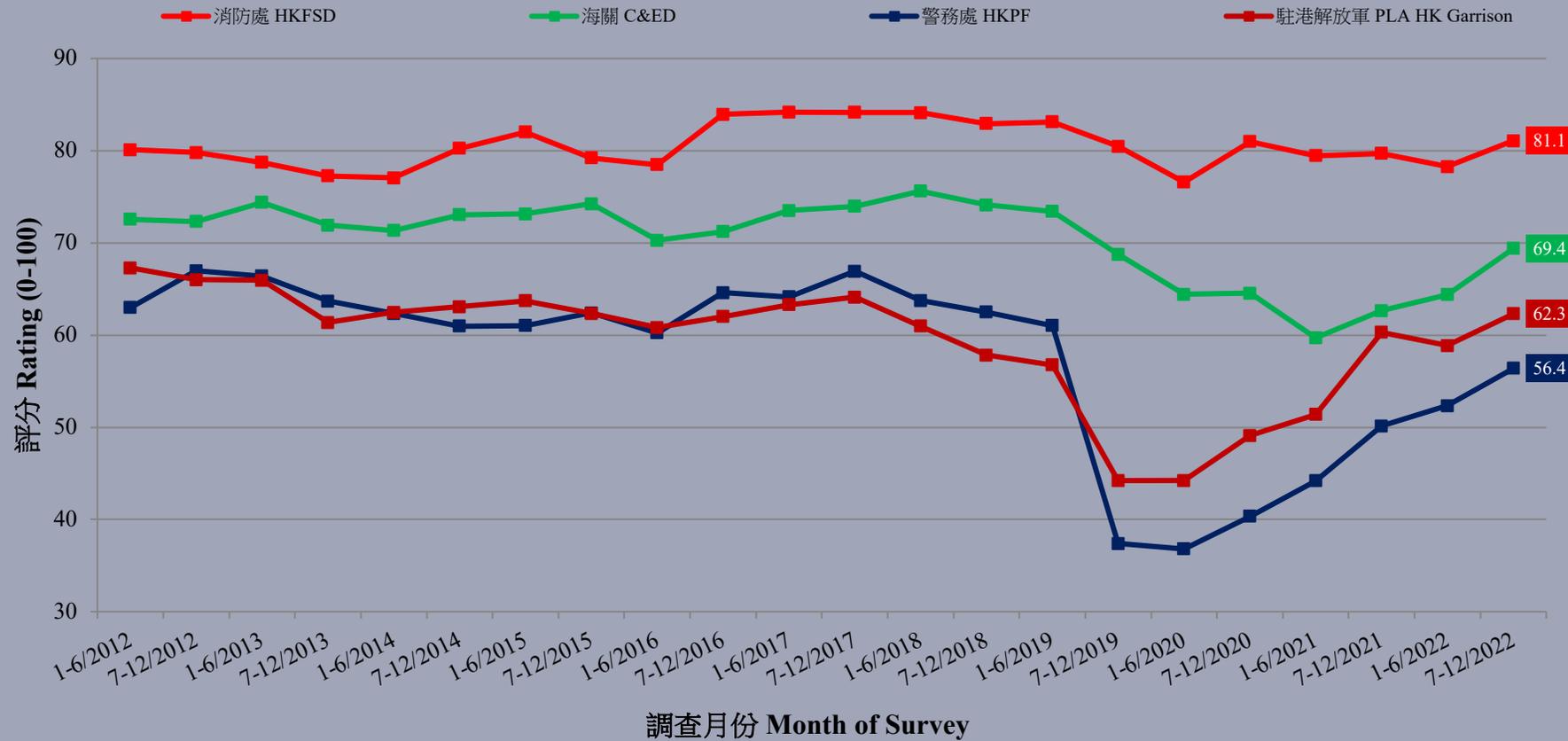
- Survey shows that people’s satisfaction ratings with the **Fire Services Department**, the **Customs and Excise Department** and the **Police Force** stand at 81.1, 69.4 and 56.4 marks respectively. Ratings of all 3 forces have **increased significantly** compared to six months ago, also registering **new highs** since early June in 2019. Meanwhile, people’s latest satisfaction rating with the **PLA Hong Kong Garrison** stands at 62.3 marks, which has also registered a **new high** since November 2017.

* Significant change

Survey Result - Popularity of the disciplinary forces and the PLA HK Garrison

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紀律部隊及駐港解放軍滿意度評分 - 綜合圖表 (半年結)
Satisfaction Rating with the Disciplinary Force and PLA Hong Kong Garrison - Combined
Charts (Half-Yearly Average)



Survey Result - Popularity of the disciplinary forces and the PLA HK Garrison

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PLA Hong Kong Garrison	12-20/5/2022	8-11/11/2022	Change	Record
Rating	58.9	62.3	▲3.5	Record high since Nov. 2017
Satisfaction rate	40%	47%	▲7% *	Record high since Jun. 2019
Dissatisfaction rate	15%	11%	▼4% *	Record low since May 2018
Net satisfaction rate	25%	36%	▲11% *	Record high since May 2018
Mean value	3.5	3.7	▲0.2	Record high since Jul. 2013

- People’s latest satisfaction rate with the **PLA Hong Kong Garrison** is 47%, dissatisfaction rate 11%, giving a net satisfaction rate of positive 36 percentage points, which **increased significantly** compared to six months ago, and registering **new high** since May 2018. The mean score is 3.7, meaning between “quite satisfied” and “half-half” in general, representing a **new high** since July 2013.

* Significant change

Survey Result - Popularity of the disciplinary forces and the PLA HK Garrison

市民對香港警務處及駐港解放軍表現的滿意淨值/評分 (半年結)
People's Net Satisfaction/Rating with HKPF and PLA HK Garrison (Half-Yearly Average)

