

主題性住戶統計調查 第四號報告書

Thematic Household Survey Report No. 4

公眾對樓宇安全檢驗計劃的認識
Public Awareness of the Building Safety Inspection Scheme

公眾對緊急事故及天災的應變情況
The Public's Responses to Emergency Incidents
and Natural Disasters

公眾對申訴專員公署的認識
Public Awareness of the Office of The Ombudsman

香港的少數族裔人士的特徵
The Characteristics of the Ethnic Minorities in Hong Kong

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1 引言 Introduction

背景

1.1 為了應付各決策局與政府部門對各類社會事項的統計數據的需求，政府統計處於一九九九年開始進行一系列的主題性住戶統計調查。統計處將各決策局及政府部門就其所需各類社會事項的統計資料而提議進行的專題訪問結集，組成不同的主題性住戶統計調查，然後外判予私營市場調查公司進行。

1.2 每一輪的主題性住戶統計調查均是獨立及涵蓋全港的統計調查，並且委托私營市場調查公司進行。統計處在這些統計調查中擔任協調及管理的角色，並負責監察承辦商的工作，以確保承辦商所提供的服務能夠符合統計標準。

本報告書所包括的專題

1.3 政府統計處在一九九九年十月至二零零零年一月期間，進行了一項主題性住戶統計調查，搜集有關公眾對樓宇安全檢驗計劃的認識、公眾對緊急事故及天災的應變情況、公眾對申訴專員公署的認識及香港的少數族裔人士的特徵等資料。

統計調查方法簡述

1.4 在經科學方法抽選的樣本內，約9 500個住戶接受了訪問，回應率為72%。

1.5 在每個接受訪問的非公營租住房屋的住戶中，統計員首先抽選戶主或一名對樓宇安全有認識的人士參與有關公眾對樓宇安全檢驗計劃認識的統計調查。然後，統計員採用隨機抽樣方法，從每個受訪住戶中抽選一名十五歲或以上人士參與有關公眾對緊急事故及天災的應變情況及公眾對申訴專員公署的認識的統計調查。最後，統計員在每一個受訪住戶中，向所有屬於少數族裔的人士進行有關少數族裔人士的特徵的統計調查。

Background

1.1 In order to meet the requests from policy bureaux and government departments for statistical data on selected social issues, the Census and Statistics Department (C&SD) started a series of Thematic Household Survey (THS) in 1999 such that certain enquiries for statistical information on social topics proposed by individual bureaux / departments would be packaged together to form different rounds of THS and contracted-out to private research firms.

1.2 Each round of THS is an independent, territory-wide survey commissioned to a private research firm. The C&SD plays a co-ordination and management role in the THS and is responsible for monitoring the work of the contractor to ensure that the service delivered by the contractor in connection with the THS is statistically acceptable.

Topic included in this report

1.3 A round of THS was conducted during October 1999 to January 2000 to collect information on public awareness of the Building Safety Inspection Scheme, the public's responses to emergency incidents and natural disasters, public awareness of the Office of The Ombudsman and the characteristics of the ethnic minorities in Hong Kong.

Brief description of survey method

1.4 Some 9 500 households within a scientifically selected sample were successfully enumerated, constituting a response rate of 72%.

1.5 For each enumerated household in non-public rental housing, the household head or a knowledgeable person in the subject of building safety was selected for interview in respect of the enquiry on public awareness of the Building Safety Inspection Scheme (BSIS). Then, within each enumerated household, a person aged 15 or over was randomly selected for interview in respect of the enquiries on the public's responses to emergency incidents and natural disasters and public awareness of the Office of The

1.6 根據從受訪住戶所搜集的資料，可推論全香港人口的有關情況(有關統計調查所涵蓋的人口範圍，請參閱附錄)。

數字進位

1.7 由於進位關係，統計表內個別項目加起來可能與總數略有出入。

代號

1.8 ‘-’ 代表「零」。

Ombudsman. Lastly, within each enumerated household, all persons belonging to the ethnic minorities were selected for interview in respect of the enquiry on the characteristics of the ethnic minorities in Hong Kong.

1.6 Based on the information collected from the interviewed households, the situation related to the entire population in Hong Kong can be inferred (please see Appendix for more detailed description of the survey methodology and the survey coverage).

Rounding of figures

1.7 Owing to rounding, there may be a slight discrepancy between the sum of individual items and the total as shown in the tables.

Symbol

1.8 ‘-’ signifies nil.

2 公眾對樓宇安全檢驗計劃的認識 Public Awareness of the Building Safety Inspection Scheme

2.1 在每個接受訪問的非公營租住房屋的住戶中，統計員抽選戶主或一名對樓宇安全有認識的人士參與有關公眾對樓宇安全檢驗計劃認識的統計調查。自一九九七年四月起，屋宇署推行一項自願參與的樓宇安全檢驗計劃。該計劃要求業主合作，聘請屋宇專業人士根據所訂的技術指引及標準檢驗樓宇。屋宇署亦已設立改善樓宇安全貸款計劃，為有經濟困難的住宅樓宇及商住樓宇的業主提供貸款，以便進行就樓宇安全檢驗計劃下所需的檢驗及修葺工程。

2.2 在是項統計調查中，被抽選的受訪者被問及他們是否同意所居住的樓宇應定期接受檢驗、是否曾聽過樓宇安全檢驗計劃及是否願意自願參與該計劃。此外，統計員也會詢問他們認為可推動住戶參與樓宇安全檢驗計劃的誘因/援助、是否知道政府會為有經濟困難的業主提供貸款以參加樓宇安全檢驗計劃，以及所居住樓宇的一些基本資料（例如樓宇樓齡）。

對樓宇安全檢驗計劃的認識

2.3 根據統計調查的結果，在統計時的 1 394 100個非公營租住房屋住戶中，45.9%曾聽過樓宇安全檢驗計劃。（表 2.1a 及圖 2.1）

房屋類別

2.4 按房屋類別分析，在補助出售單位居住的住戶中，51.8%曾聽過樓宇安全檢驗計劃。在私人房屋及其他永久性房屋居住的住戶的相應百分比則較低，分別為 44.7%及 38.8%。（表 2.1a）

2.1 For each enumerated household in non-public rental housing, the household head or a knowledgeable person in the subject of building safety was selected for interview in respect of the enquiry on public awareness of the Building Safety Inspection Scheme (BSIS). The voluntary BSIS was launched by the Buildings Department since April 1997. It calls for the co-operation of building owners to engage building professionals to carry out inspections on their buildings in accordance with the recommended technical guidelines and standards. The Buildings Department has set up a Building Safety Improvement Loan Scheme to provide loans for owners of domestic and domestic / commercial premises with financial difficulties to carry out the requisite inspections and repair works under the BSIS.

2.2 In this enquiry, the selected respondents were asked whether they agreed that their buildings should be inspected regularly, whether they had heard of the BSIS and their willingness to participate in the BSIS voluntarily. Furthermore, information about the incentives / assistance that would drive them to participate in the BSIS, whether they knew that the Government would provide loans for owners with financial difficulties to participate in the BSIS and some basic characteristics of their buildings (such as age of building) was also asked.

Awareness of the Building Safety Inspection Scheme (BSIS)

2.3 It was estimated from the survey findings that of the 1 394 100 households in non-public rental housing at the time of enumeration, 45.9% had heard of the BSIS. (Table 2.1a and Chart 2.1)

Type of housing

2.4 Analyzed by type of housing, 51.8% of households in subsidized sale flats had heard of the BSIS. The corresponding percentages were lower for households in private housing (44.7%) and other permanent housing (38.8%). (Table 2.1a)

所居住樓宇的樓齡

2.5 居住在樓齡達三十年及以上樓宇的住戶對樓宇安全檢驗計劃有較高的認識比率(該些住戶中 51.8%曾聽過是項計劃)。對於居住在樓齡少於十年、介乎十年至十九年及介乎二十至二十九年樓宇的住戶而言，他們對該計劃的認識比率分別為 45.2%、43.7%及 47.0%。(表 2.1b)

認識樓宇安全檢驗計劃的途徑

2.6 在各種認識樓宇安全檢驗計劃的途徑中，電視是最普遍提及的途徑，該640 100個曾聽過是項計劃的非公營租住房屋住戶中的 72.2%提及該途徑。其次的兩種普遍提及的途徑為報章(34.1%)及電台(15.9%)。(表 2.2a)

對樓宇安全檢驗計劃內容的了解

2.7 住戶被問及一連串的問題，以測試他們對樓宇安全檢驗計劃內容的了解。在該 640 100個曾聽過是項計劃的非公營租住房屋住戶中，有 30.0%完全正確地說出該計劃的內容；8.7%說出的內容部分正確；31.3%說出錯誤的內容。約 30.0%則完全不認識樓宇安全檢驗計劃的內容。(表 2.2b 及圖 2.1)

對定期檢驗樓宇的意見

2.8 在1 394 100個非公營租住房屋的住戶中，83.4%同意他們居住的樓宇應定期接受檢驗。按他們對樓宇安全檢驗計劃的認識分析，在曾聽過該計劃的住戶中，92.7%同意他們居住的樓宇應定期接受檢驗，相應的百分比在未曾聽過該計劃的住戶中則為 75.4%。(表 2.1c)

房屋類別

2.9 在補助出售單位及其他永久性房屋居住的住戶中，分別有 93.1%及 93.9%同意他們居住的樓宇應定期接受檢驗。相應的百分比在私人房屋居住的住戶中較低，只有 80.8%。(表 2.1d)

Age of building resided in

2.5 Households which resided in buildings aged 30 years and over had a higher rate of awareness of the BSIS (51.8% of them having heard of the BSIS). For households in buildings aged less than 10 years, 10-19 years and 20-29 years, their rate of awareness was 45.2%, 43.7% and 47.0% respectively. (Table 2.1b)

Channel of knowing about the BSIS

2.6 Among various channels of knowing about the BSIS, television was most commonly cited (as cited by 72.2% of those 640 100 households in non-public rental housing which had heard of the BSIS). The next two commonly cited channels included newspapers (34.1%) and radio (15.9%). (Table 2.2a)

Understanding of the contents of the BSIS

2.7 Households were asked a series of questions for testing their understanding of the contents of the BSIS. Of those 640 100 households in non-public rental housing which had heard of the BSIS, 30.0% cited fully correct contents of the scheme, while 8.7% cited partially correct contents and 31.3% cited incorrect contents. Some 30.0% had no idea of the contents of the BSIS at all. (Table 2.2b and Chart 2.1)

Views on regular inspection of buildings

2.8 Of the 1 394 100 households in non-public rental housing, 83.4% agreed that their buildings should be inspected regularly. Analyzed by their awareness of the BSIS, 92.7% of households which had heard of the BSIS agreed that their buildings should be inspected regularly, as against 75.4% among those which had not heard of the BSIS. (Table 2.1c)

Type of housing

2.9 The great majority of households in subsidized sale flats (93.1%) and other permanent housing (93.9%) agreed that their buildings should be inspected regularly. The corresponding percentage for households in private housing (80.8%) was smaller. (Table 2.1d)

有關定期檢驗樓宇的相距期間的意見

2.10 在該1 162 500個同意他們所居住的樓宇應定期接受檢驗的住戶中,31.5%認為他們所居住的樓宇應每隔兩至三年檢驗一次,而36.3%則認為應每隔四至五年檢驗一次。就他們認為定期檢驗樓宇應相距的期間而言,中位數為五年。再按房屋類別分析,在私人房屋及補助出售單位居住的住戶所認為定期檢驗樓宇應相距期間的中位數均為五年。(表 2.3)

參與樓宇安全檢驗計劃的意願

2.11 約654 500個非公營租住房屋的住戶表示自願參與樓宇安全檢驗計劃,佔所有非公營租住房屋住戶的46.9%。在該些曾聽過樓宇安全檢驗計劃的住戶中,逾半(56.5%)願意自願參與該計劃,相應的百分比在未曾聽過該計劃的住戶中則為38.8%。(表 2.1e 及圖 2.2)

房屋類別

2.12 按房屋類別分析,在補助出售單位居住的住戶中,願意自願參與樓宇安全檢驗計劃的住戶所佔的百分比比較高(54.5%)。在私人房屋及其他永久性房屋居住的住戶的相應百分比分別為45.1%及49.6%。(表 2.1f)

不願意自願參與樓宇安全檢驗計劃的原因

2.13 就739 700個不願意自願參與樓宇安全檢驗計劃的住戶而言,他們不願意自願參與該計劃的最普遍提及的原因是「不認識樓宇安全檢驗計劃」,該些住戶中的41.0%提及此原因。其次是「沒有人帶領安排修葺工程」(20.6%)及「經濟考慮」(15.7%)。(表 2.4)

Perceived time interval for regular inspection of building

2.10 Among the 1 162 500 households which agreed that their buildings should be inspected regularly, 31.5% opined that their buildings should be inspected every 2-3 years, while for 36.3%, every 4-5 years. The median duration of their perceived time interval for regular inspection of building was 5 years. Further analyzed by type of housing, households in private housing and subsidized sale flats both had a median duration of 5 years in their perceived time interval for regular inspection of building. (Table 2.3)

Willingness to participate in the Building Safety Inspection Scheme (BSIS)

2.11 Some 654 500 households in non-public rental housing were willing to participate in the BSIS voluntarily, accounting for 46.9% of all households in non-public rental housing. For those households which had heard of the BSIS, over half (56.5%) of them were willing to participate, as against 38.8% among those which had not heard of the BSIS. (Table 2.1e and Chart 2.2)

Type of housing

2.12 Analyzed by type of housing, a higher percentage (54.5%) of households in subsidized sale flats were willing to participate in the BSIS voluntarily. The corresponding percentages for households in private housing and other permanent housing were 45.1% and 49.6%. (Table 2.1f)

Reason for not willing to participate in the BSIS voluntarily

2.13 Of those 739 700 households which were not willing to participate in the BSIS voluntarily, their most commonly cited reason for not willing to participate in the scheme was “no knowledge of the BSIS”, as cited by 41.0% of these households. This was followed by the reasons “no one to take the lead in organizing repair works” (20.6%) and “financial considerations” (15.7%). (Table 2.4)

對政府為參與樓宇安全檢驗計劃的業主提供經濟援助的認識

2.14 約350 500個非公營租住房屋的住戶(佔所有非公營租住房屋住戶的 25.1%)知道政府會為有經濟困難的業主提供貸款，以助其參與樓宇安全檢驗計劃。(表 2.1g)

房屋類別

2.15 在私人房屋及補助出售單位居住的住戶中，有較高比例的住戶知道政府會提供該類經濟援助，有關的百分比分別為 25.4%及 25.3%。相應的百分比在其他永久性房屋居住的住戶中為 14.7%。(表 2.1g)

推動住戶參與樓宇安全檢驗計劃的誘因/援助

2.16 在各種旨在推動住戶參與樓宇安全檢驗計劃的誘因/援助中，「政府補助部分修葺費用」為最普遍的選擇，1 394 100個非公營租住房屋住戶中的 33.6%提及此選擇。其次兩種普遍提及的誘因/援助為「政府提供免息貸款」(24.7%)及「政府多些宣傳」(23.5%)。(表 2.1h)

Awareness of the financial assistance provided by the Government to owners participating in the Building Safety Inspection Scheme (BSIS)

2.14 Some 350 500 households in non-public rental housing (or 25.1% of all households in non-public rental housing) knew that the Government would provide loans for owners with financial difficulties to participate in the BSIS. (Table 2.1g)

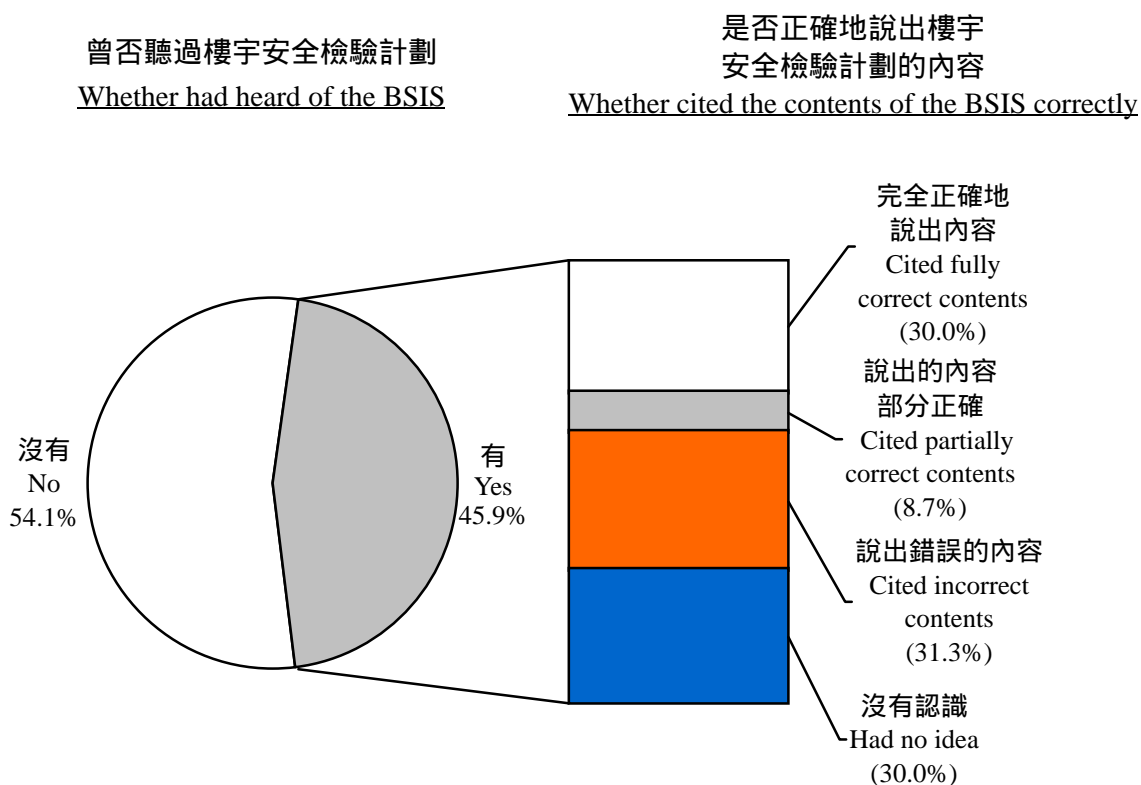
Type of housing

2.15 Relatively higher percentages of households in private housing (25.4%) and subsidized sale flats (25.3%) were aware of such financial assistance provided by the Government. The corresponding percentage for households in other permanent housing was 14.7%. (Table 2.1g)

Incentives / assistance to drive households to participate in the Building Safety Inspection Scheme (BSIS)

2.16 Among various incentives / assistance aiming to drive households to participate in the BSIS, “subsidizing part of the repair costs by the Government” was the most preferred, as cited by 33.6% of the 1 394 100 households in non-public rental housing. The next two commonly cited incentives / assistance were “interest-free loan scheme provided by the Government” (24.7%) and “more publicity from the Government” (23.5%). (Table 2.1h)

圖 2.1 按曾否聽過樓宇安全檢驗計劃及是否正確地說出樓宇安全檢驗計劃的內容劃分的非公營租住房屋住戶的百分比分布
Chart 2.1 Percentage distribution of households in non-public rental housing by whether had heard of the Building Safety Inspection Scheme (BSIS) and whether cited the contents of the BSIS correctly



註釋：# 括號內的數字顯示在所有曾聽過樓宇安全檢驗計劃的非公營租住房屋住戶中所佔的百分比。

Note：# Figures in brackets represent the percentages in all households in non-public rental housing which had heard of the BSIS.

圖 2.2 按曾否聽過樓宇安全檢驗計劃及是否願意自願參與樓宇安全檢驗計劃劃分的非公營租住房屋住戶的百分比分布
Chart 2.2 Percentage distribution of households in non-public rental housing by whether had heard of the Building Safety Inspection Scheme (BSIS) and whether willing to participate in the BSIS voluntarily

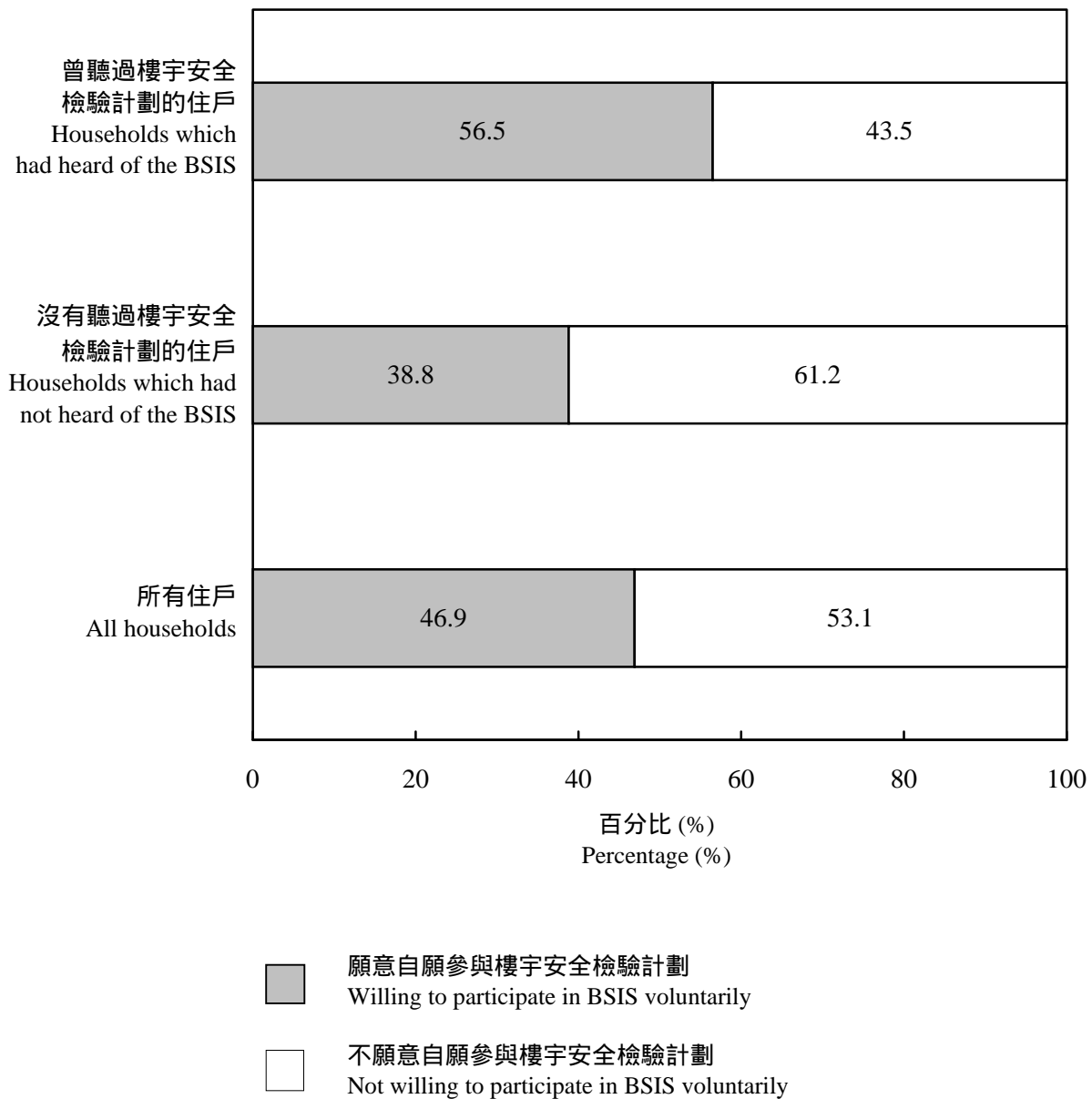


表 2.1a 按房屋類別及曾否聽過樓宇安全檢驗計劃劃分的非公營租住房屋住戶數目
Table 2.1a Households in non-public rental housing by type of housing and whether had heard of the Building Safety Inspection Scheme (BSIS)

房屋類別 Type of housing	曾否聽過樓宇安全檢驗計劃 Whether had heard of the BSIS					
	有 Yes		沒有 No		總計 Total	
	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %
私人房屋 [®] Private housing [®]	495.0	44.7	611.5	55.3	1 106.5	100.0
補助出售單位* Subsidized sale flats*	133.0	51.8	123.6	48.2	256.6	100.0
其他永久性房屋 [^] Other permanent housing [^]	12.0	38.8	19.0	61.2	31.1	100.0
合計 Overall	640.1	45.9	754.1	54.1	1 394.1	100.0

註釋：[®] 包括私人房屋、香港房屋協會的市區改善計劃下興建的屋宇單位、別墅/平房/新型村屋、簡單磚石蓋搭建築物及私人臨時房屋。

* 包括香港房屋委員會的居者有其屋計劃、中等入息家庭房屋計劃、私人機構參建居屋計劃下興建的屋宇單位，以及租者置其屋計劃下出售的屋宇單位。亦包括香港房屋協會的住宅發售計劃及夾心階層住屋計劃下興建的屋宇單位。

[^] 包括酒店、旅舍、宿舍及非居住用途樓宇內的屋宇單位。

Notes：[®] Includes private housing blocks, flats built under the Urban Improvement Scheme of the Hong Kong Housing Society, villas / bungalows / modern village houses, simple stone structures and private temporary housing.

* Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme and Private Sector Participation Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority, and flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society.

[^] Includes quarters in hotels, hostels, dormitories and non-residential buildings.

表 2.1b 按所居住樓宇的樓齡及曾否聽過樓宇安全檢驗計劃劃分的非公營租住房屋住戶數目
Table 2.1b Households in non-public rental housing by age of building resided in and whether had heard of the Building Safety Inspection Scheme (BSIS)

樓宇的樓齡(年) Age of building (years)	曾否聽過樓宇安全檢驗計劃 Whether had heard of the BSIS					
	有 Yes		沒有 No		總計 Total	
	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %
< 10	205.6	45.2	248.8	54.8	454.4	100.0
10 - 19	229.8	43.7	296.3	56.3	526.1	100.0
20 - 29	95.3	47.0	107.4	53.0	202.7	100.0
≥ 30	109.4	51.8	101.6	48.2	210.9	100.0
合計 Overall	640.1	45.9	754.1	54.1	1 394.1	100.0

表 2.1c 按曾否聽過樓宇安全檢驗計劃及是否同意所居住的樓宇應定期接受檢驗劃分的非公營租住房屋住戶數目

Table 2.1c Households in non-public rental housing by whether had heard of the Building Safety Inspection Scheme (BSIS) and whether agreed that their buildings should be inspected regularly

曾否聽過樓宇安全檢驗計劃 Whether had heard of the BSIS	是否同意所居住的樓宇應定期接受檢驗 Whether agreed that buildings should be inspected regularly					
	同意 Yes		不同意 No		總計 Total	
	住戶數目 No. of households ('000)	百分比 %	住戶數目 No. of households ('000)	百分比 %	住戶數目 No. of households ('000)	百分比 %
有 Yes	593.6	92.7	46.5	7.3	640.1	100.0
沒有 No	568.9	75.4	185.2	24.6	754.1	100.0
合計 Overall	1 162.5	83.4	231.7	16.6	1 394.1	100.0

表 2.1d 按房屋類別及是否同意所居住的樓宇應定期接受檢驗劃分的非公營租住房屋住戶數目
Table 2.1d Households in non-public rental housing by type of housing and whether agreed that their buildings should be inspected regularly

房屋類別 Type of housing	是否同意所居住的樓宇應定期接受檢驗 Whether agreed that buildings should be inspected regularly					
	同意 Yes		不同意 No		總計 Total	
	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %
私人房屋 [®] Private housing [®]	894.4	80.8	212.1	19.2	1 106.5	100.0
補助出售單位* Subsidized sale flats*	238.9	93.1	17.7	6.9	256.6	100.0
其他永久性房屋 [^] Other permanent housing [^]	29.1	93.9	1.9	6.1	31.1	100.0
合計 Overall	1 162.5	83.4	231.7	16.6	1 394.1	100.0

註釋：[®] 包括私人房屋、香港房屋協會的市區改善計劃下興建的屋宇單位、別墅/平房/新型村屋、簡單磚石蓋搭建築物及私人臨時房屋。

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[^] 包括酒店、旅舍、宿舍及非居住用途樓宇內的屋宇單位。

Notes：[®] Includes private housing blocks, flats built under the Urban Improvement Scheme of the Hong Kong Housing Society, villas / bungalows / modern village houses, simple stone structures and private temporary housing.

* Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme and Private Sector Participation Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority, and flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society.

[^] Includes quarters in hotels, hostels, dormitories and non-residential buildings.

表 2.1e 按曾否聽過樓宇安全檢驗計劃及是否願意自願參與樓宇安全檢驗計劃劃分的非公營租住房屋住戶數目

Table 2.1e Households in non-public rental housing by whether had heard of the Building Safety Inspection Scheme (BSIS) and whether willing to participate in the BSIS voluntarily

曾否聽過樓宇安全檢驗計劃 Whether had heard of the BSIS	是否願意自願參與樓宇安全檢驗計劃 Whether willing to participate in the BSIS voluntarily					
	願意 Yes		不願意 No		總計 Total	
	住戶數目 No. of households ('000)	百分比 %	住戶數目 No. of households ('000)	百分比 %	住戶數目 No. of households ('000)	百分比 %
有 Yes	361.8	56.5	278.3	43.5	640.1	100.0
沒有 No	292.7	38.8	461.4	61.2	754.1	100.0
合計 Overall	654.5	46.9	739.7	53.1	1 394.1	100.0

表 2.1f 按房屋類別及是否願意自願參與樓宇安全檢驗計劃劃分的非公營租住房屋住戶數目
Table 2.1f Households in non-public rental housing by type of housing and whether willing to participate in the Building Safety Inspection Scheme (BSIS) voluntarily

房屋類別 Type of housing	是否願意自願參與樓宇安全檢驗計劃 Whether willing to participate in the BSIS voluntarily					
	願意 Yes		不願意 No		總計 Total	
	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %
私人房屋 [®] Private housing [®]	499.2	45.1	607.3	54.9	1 106.5	100.0
補助出售單位* Subsidized sale flats*	139.9	54.5	116.7	45.5	256.6	100.0
其他永久性房屋 [^] Other permanent housing [^]	15.4	49.6	15.7	50.4	31.1	100.0
合計 Overall	654.5	46.9	739.7	53.1	1 394.1	100.0

註釋：[®] 包括私人房屋、香港房屋協會的市區改善計劃下興建的屋宇單位、別墅/平房/新型村屋、簡單磚石蓋搭建築物及私人臨時房屋。

* 包括香港房屋委員會的居者有其屋計劃、中等入息家庭房屋計劃、私人機構參建居屋計劃下興建的屋宇單位，以及租者置其屋計劃下出售的屋宇單位。亦包括香港房屋協會的住宅發售計劃及夾心階層住屋計劃下興建的屋宇單位。

[^] 包括酒店、旅舍、宿舍及非居住用途樓宇內的屋宇單位。

Notes: [®] Includes private housing blocks, flats built under the Urban Improvement Scheme of the Hong Kong Housing Society, villas / bungalows / modern village houses, simple stone structures and private temporary housing.

* Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme and Private Sector Participation Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority, and flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society.

[^] Includes quarters in hotels, hostels, dormitories and non-residential buildings.

表 2.1g 按房屋類別及是否知道政府會為參與樓宇安全檢驗計劃而有經濟困難的業主提供貸款劃分的非公營租住房屋住戶數目

Table 2.1g Households in non-public rental housing by type of housing and whether knew that the Government would provide loans for owners with financial difficulties to participate in the Building Safety Inspection Scheme (BSIS)

房屋類別 Type of housing	是否知道政府會為參與樓宇安全檢驗計劃 而有經濟困難的業主提供貸款 Whether knew that the Government would provide loans for owners with financial difficulties to participate in the BSIS					
	知道 Yes		不知道 No		總計 Total	
	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %
私人房屋 [®] Private housing [®]	281.0	25.4	825.5	74.6	1 106.5	100.0
補助出售單位* Subsidized sale flats*	65.0	25.3	191.6	74.7	256.6	100.0
其他永久性房屋 [^] Other permanent housing [^]	4.6	14.7	26.5	85.3	31.1	100.0
合計 Overall	350.5	25.1	1 043.7	74.9	1 394.1	100.0

註釋：[®] 包括私人房屋、香港房屋協會的市區改善計劃下興建的屋宇單位、別墅/平房/新型村屋、簡單磚石蓋搭建築物及私人臨時房屋。

* 包括香港房屋委員會的居者有其屋計劃、中等入息家庭房屋計劃、私人機構參建居屋計劃下興建的屋宇單位，以及租者置其屋計劃下出售的屋宇單位。亦包括香港房屋協會的住宅發售計劃及夾心階層住屋計劃下興建的屋宇單位。

[^] 包括酒店、旅舍、宿舍及非居住用途樓宇內的屋宇單位。

Notes：[®] Includes private housing blocks, flats built under the Urban Improvement Scheme of the Hong Kong Housing Society, villas / bungalows / modern village houses, simple stone structures and private temporary housing.

* Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme and Private Sector Participation Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority, and flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society.

[^] Includes quarters in hotels, hostels, dormitories and non-residential buildings.

表 2.1h 按推動住戶參與樓宇安全檢驗計劃的誘因/援助劃分的非公營租住房屋住戶數目
Table 2.1h Households in non-public rental housing by incentive / assistance that would drive the households to participate in the Building Safety Inspection Scheme (BSIS)

推動住戶參與樓宇安全檢驗計劃的誘因/援助# Incentive / assistance that would drive the households to participate in the BSIS#	住戶數目 No. of households (‘000)	百分比* %*
政府補助部分修葺費用 Subsidizing part of the repair costs by the Government	467.8	33.6
政府提供免息貸款 Interest-free loan scheme provided by the Government	344.8	24.7
政府多些宣傳 More publicity from the Government	327.9	23.5
政府負責檢驗，業主負責維修 The Government being responsible for inspection, whereas owners for repair works	230.4	16.5
其他 Others	36.7	2.6
沒有方法 None	67.6	4.8
合計 Overall	1 394.1	

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 佔所有非公營租住房屋住戶的百分比。
由於一個住戶可回答多於一種誘因/援助，故此欄的總計多於 100%。

* As a percentage of all households in non-public rental housing. The column total exceeds 100% as a household might answer more than one kind of incentive / assistance.

表 2.2a 按認識樓宇安全檢驗計劃的途徑劃分的曾聽過樓宇安全檢驗計劃的非公營租住房屋住戶數目
Table 2.2a Households in non-public rental housing which had heard of the Building Safety Inspection Scheme (BSIS) by channel of knowing about the BSIS

認識樓宇安全檢驗計劃的途徑# Channel of knowing about the BSIS#	住戶數目 No. of households (‘000)	百分比* %*
電視 Television	462.1	72.2
報章 Newspapers	218.3	34.1
電台 Radio	102.1	15.9
屋宇署的宣傳刊物 Buildings Department’s publicity materials	41.0	6.4
親戚/鄰居/朋友 Relatives / neighbours / friends	29.8	4.7
業主立案法團/互助委員會 Owners’ Corporation / Mutual Aid Committees	14.7	2.3
屋宇署網址 Buildings Department’s website	7.6	1.2
其他 Others	15.1	2.4
合計 Overall	640.1	

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 佔所有認識樓宇安全檢驗計劃的非公營租住房屋住戶的百分比。由於一個住戶可從多於一種途徑認識樓宇安全檢驗計劃，故此欄的總計多於 100%。

* As a percentage of all households in non-public rental housing which had heard of the BSIS. The column total exceeds 100% as a household might know about the BSIS from more than one channel.

表 2.2b 按是否正確地說出樓宇安全檢驗計劃的內容劃分的曾聽過樓宇安全檢驗計劃的非公營租住房屋住戶數目

Table 2.2b Households in non-public rental housing which had heard of the Building Safety Inspection Scheme (BSIS) by whether cited the contents of the BSIS correctly

是否正確地說出樓宇安全檢驗計劃的內容 Whether cited the contents of the BSIS correctly	住戶數目 No. of households ('000)	百分比 %
完全正確地說出內容 Cited fully correct contents	192.3	30.0
說出的內容部分正確 Cited partially correct contents	55.9	8.7
說出錯誤的內容 Cited incorrect contents	200.0	31.3
沒有認識 Had no idea	191.9	30.0
總計 Total	640.1	100.0

表 2.3 按有關定期檢驗樓宇的相距期間的意見及房屋類別劃分的同意所居住的樓宇應定期接受檢驗的非公營租住房屋住戶數目

Table 2.3 Households in non-public rental housing which agreed that their buildings should be inspected regularly by perceived time interval for regular inspection of building and type of housing

有關定期檢驗樓宇的相距期間的意見 (年) Perceived time interval for regular inspection of building (year)	房屋類別 Type of housing							
	私人房屋 [®] Private housing [®]		補助出售單位* Subsidized sale flats*		其他永久性房屋 [^] Other permanent housing [^]		合計 Overall	
	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %	住戶數目 No. of households (‘000)	百分比 %
≤ 1	116.2	13.0	31.9	13.4	5.4	18.6	153.5	13.2
2 - 3	283.7	31.7	73.3	30.7	9.7	33.3	366.6	31.5
4 - 5	324.0	36.2	89.2	37.3	9.0	31.0	422.2	36.3
6 - 10	152.5	17.0	39.3	16.4	5.0	17.2	196.7	16.9
> 10	15.7	1.7	5.2	2.2	-	-	21.0	1.8
沒有意見 Had no idea	2.4	0.3	-	-	-	-	2.4	0.2
總計 Total	894.4	100.0	238.9	100.0	29.1	100.0	1 162.5	100.0
認為定期檢驗樓宇應相距期間中位數 (年) Median duration of perceived time interval for regular inspection of building (years)	5		5		3		5	

註釋：[®] 包括私人房屋、香港房屋協會的市區改善計劃下興建的屋宇單位、別墅/平房/新型村屋、簡單磚石蓋搭建築物及私人臨時房屋。

* 包括香港房屋委員會的居者有其屋計劃、中等入息家庭房屋計劃、私人機構參建居屋計劃下興建的屋宇單位，以及租者置其屋計劃下出售的屋宇單位。亦包括香港房屋協會的住宅發售計劃及夾心階層住屋計劃下興建的屋宇單位。

[^] 包括酒店、旅舍、宿舍及非居住用途樓宇內的屋宇單位。

Notes：[®] Includes private housing blocks, flats built under the Urban Improvement Scheme of the Hong Kong Housing Society, villas / bungalows / modern village houses, simple stone structures and private temporary housing.

* Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme and Private Sector Participation Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority, and flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society.

[^] Includes quarters in hotels, hostels, dormitories and non-residential buildings.

表 2.4 按不願意自願參與樓宇安全檢驗計劃的原因劃分的不願意自願參與樓宇安全檢驗計劃的非公營租住房屋住戶數目
Table 2.4 Households in non-public rental housing which were not willing to participate in the Building Safety Inspection Scheme (BSIS) voluntarily by reason for not willing to participate in the BSIS voluntarily

不願意自願參與樓宇安全檢驗計劃的原因 [#] Reason for not willing to participate in the BSIS voluntarily [#]	住戶數目 No. of households ('000)	百分比* %*
不認識樓宇安全檢驗計劃 No knowledge of the BSIS	303.6	41.0
沒有人帶領安排修葺工程 No one to take the lead in organizing repair works	152.6	20.6
經濟考慮 Financial considerations	116.1	15.7
非強制性參加樓宇安全檢驗計劃 Joining the BSIS was not mandatory	96.4	13.0
參與樓宇安全檢驗計劃所需的費用較高 Higher costs would be incurred under the BSIS	79.3	10.7
樓宇狀況沒有問題 Building was in acceptable condition	72.9	9.9
在樓宇安全檢驗計劃下需較長的修葺工程時間 Longer time to complete repair works under the BSIS	48.7	6.6
業主憂慮政府會清拆其僭建物 Owners' concern on the removal of their unauthorized building works by the Government	32.7	4.4
其他 Others	5.1	0.7
合計 Overall	739.7	

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 佔所有不願意自願參與樓宇安全檢驗計劃的非公營租住房屋住戶的百分比。由於一個住戶可有多於一個不願意自願參與該計劃的原因，故此欄的總計多於100%。

* As a percentage of all households which were not willing to participate in the BSIS voluntarily. The column total exceeds 100% as a household might not be willing to participate in the BSIS for more than one reason.

3 公眾對緊急事故及天災的應變情況

The Public's Responses to Emergency Incidents and Natural Disasters

3.1 統計員採用隨機抽樣方法，從每個受訪住戶中抽選一名十五歲或以上人士參與有關公眾對緊急事故及天災的應變情況的統計調查。他們被問及對各類緊急事故/天災發生的擔憂程度；在有關緊急事故/天災發生時將會採取的應變措施及對各政府部門在該些緊急事故/天災發生時所提供的有關協助的認識。

3.1 Within each enumerated household, a person aged 15 or over was randomly selected for interview in respect of the enquiry on the public's responses to emergency incidents and natural disasters. The respondents were asked about their degree of worry for the occurrence of various emergency incidents / natural disasters, their likely responses to such emergency incidents / natural disasters and their awareness of the assistance provided by various Government departments in cases of such emergency incidents / natural disasters.

對各類緊急事故/天災發生的擔憂程度

Degree of worry for the occurrence of various emergency incidents / natural disasters

3.2 十五歲及以上人士被問及在下列各類緊急事故/天災中，首五項最令他們擔憂的緊急事故/天災的先後次序：

3.2 Persons aged 15 and over were asked to rank the top five types of the following emergency incidents / natural disasters in order of their degree of worry :

- ◆ 暴雨
- ◆ 颱風
- ◆ 山泥傾瀉
- ◆ 水浸
- ◆ 雷暴
- ◆ 地震
- ◆ 核事故
- ◆ 有關海、陸、空嚴重交通意外
- ◆ 大規模停電

- ◆ Rainstorm
- ◆ Typhoon
- ◆ Landslide
- ◆ Flooding
- ◆ Storm
- ◆ Earthquake
- ◆ Nuclear incident
- ◆ Serious accident related to air / land / sea transport
- ◆ Territory-wide electricity power shutdown

3.3 上述每類緊急事故/天災的相對擔憂程度平均得分的計算方法如下：「最擔憂」得5分、「次擔憂」得4分，如此類推。最令人擔憂的緊急事故/天災將取得最高的平均得分。

3.3 A mean score of relative degree of worry was calculated for each of the emergency incidents / natural disasters listed above, by assigning 5 marks to the most worried emergency incident / natural disaster, 4 to the second most worried, and so on. The emergency incident / natural disaster which had the highest mean score would be the most worried.

3.4 在5 651 000名十五歲及以上人士中，「颱風」是最令他們擔憂的，其平均得分為2.47。其次是「地震」(2.38)、「山泥傾瀉」(1.98)及「大規模停電」(1.72)。 (表 3.1 及圖 3.1)

3.4 Of the 5 651 000 persons aged 15 and over, "typhoon" was the most worried natural disaster, with the highest mean score of 2.47. This was followed by "earthquake" (2.38), "landslide" (1.98) and "territory-wide electricity power shutdown" (1.72). (Table 3.1 and Chart 3.1)

發生緊急事故/天災時的應變措施

Measures to be taken in cases of emergency
incidents / natural disasters

暴雨

Rainstorm

3.5 當被問及在暴雨發生時會採取的應變措施，3 422 100名十五歲及以上人士表示會留在安全地方，佔所有十五歲及以上人士的60.6%。約2 591 100人(45.9%)會採取預防措施，例如關閉/鎖好窗門。其他較普遍提及的應變措施包括「留意電視/電台廣播」(10.0%)及「保持大廈大堂/走廊乾爽」(6.5%)。(表 3.2a)

3.5 When asked about the measures to be taken in cases of rainstorm, 3 422 100 persons aged 15 and over reported that they would stay in safety places, representing 60.6% of all persons aged 15 and over. Some 2 591 100 persons (45.9%) would conduct precautionary actions such as closing / locking the windows. Other commonly cited measures included “listen to the broadcasting of TV and radio” (10.0%) and “keep the lobby and corridor of the building in dry condition” (6.5%). (Table 3.2a)

颱風

Typhoon

3.6 當颱風發生時，約3 315 900名十五歲及以上人士會留在安全地方，佔所有十五歲及以上人士的58.7%。約2 815 300人(49.8%)會採取預防措施，例如關閉/鎖好窗門。其他較普遍提及的應變措施包括「留意電視/電台廣播」(12.5%)及「將家中雜物搬到安全地方，以防掉到街上」(12.4%)。(表 3.2b)

3.6 Some 3 315 900 persons aged 15 and over (or 58.7% of all persons aged 15 and over) would stay in safety places in cases of typhoon. Some 2 815 300 persons (49.8%) would conduct precautionary actions such as closing / locking the windows. Other commonly cited measures were “listen to the broadcasting of TV and radio” (12.5%) and “move the stuff at home to safety location in order to prevent them from dropping down” (12.4%). (Table 3.2b)

山泥傾瀉

Landslide

3.7 當山泥傾瀉發生時，約2 995 800名十五歲及以上人士表示會遠離危險地方(例如山邊)，佔所有十五歲及以上人士的53.0%。其次普遍提及的應變措施是「到安全地方」(24.3%)及「留在家中」(17.5%)。(表 3.2c)

3.7 In cases of landslide, some 2 995 800 persons aged 15 and over would stay away from dangerous places such as hills, accounting for 53.0% of all persons aged 15 and over. The next two commonly cited measures were “go to safety places” (24.3%) and “stay at home” (17.5%). (Table 3.2c)

水浸

Flooding

3.8 當水浸發生時，約1 841 100名十五歲及以上人士會留在家中，佔所有十五歲及以上人士的32.6%。另外1 463 200人(25.9%)會到安全地方及1 080 000人(19.1%)會留在安全地方。(表 3.2d)

3.8 When flooding occurred, some 1 841 100 persons aged 15 and over would stay at home, representing 32.6% of all persons aged 15 and over. Another 1 463 200 persons (25.9%) would go to safety places and 1 080 000 persons (19.1%) would stay in safety places. (Table 3.2d)

雷暴

Storm

3.9 大部分(76.5%)的十五歲及以上人士均表示當雷暴發生時，會留在安全地方。其他較普遍提及的應變措施包括「遠離危險地方」

3.9 The majority (76.5%) of the persons aged 15 and over would stay in safety places in cases of storm. Other commonly cited measures

(12.2%)及「留意電視/電台廣播」(8.4%)。(表 3.2e)

were “stay away from dangerous places” (12.2%) and “listen to the broadcasting of TV and radio” (8.4%). (Table 3.2e)

地震

Earthquake

3.10 當地震發生時，最普遍的應變措施為「逃去空曠地方，例如街、公園及遊樂場」，60.2%的十五歲及以上人士會採取此措施。其次是「留在安全地方，例如檯/床底及躲入衣櫃」(27.1%)。(表 3.2f)

3.10 The most commonly cited measure in cases of earthquake was “escape to open place, e.g. street, garden and playground” as reported by 60.2% of all persons aged 15 and over. This was followed by “stay in safety places, e.g. under table / bed and inside cabinet” (27.1%). (Table 3.2f)

核事故

Nuclear incident

3.11 約1 329 500名十五歲及以上的人士表示假若核事故發生，會留在安全地方，佔所有十五歲及以上人士的 23.5%。其他較普遍提及的應變措施包括「等候政府的安排」(8.9%)及「留意電視/電台廣播」(7.8%)。(表 3.2g)

3.11 Some 1 329 500 persons aged 15 and over would stay in safety places in cases of nuclear incident, representing 23.5% of all persons aged 15 and over. Other commonly cited measures were “wait for the arrangement of the Government” (8.9%) and “listen to the broadcasting of TV and radio” (7.8%). (Table 3.2g)

有關海、陸、空嚴重交通意外

Serious accident related to air / land / sea transport

3.12 當海、陸、空嚴重交通意外發生時，約1 812 500名十五歲及以上人士表示會留在安全地方，佔所有十五歲及以上人士的 32.1%。另20.5%會報警或致電 999 及 12.4%會遠離意外發生現場。(表 3.2h)

3.12 Some 1 812 500 persons aged 15 and over would stay in safety places when serious accident related to air / land / sea transport occurred, accounting for 32.1% of all persons aged 15 and over. Another 20.5% would call the police or dial 999 and 12.4% would stay away from the accident site. (Table 3.2h)

大規模停電

Territory-wide electricity power shutdown

3.13 當大規模停電發生時，約2 951 800名十五歲及以上人士(佔所有十五歲及以上人士的 52.2%)會使用其他照明設備，而約1 840 500人(32.6%)會留在安全地方。(表 3.2i)

3.13 In cases of territory-wide electricity power shutdown, some 2 951 800 persons aged 15 and over (or 52.2% of all persons aged 15 and over) would use other lighting equipment and some 1 840 500 persons (32.6%) would stay in safety places. (Table 3.2i)

對「999」除外的求助熱線服務的認識

Awareness of the help desk services other than ‘999’

3.14 十五歲及以上人士被問及他們對「999」熱線服務除外的求助熱線服務的認識。約862 800人表示認識「999」除外的求助熱線服務，佔所有十五歲及以上人士的 15.3%。(表 3.2j)

3.14 Persons aged 15 and over were asked about their awareness of the help desk services other than the ‘999’ hotline service. Some 862 800 persons were aware of the help desk services other than ‘999’, representing 15.3% of all persons aged 15 and over. (Table 3.2j)

年齡及性別

3.15 按年齡組別分析，年齡介乎三十至三十九歲的人士認識「999」除外的求助熱線服務的百分比最高，達 17.6%。緊隨其後的為二十至二十九歲的人士(16.8%)及四十至四十九歲的人士(15.6%)。五十歲及以上的年長者的相應百分比最低，為 12.5%。男性認識求助熱線服務的百分比(15.8%)稍高於女性的相應百分比(14.7%)。(表 3.2j)

Age and sex

3.15 Analyzed by age group, the highest percentage of persons who were aware of the help desk services other than '999' was recorded in the age group 30-39, at 17.6%. This was closely followed by persons aged 20-29 (16.8%) and persons aged 40-49 (15.6%). The corresponding percentage was lowest for elderly persons aged 50 and over, at 12.5%. The percentage of persons who were aware of the help desk services was slightly higher for males (15.8%) than their female counterparts (14.7%) (Table 3.2j)

教育程度

3.16 教育程度愈高的人士中認識求助熱線服務的百分比愈高。不同教育程度的人士的有關百分比分別為專上教育程度的 21.3%；中學/預科教育程度的 16.2%與小學及以下教育程度的 10.8%。(表 3.2k)

Educational attainment

3.16 The percentage of persons who were aware of the help desk services increased with educational attainment. The respective percentages were 21.3% for persons with tertiary educational attainment; 16.2% for those with secondary / matriculation educational attainment and 10.8% for those with primary educational attainment and lower. (Table 3.2k)

所認識的求助熱線服務

3.17 在該862 800名認識「999」除外的求助熱線服務的人士中，50.5%認識消防處所提供的求助熱線服務；44.8%，香港天文台；27.5%，房屋署；26.6%，民政事務總署(緊急熱線)及26.2%，渠務署(24小時渠務投訴熱線)。(表 3.3a)

Help desk services being aware of

3.17 Of the 862 800 persons who were aware of the help desk services other than '999', 50.5% were aware of the help desk services provided by the Fire Services Department; 44.8%, Hong Kong Observatory; 27.5%, Housing Department; 26.6%, Home Affairs Department (Emergency Hotline) and 26.2%, Drainage Services Department (24-hour Drainage Complaints Hotline) (Table 3.3a)

認識途徑

3.18 差不多一半(49.1%)的認識「999」除外的求助熱線服務的人士均從電視認識該些求助熱線服務。其他較普遍認識求助熱線服務的途徑包括小冊子及單張(25.6%)，電台(22.8%)及報章(21.2%)。(表 3.3b)

Source of awareness

3.18 Nearly half (49.1%) of those who were aware of the help desk services other than '999' got aware of the help desk services through TV. Other common sources of awareness were pamphlets and brochures (25.6%), radio (22.8%) and newspapers (21.2%). (Table 3.3b)

對宣傳資料的認識

3.19 十五歲及以上人士被問及曾否見過統計員向他們顯示的下列有關緊急事故/天災的小冊子：

Awareness of publicity materials

3.19 Persons aged 15 and over were shown a copy of the following publicity booklets on emergency incidents / natural disasters and then asked whether they had seen the booklets before :

- ◆ 「趨吉避兇小冊子」
- ◆ 「廣東大亞灣核電站應變計劃小冊子」
- ◆ 「氣象警告及預防措施小冊子」

對「趨吉避兇小冊子」的認識

3.20 只有 5.5% 的十五歲及以上人士曾經見過「趨吉避兇小冊子」。他們當中，23.7% 從民政事務總署見過此小冊子，而 22.8% 則是透過家人/親戚/朋友。(表 3.4a 及圖 3.2)

對「廣東大亞灣核電站應變計劃小冊子」的認識

3.21 只有 7.9% 的十五歲及以上人士曾經見過「廣東大亞灣核電站應變計劃小冊子」。他們當中，29.7% 從民政事務總署見過此小冊子，而 18.9% 則是透過家人/親戚/朋友。(表 3.4b 及圖 3.2)

對「氣象警告及預防措施小冊子」的認識

3.22 約 19.1% 的十五歲及以上人士曾經見過「氣象警告及預防措施小冊子」。他們見過此小冊子的主要途徑包括民政事務總署(佔所有曾經見過此小冊子的人士的 28.6%)及學校(27.7%)。(表 3.4c 及圖 3.2)

對有關在電視播放的緊急事故/天災的政府宣傳片的認識

3.23 十五歲及以上人士再被問及他們曾否見過在電視播放的有關緊急事故/天災的政府宣傳片。大部分(91.5%)的人士表示曾經見過。(表 3.4d 及圖 3.2)

3.24 按年齡組別分析，較年青人士曾經在電視上見過該些政府宣傳片的百分比相對較高。男性與女性中有關的百分比相差不大。(表 3.4d)

- ◆ “Simple guidelines in the events of major mishaps”
- ◆ “Guangdong nuclear power station at Daya Bay contingency plan”
- ◆ “Weather warnings and precautionary measures”

Awareness of “Simple guidelines in the events of major mishaps”

3.20 Only 5.5% of persons aged 15 and over had seen the booklet “Simple guidelines in the events of major mishaps” before. Among those persons, 23.7% had seen it from the Home Affairs Department and 22.8% through family members / relatives / friends. (Table 3.4a and Chart 3.2)

Awareness of “Guangdong nuclear power station at Daya Bay contingency plan”

3.21 Only 7.9% of persons aged 15 and over had seen the booklet “Guangdong nuclear power station at Daya Bay contingency plan” before. Among them, 29.7% had seen it from the Home Affairs Department and 18.9% through family members / relatives / friends. (Table 3.4b and Chart 3.2)

Awareness of “Weather warnings and precautionary measures”

3.22 Some 19.1% of persons aged 15 and over had seen the booklet “Weather warnings and precautionary measures” before. Their major sources of awareness were Home Affairs Department (constituting 28.6% of those who had seen the booklet) and schools (27.7%). (Table 3.4c and Chart 3.2)

Awareness of Government Announcements of Public Interest on emergency incidents / natural disasters on television

3.23 Persons aged 15 and over were then asked whether they had seen the Government Announcements of Public Interest on emergency incidents / natural disasters on television. The majority (91.5%) gave a positive answer. (Table 3.4d and Chart 3.2)

3.24 Analyzed by age group, the percentages of persons having seen such Government Announcements of Public Interest on television were relatively higher among younger age groups.

政府在緊急事故/天災發生時應提供的資料

3.25 十五歲及以上人士被問及他們對下列各類政府提供的資料的相對重要性排序：

- ◆ 緊急事故/天災的成因
- ◆ 緊急事故/天災的發生機會的評估
- ◆ 市民應採取的行動指引
- ◆ 各政府部門所提供的服務範圍
- ◆ 獲取更多資料/協助的途徑

3.26 上述每類資料的相對重要性的平均得分計算方法如下：「最重要」的選擇得 5 分、「次重要」的選擇得 4 分，如此類推。換言之，平均得分愈高，表示有關人士認為該類資料的重要性愈大。

3.27 「市民應採取的行動指引」被認為是政府應提供的最重要的資料，平均得分為 3.89。其次為「各政府部門所提供的服務範圍」(3.18)；「緊急事故/天災的成因」(2.84)；「緊急事故/天災的發生機會的評估」(2.62)及「獲取更多資料/協助的途徑」(2.46)。 (表 3.5)

No significant difference was observed between males and females. (Table 3.4d)

Information that should be provided by the Government in cases of emergency incidents / natural disasters

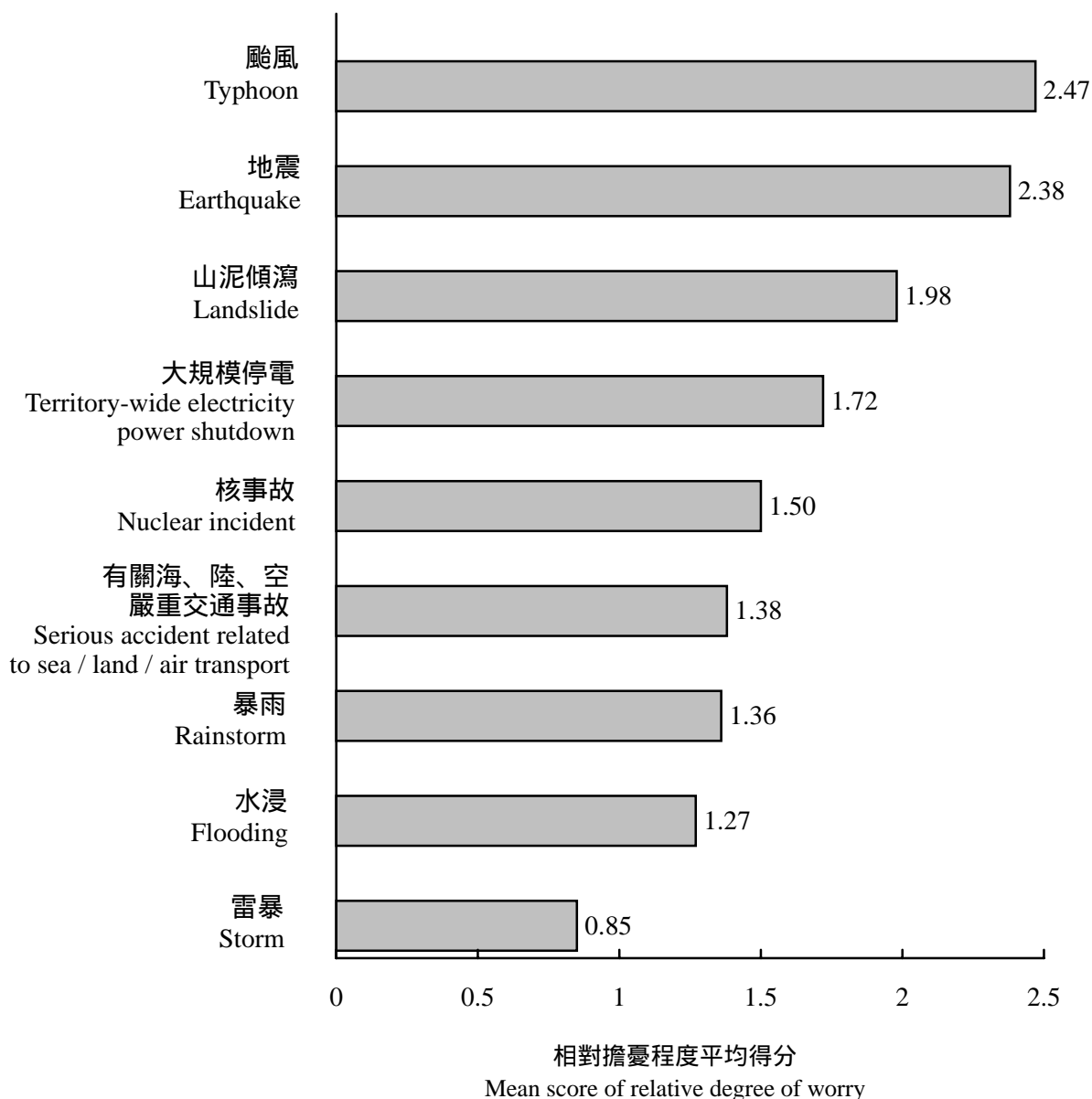
3.25 Persons aged 15 and over were asked to rank the following types of information to be provided by the Government in order of their perceived relative importance :

- ◆ Causes of the emergency incidents / natural disasters
- ◆ The assessed probability of the occurrence of the emergency incidents / natural disasters
- ◆ Guidance on actions to be taken by the general public
- ◆ Scope of services provided by various Government departments
- ◆ Channels to obtain additional information / assistance

3.26 A mean score of relative importance for each type of information listed above was calculated by assigning 5 marks to the option “most important”, 4 to “second most important”, and so on. In other words, a higher mean score would mean greater perceived importance attached to a particular type of information.

3.27 “Guidance on actions to be taken by the general public” was perceived to be the most important information which should be provided by the Government, with a mean score of 3.89. This was followed by “scope of services provided by various Government departments” (3.18); “causes of the emergency incidents / natural disasters” (2.84); “the assessed probability of occurrence of the emergency incidents / natural disasters” (2.62) and “channels to obtain additional information / assistance” (2.46). (Table 3.5)

圖 3.1 各項緊急事故/天災發生的相對擔憂程度平均得分
 Chart 3.1 Mean score of relative degree of worry for the occurrence of the respective emergency incidents / natural disasters



註釋：* 每類緊急事故/天災的相對擔憂程度平均得分是以「最擔憂」的選擇得5分、「次擔憂」的選擇得4分等計分方法計算。

Note：* Mean score of relative degree of worry was calculated by assigning 5 marks to the option “most worried”, 4 to “2nd most worried”, and so on for each type of emergency incident / natural disaster.

圖 3.2 按所認識的有關緊急事故/天災的各類宣傳資料劃分的十五歲及以上人士的百分比分布
Chart 3.2 Percentage distribution of persons aged 15 and over by awareness of the respective publicity materials on emergency incidents / natural disasters

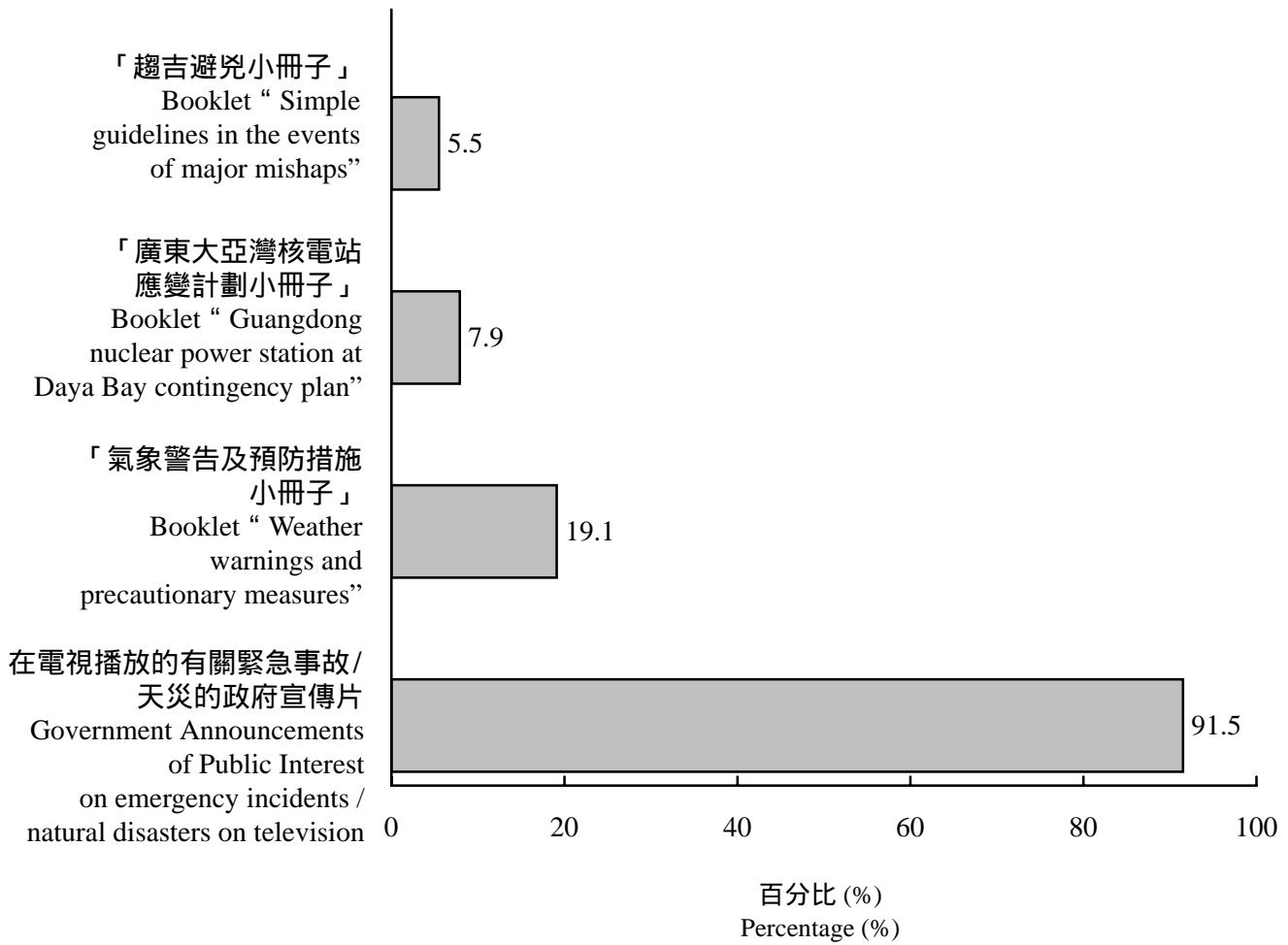


表 3.1 各類緊急事故/天災發生的相對擔憂程度平均得分
Table 3.1 Mean score of relative degree of worry for the occurrence of the respective emergency incidents / natural disasters

緊急事故/天災 Emergency incident / natural disaster	相對擔憂程度平均得分* Mean score of relative degree of worry*
颱風 Typhoon	2.47
地震 Earthquake	2.38
山泥傾瀉 Landslide	1.98
大規模停電 Territory-wide electricity power shutdown	1.72
核事故 Nuclear incident	1.50
有關海、陸、空嚴重交通意外 Serious accident related to sea / land / air transport	1.38
暴雨 Rainstorm	1.36
水浸 Flooding	1.27
雷暴 Storm	0.85

註釋：* 每類緊急事故/天災的相對擔憂程度平均得分是以「最擔憂」的選擇得 5 分、「次擔憂」的選擇得 4 分等計分方法計算。

Note: * Mean score of relative degree of worry was calculated by assigning 5 marks to the option “most worried”, 4 to “2nd most worried”, and so on for each type of emergency incident / natural disaster.

表 3.2a 按在暴雨發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2a Persons aged 15 and over by major measure to be taken in cases of rainstorm

在暴雨發生時所採取的主要應變措施 [#] Major measure to be taken in cases of rainstorm [#]	人數 No. of persons ('000)	百分比 %
留在安全地方 (例如：家中、 室內、工作地方) Stay in safety places (e.g. home, indoor, working place)	3 422.1	60.6
採取預防措施 (例如：關/鎖好窗門、 用膠紙保護窗門) Conduct precautionary actions (e.g. closing / locking window, using adhesive tape to protect window)	2 591.1	45.9
留意電視/電台廣播 (例如：新聞、 天氣報告、香港天文台報告) Listen to the broadcasting of TV and radio (e.g. news, weather update, HK Observatory report)	562.4	10.0
保持大廈大堂/走廊乾爽 Keep the lobby / corridor of the building in dry condition	365.0	6.5
回家 Return home	112.3	2.0
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	119.7	2.1
不知道 Do not know	68.7	1.2
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.2b 按在颱風發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2b Persons aged 15 and over by major measure to be taken in cases of typhoon

在颱風發生時所採取的主要應變措施 [#] Major measure to be taken in cases of typhoon [#]	人數 No. of persons ('000)	百分比 %
留在安全地方 (例如：家中、 室內、工作地方) Stay in safety places (e.g. home, indoor, working place)	3 315.9	58.7
採取預防措施 (例如：關/鎖好窗門、 用膠紙保護窗門) Conduct precautionary actions (e.g. closing / locking window, using adhesive tape to protect window)	2 815.3	49.8
留意電視/電台廣播 (例如：新聞、 天氣報告、香港天文台報告) Listen to the broadcasting of TV and radio (e.g. news, weather update, HK Observatory report)	706.9	12.5
將家中雜物搬到安全地方，以防 掉到街上 Move the stuff at home to safety location in order to prevent them from dropping down	698.9	12.4
遠離窗口 Keep away from window	171.1	3.0
回家 Return home	157.3	2.8
儲足夠糧食 Stock up food / beverages	156.0	2.8
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	44.8	0.8
不知道 Do not know	32.3	0.6
合計 Overall	5 651.0	

註釋：[#] 可選擇多項答案。

Note：[#] Multiple answers were allowed.

表 3.2c 按在山泥傾瀉發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2c Persons aged 15 and over by major measure to be taken in cases of landslide

在山泥傾瀉發生時所採取的主要應變措施# Major measure to be taken in cases of landslide#	人數 No. of persons ('000)	百分比 %
遠離危險地方(例如：山邊/ 危險斜坡) Stay away from dangerous places (e.g. hill / dangerous landslide)	2 995.8	53.0
到安全地方 (例如：朋友/親戚家中、 社區中心) Go to safety places (e.g. friend's / relative's home, community centre)	1 371.2	24.3
留在家中 Stay at home	988.4	17.5
報警/致電 999 Call the police / dial 999	529.2	9.4
留意電視/電台廣播 (例如：新聞、 天氣報告、香港天文台報告) Listen to the broadcasting of TV and radio (e.g. news, weather update, HK Observatory report)	215.0	3.8
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	107.0	1.9
不知道 Do not know	178.7	3.2
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.2d 按在水浸發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2d Persons aged 15 and over by major measure to be taken in cases of flooding

在水浸發生時所採取的主要應變措施 [#] Major measure to be taken in cases of flooding [#]	人數 No. of persons ('000)	百分比 %
留在家中 Stay at home	1 841.1	32.6
到安全地方 (例如：無水浸的地方、 朋友/親戚家中、社區中心) Go to safety places (e.g. non-flooded area, friend's / relative's home, community centre)	1 463.2	25.9
留在安全地方 Stay in safety places	1 080.0	19.1
採取預防措施 (例如：關/鎖好窗門、 用沙包阻塞門口) Conduct precautionary actions (e.g. closing / locking window, blocking the door by using sand / cement bags)	534.4	9.5
報警/致電 999 Call the police / dial 999	356.4	6.3
遠離危險地方 Stay away from dangerous places	249.6	4.4
致電香港警務處以外的有關政府部門 Call Government departments other than the Hong Kong Police Force	211.0	3.7
留意電視/電台廣播 (例如：新聞、 天氣報告、香港天文台報告) Listen to the broadcasting of TV and radio (e.g. news, weather update, HK Observatory report)	194.5	3.4
清理排水道 Clean drainage	143.9	2.5
通知管理處/屋苑辦事處 Call the management office	112.6	2.0
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	149.4	2.6
不知道 Do not know	111.2	2.0
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.2e 按在雷暴發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2e Persons aged 15 and over by major measure to be taken in cases of storm

在雷暴發生時所採取的主要應變措施 [#] Major measure to be taken in cases of storm [#]	人數 No. of persons (‘000)	百分比 %
留在安全地方 (例如：家中、 室內、工作地方) Stay in safety places (e.g. home, indoor, working place)	4 321.9	76.5
遠離危險地方 (例如：空曠地方、 濕地、樹) Stay away from dangerous places (e.g. open place, wet place, trees)	687.4	12.2
留意電視/電台廣播 (例如：新聞、 天氣報告、香港天文台報告) Listen to the broadcasting of TV and radio (e.g. news, weather update, HK Observatory report)	473.5	8.4
採取預防措施 (例如：關/鎖好窗門) Conduct precautionary actions (e.g. closing / locking window)	380.4	6.7
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	283.1	5.0
不知道 Do not know	63.2	1.1
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.2f 按在地震發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2f Persons aged 15 and over by major measure to be taken in cases of earthquake

在地震發生時所採取的主要應變措施# Major measure to be taken in cases of earthquake#	人數 No. of persons (‘000)	百分比 %
逃去空曠地方 (例如：街/公園/遊樂場) Escape to open place (e.g. street / garden / playground)	3 400.1	60.2
留在安全地方 (例如：檯/床底、 躲入衣櫃) Stay in safety places (e.g. under table / bed, inside cabinet)	1 532.2	27.1
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	240.5	4.3
不知道 Do not know	390.1	6.9
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.2g 按在核事故發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2g Persons aged 15 and over by major measure to be taken in cases of nuclear Incident

在核事故發生時所採取的主要應變措施 [#] Major measure to be taken in cases of nuclear incident [#]	人數 No. of persons (‘000)	百分比 %
留在安全地方 (例如：家中、 室內、工作地方) Stay in safety places (e.g. home, indoor, working place)	1 329.5	23.5
等候政府的安排 Wait for the arrangement of the Government	503.0	8.9
留意電視/電台廣播 (例如：新聞、 香港天文台報告、核電站報告) Listen to the broadcasting of TV and radio (e.g. news, HK Observatory report, nuclear power station report)	442.9	7.8
遠離危險地方 (例如：漏核地方) Stay away from dangerous places (e.g. nuclear affected area)	399.0	7.1
報警/致電 999 Call the police / dial 999	262.2	4.6
離開香港/出外 Leave Hong Kong / go abroad	179.0	3.2
採取預防措施 (例如：關/鎖好窗門) Conduct precautionary actions (e.g. closing / locking window)	143.5	2.5
找人救 Find someone for help	122.1	2.2
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	713.7	12.6
不知道 Do not know	1 772.3	31.4
合計 Overall	5 651.0	

註釋：[#] 可選擇多項答案。

Note：[#] Multiple answers were allowed.

表 3.2h 按在有關海、陸、空嚴重交通意外發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2h Persons aged 15 and over by major measure to be taken in cases of serious accident related to sea / land / air transport

在有關海、陸、空嚴重交通意外發生時 所採取的主要應變措施 [#]	人數 No. of persons (‘000)	百分比 %
留在安全地方 (例如：家中、 室內、工作地方) Stay in safety places (e.g. home, indoor, working place)	1 812.5	32.1
報警/致電 999 Call the police / dial 999	1 157.8	20.5
遠離意外發生現場 Stay away from the accident site	699.6	12.4
找人救 Find someone for help	630.1	11.2
留意電視/電台廣播 (例如：新聞、 香港天文台報告) Listen to the broadcasting of TV and radio (e.g. news, HK Observatory report)	556.4	9.8
在意外發生現場盡量幫助有需要的人 Try to help persons in need at the accident site	325.4	5.8
轉用其他交通工具 Use other types of transportation	161.5	2.9
等候政府的安排 Wait for the arrangement of the Government	154.8	2.7
在意外發生現場保持冷靜 Keep calm at the accident site	121.8	2.2
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	370.2	6.6
不知道 Do not know	442.2	7.8
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.2i 按在大規模停電發生時所採取的主要應變措施劃分的十五歲及以上人士數目
Table 3.2i Persons aged 15 and over by major measure to be taken in cases of territory-wide electricity power shutdown

在大規模停電發生時所採取的主要應變措施# Major measure to be taken in cases of territory-wide electricity power shutdown#	人數 No. of persons ('000)	百分比 %
使用其他照明設備 (例如：蠟燭、電筒) Use other lighting equipment (e.g. candles / torch)	2 951.8	52.2
留在安全地方 (例如：家中、 室內、工作地方) Stay in safety places (e.g. home, indoor, working place)	1 840.5	32.6
到其他地方 (例如：朋友/親戚家中、 社區中心、有電力供應地方) Go to other places (e.g. friend's / relative's home, community centre, places with electricity supply)	571.9	10.1
等候維修或電力恢復 Wait for repair or electricity recovery	262.6	4.6
致電電力公司查詢 Phone the electricity company for enquiry	171.4	3.0
儲足夠糧食 Stock up food / beverages	116.8	2.1
通知管理處/屋苑辦事處 Call the management office	114.4	2.0
不使用電器 Do not use electrical appliances	111.4	2.0
沒有什麼可以做/沒有什麼特別措施 /沒有辦法 Nothing to do / no special measure / no solution	175.0	3.1
不知道 Do not know	67.7	1.2
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.2j 按年齡/性別及對「999」熱線服務除外的求助熱線服務的認識劃分的十五歲及以上人士數目
Table 3.2j Persons aged 15 and over by age / sex and awareness of the help desk services other than the '999' hotline service

年齡組別/性別 Age group / sex	對「999」除外的求助熱線服務的認識 Awareness of the help desk services other than '999'					
	認識 Aware		不認識 Not aware		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
年齡組別 Age group						
15 - 19	59.9	13.9	370.5	86.1	430.4	100.0
20 - 29	168.1	16.8	832.7	83.2	1 000.8	100.0
30 - 39	239.7	17.6	1 119.7	82.4	1 359.4	100.0
40 - 49	189.2	15.6	1 024.4	84.4	1 213.7	100.0
≥ 50	205.8	12.5	1 440.8	87.5	1 646.7	100.0
性別 Sex						
男 Male	444.4	15.8	2 366.6	84.2	2 811.0	100.0
女 Female	418.4	14.7	2 421.5	85.3	2 839.9	100.0
合計 Overall	862.8	15.3	4 788.2	84.7	5 651.0	100.0

表 3.2k 按教育程度及對「999」熱線服務除外的求助熱線服務的認識劃分的十五歲及以上人士數目
Table 3.2k Persons aged 15 and over by educational attainment and awareness of the help desk services other than the '999' hotline service

教育程度 Educational attainment	對「999」除外的求助熱線服務的認識 Awareness of the help desk services other than '999'					
	認識 Aware		不認識 Not aware		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
未受教育/幼稚園/小學 No schooling / kindergarten / primary	182.5	10.8	1 514.6	89.2	1 697.1	100.0
中學/預科 Secondary / matriculation	519.3	16.2	2 678.6	83.8	3 197.9	100.0
專上教育 Tertiary	161.0	21.3	594.9	78.7	755.9	100.0
合計 Overall	862.8	15.3	4 788.2	84.7	5 651.0	100.0

表 3.3a 按所認識的求助熱線服務劃分的認識「999」熱線服務除外的求助熱線服務的十五歲及以上人士數目
Table 3.3a Persons aged 15 and over who were aware of the help desk services other than the '999' hotline service by help desk service being aware of

所認識的求助熱線服務 [#] Help desk service being aware of [#]	人數 No. of persons ('000)	百分比 %
消防處 Fire Services Department	435.3	50.5
香港天文台 HK Observatory	386.1	44.8
房屋署 Housing Department	237.2	27.5
民政事務總署 – 緊急事故熱線 Home Affairs Department – Emergency Hotline	229.8	26.6
渠務署 – 24 小時渠務投訴熱線 Drainage Services Department (24-hour Drainage Complaints Hotline)	225.8	26.2
社會福利署 – 資訊熱線 Social Welfare Department – enquiry hotline	174.4	20.2
教育署 – 查詢幼稚園及學校是否停課 Education Department (for enquiry on whether kindergartens and schools are closed)	163.9	19.0
勞工處 – 查詢暴雨下僱員工作安排 Labour Department (for enquiry on work arrangement during rainstorm)	121.9	14.1
香港考試局 – 查詢公開考試是否如期舉行 Hong Kong Examinations Authority (for enquiry on whether public examinations remain unchanged)	118.5	13.7
112 國際求救熱線 112 International Rescue Hotline	111.0	12.9

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.3a(續) 按所認識的求助熱線服務劃分的認識「999」熱線服務以外的求助熱線服務的十五歲及以上人士數目
Table 3.3a Persons aged 15 and over who were aware of the help desk services other than the '999' hotline service by help desk service being aware of
(Cont'd)

所認識的求助熱線服務#(續) Help desk service being aware of# (Cont'd)	人數 No. of persons ('000)	百分比 %
土力工程處 – 斜坡維修熱線 Civil Engineering Department (for enquiry on slope maintenance)	105.9	12.3
屋宇署 – 屋宇安全/資訊熱線 Buildings Department / Building Safety Hotline / General Enquiry	93.9	10.9
漁農自然護理署 Agriculture, Fisheries and Conservation Department	51.6	6.0
建築物條例執行處 – 屋宇安全熱線 Buildings Ordinance Office – Building Safety Hotline	47.9	5.6
香港警務處 HK Police Force	30.2	3.5
醫院管理局/醫院/醫療輔助隊 Hospital Authority / Hospitals / Auxiliary Medical Services	16.1	1.9
民衆安全服務隊 Civil Aid Service	10.9	1.3
水務署 Water Supplies Department	3.8	0.4
其他 Others	15.0	1.7
合計 Overall	862.8	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.3b 按認識求助熱線服務的途徑劃分的認識「999」熱線服務除外的求助熱線服務的十五歲及以上人士數目
Table 3.3b Persons aged 15 and over who were aware of the help desk services other than the '999' hotline service by source of awareness of the help desk services

認識求助熱線服務的途徑# Source of awareness of the help desk services#	人數 No. of persons ('000)	百分比 %
電視 Television	423.8	49.1
刊物 (例如：小冊子、單張) Printed materials (e.g. pamphlet, brochure)	221.3	25.6
電台 Radio	196.4	22.8
報章 Newspapers	183.0	21.2
親戚、鄰居及朋友 Relatives, neighbours and friends	96.8	11.2
雜誌 Magazines	94.0	10.9
網頁 (例如：保安局及政府部門) Homepage (e.g. Security Bureau / other Government departments)	68.8	8.0
電話公司/電話簿 Telephone company / telephone directory	52.6	6.1
工作關係/工作地方 Related to job / work place	32.5	3.8
記事簿內資料 Information from diary	15.6	1.8
學校 Schools	9.6	1.1
手提電話 Mobile phone	6.0	0.7
大廈管理處 Building management offices	5.8	0.7
老人中心 Elderly centres	3.1	0.4
其他 Others	24.1	2.8
不知道 Do not know	2.0	0.2
合計 Overall	862.8	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 3.4a 按曾否見過「趨吉避兇小冊子」及認識該小冊子的主要途徑劃分的十五歲及以上人士數目
Table 3.4a Persons aged 15 and over by whether had seen the booklet “Simple guidelines in the events of major mishaps” and major source of awareness of the booklet

曾否見過「趨吉避兇小冊子」/ 認識該小冊子的主要途徑 [#] Whether had seen the booklet “Simple guidelines in the events of major mishaps” / major source of awareness of the booklet [#]	人數 No. of persons (‘000)	百分比* %
曾見過 Yes	310.0	5.5
民政事務總署 Home Affairs Department	73.4	(23.7)
透過家人/親戚/朋友 Through family members / relatives / friends	70.8	(22.8)
學校 Schools	39.4	(12.7)
辦公室 Offices	35.8	(11.5)
公共圖書館 Public libraries	27.5	(8.9)
沒有見過 No	5 300.0	94.5
總計 Total	5 610.0	100.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 括號內的數字顯示在所有十五歲及以上而曾見過「趨吉避兇小冊子」的人士中所佔的百分比。

* Figures in brackets represent the percentages in respect of all persons aged 15 and over who had seen the booklet “Simple guidelines in the events of major mishaps”.

表 3.4b 按曾否見過「廣東大亞灣核電站應變計劃小冊子」及認識該小冊子的主要途徑劃分的十五歲及以上人士數目
Table 3.4b Persons aged 15 and over by whether had seen the booklet “Guangdong nuclear power station at Daya Bay contingency plan” and major source of awareness of the booklet

曾否見過「廣東大亞灣核電站應變計劃小冊子」/認識該小冊子的主要途徑 [#] Whether had seen the booklet “Guangdong nuclear power station at Daya Bay contingency plan” / major source of awareness of the booklet [#]	人數 No. of persons (‘000)	百分比* %
曾見過 Yes	448.6	7.9
民政事務總署 Home Affairs Department	133.3	(29.7)
透過家人/親戚/朋友 Through family members / relatives / friends	84.7	(18.9)
學校 Schools	62.1	(13.9)
公共圖書館 Public libraries	50.4	(11.2)
辦公室 Offices	40.1	(8.9)
沒有見過 No	5 161.4	92.1
總計 Total	5 610.0	100.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 括號內的數字顯示在所有十五歲及以上而曾見過「廣東大亞灣核電站應變計劃小冊子」的人士中所佔的百分比。

* Figures in brackets represent the percentages in respect of all persons aged 15 and over who had seen the booklet “Guangdong nuclear power station at Daya Bay contingency plan”.

表 3.4c 按曾否見過「氣象警告及預防措施小冊子」及認識該小冊子的主要途徑劃分的十五歲及以上人士數目
Table 3.4c Persons aged 15 and over by whether had seen the booklet “Weather warnings and precautionary measures” and major source of awareness of the booklet

曾否見過「氣象警告及預防措施小冊子」/認識該小冊子的主要途徑 [#] Whether had seen the booklet “Weather warnings and precautionary measures” / major source of awareness of the booklet [#]	人數 No. of persons (‘000)	百分比* %
曾見過 Yes	1 081.4	19.1
民政事務總署 Home Affairs Department	309.5	(28.6)
學校 Schools	299.7	(27.7)
透過家人/親戚/朋友 Through family members / relatives / friends	179.7	(16.6)
辦公室 Offices	126.4	(11.7)
公共圖書館 Public libraries	62.0	(5.7)
沒有見過 No	4 528.6	80.9
總計 Total	5 610.0	100.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

* 括號內的數字顯示在所有十五歲及以上而曾見過「氣象警告及預防措施小冊子」的人士中所佔的百分比。

* Figures in brackets represent the percentages in respect of all persons aged 15 and over who had seen the booklet “Weather warnings and precautionary measures”.

表 3.4d 按年齡/性別及曾否見過在電視播放的有關緊急事故/天災的政府宣傳片劃分的十五歲及以上人士數目
 Table 3.4d Persons aged 15 and over by age / sex and whether had seen the Government Announcements of Public Interest on emergency incidents / natural disasters on television

年齡組別/性別 Age group / sex	曾否見過在電視播放的有關緊急事故/天災的政府宣傳片 Whether had seen the Government Announcements of Public Interest on emergency incidents / natural disasters on television					
	曾見過 Yes		沒有見過 No		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
年齡組別 Age group						
15 - 19	402.0	93.4	28.5	6.6	430.4	100.0
20 - 29	938.1	93.7	62.7	6.3	1 000.8	100.0
30 - 39	1 274.0	93.7	85.3	6.3	1 359.4	100.0
40 - 49	1 109.2	91.4	104.5	8.6	1 213.7	100.0
≥ 50	1 449.5	88.0	197.2	12.0	1 646.7	100.0
性別 Sex						
男 Male	2 573.9	91.6	237.1	8.4	2 811.0	100.0
女 Female	2 598.9	91.5	241.0	8.5	2 839.9	100.0
合計 Overall	5 172.8	91.5	478.2	8.5	5 651.0	100.0

表 3.5 政府在緊急事故/天災發生時應提供的各類資料的相對重要性平均得分
Table 3.5 Mean score of relative importance for the respective types of information that should be provided by the Government in cases of emergency incidents / natural disasters

政府應提供的資料類別 Type of information that should be provided by the Government	相對重要性平均得分 Mean score of relative importance
市民應採取的行動指引 Guidance on actions to be taken by the general public	3.89
各政府部門所提供的服務範圍 Scope of services provided by various Government departments	3.18
緊急事故/天災的成因 Causes of the emergency incidents / natural disasters	2.84
緊急事故/天災的發生機會的評估 The assessed probability of occurrence of the emergency incidents / natural disasters	2.62
獲取更多資料/協助的途徑 Channels to obtain additional information / assistance	2.46

註釋：* 每類資料的相對重要性平均得分是以「最重要」的選擇得 5 分、「次重要」的選擇得 4 分等計分方法計算。

Note: * Mean score of relative importance was calculated by assigning 5 marks to the option “most important”, 4 to “2nd most important”, and so on for each type of information.

4 公眾對申訴專員公署的認識 Public Awareness of the Office of The Ombudsman

4.1 統計員採用隨機抽樣方法，從每個受訪住戶中抽選一名十五歲或以上人士參與有關公眾對申訴專員公署的認識的統計調查。

4.2 為了解香港居民的投訴文化，受訪者被問及以下的問題：假若要投訴某個政府部門或公共機構行政失當時，將會採用的渠道；向申訴專員公署提出投訴某個政府部門或公共機構行政失當時，將會採用的方法；及期望得到回覆的方法。

4.3 此外，為了明白公眾對法定投訴渠道的一般期望，受訪者被問及假若向申訴專員公署提出投訴，他們所期望得到的結果，並評定申訴專員公署在他們認為重要的準則方面的表現。最後，統計調查亦搜集有關市民大眾對申訴專員公署有權展開直接調查的認識及對申訴專員公署的宣傳資料的認識等資料。

香港居民的投訴文化

提出投訴的渠道

4.4 十五歲及以上人士被問及假若他們想投訴某個政府部門或公共機構行政失當時，他們會向哪個渠道提出投訴。約2 606 500名十五歲及以上的人士表示會向「區議會/區議員」提出投訴，佔所有十五歲及以上人士的46.1%。其次是「有關部門/公共機構所提供的投訴渠道」(37.5%)及「申訴專員公署」(22.3%)。(表 4.1a)

4.1 Within each enumerated household, a person aged 15 or over was randomly selected for interview in respect of the enquiry on public awareness of the Office of The Ombudsman.

4.2 To find out the complaint culture among Hong Kong residents, the respondents were asked the following questions: the channels that they would approach if they wished to lodge a complaint about the maladministration of a Government department or a public body; the means which they would use for lodging a complaint about the maladministration of a Government department or a public body to the Office of The Ombudsman; and the expectation of the method through which they would be informed of the results.

4.3 Furthermore, in order to understand the general expectation of the public on a statutory complaint channel, the respondents were asked to state the expected results to be achieved if they had lodged a complaint to the Office of The Ombudsman and to rate the performance of the Office based on the criteria which they perceived as important. Last of all, information on the awareness of the power of the Office of The Ombudsman to conduct direct investigations and awareness of the publicity messages of the Office was also collected in the enquiry.

Complaint culture among Hong Kong residents

Channel for lodging a complaint

4.4 Persons aged 15 and over were asked to state the channels that they would approach if they wished to lodge a complaint about the maladministration of a Government department or a public body. Some 2 606 500 persons aged 15 and over said that they would approach “District Council / members of District Council”, representing 46.1% of all persons aged 15 and over. This was followed by “complaint channel of the department / public body concerned” (37.5%) and “Office of The Ombudsman” (22.3%). (Table 4.1a)

年齡

4.5 按年齡組別分析，年齡在五十歲及以上的人士有較高的百分比會向「區議會/區議員」提出投訴，而較年輕的人士(四十歲以下)則有較高的百分比會向「有關部門/公共機構所提供的投訴渠道」提出投訴。(表 4.1a)

教育程度

4.6 按教育程度分析，具專上教育程度的人士相比於教育程度較低的人士傾向會採用以下的渠道提出投訴：「有關部門/公共機構所提供的投訴渠道」；「申訴專員公署」及「傳播媒介」。(表 4.1b)

提出投訴的方法

4.7 十五歲及以上人士亦被問及假若他們想向申訴專員公署提出投訴某個政府部門或公共機構行政失當時，他們會用甚麼方法。約 3 924 700名十五歲及以上人士表示會用「電話」提出投訴，佔所有十五歲及以上人士的 69.5%。其次是「寫信」(24.5%)及「面談/親自前往申訴專員公署」(21.6%)。(表 4.1c)

4.8 「電話」在各年齡組別人士中皆為最常用的提出投訴方法。在四十歲以下的人士中，「寫信」佔第二位，而在四十歲及以上的人士中，「面談/親自前往申訴專員公署」佔第二位。(表 4.1c)

4.9 按教育程度分析，「電話」亦是各教育程度組別的人士中最常用的提出投訴方法。相對而言，教育程度較高的人士有較大百分比會用書面形式提出投訴，例如「寫信」、「填投訴表格」、「發送傳真」及「發送電子郵件」。(表4.1d)

Age

4.5 Analyzed by age group, a relatively higher percentage of persons aged 50 and over would approach “District Council / members of District Council” while a higher percentage of younger persons (those aged below 40) would approach “complaint channel of the department / public body concerned”. (Table 4.1a)

Educational attainment

4.6 Analyzed by educational attainment, persons who had attained tertiary education tended to choose the following complaint channels more often as compared to the less educated persons : “complaint channel of the department / public body concerned”; “Office of The Ombudsman” and “media”. (Table 4.1b)

Means for lodging a complaint

4.7 Persons aged 15 and over were also asked to state the means which they would use if they wanted to lodge a complaint about the maladministration of a Government department or a public body to the Office of The Ombudsman. Some 3 924 700 persons aged 15 and over said that they would lodge a complaint through “telephone”, representing 69.5% of all persons aged 15 and over. This was followed by “letter” (24.5%) and “face-to-face interview / go to the Office of The Ombudsman in person” (21.6%). (Table 4.1c)

4.8 “Telephone” was the most commonly cited means for all age groups. “Letter” ranked second for those aged below 40 while “face-to-face interview / go to the Office of The Ombudsman in person” ranked second for those aged 40 and over. (Table 4.1c)

4.9 Analyzed by educational attainment, “telephone” was also the most commonly cited means for persons in all the educational attainment groups. Relatively speaking, a larger percentage of those with higher educational attainment would lodge a complaint in written form such as “letter”, “complaint form”, “fax” and “e-mail”. (Table 4.1d)

期望得到回覆的方法

4.10 十五歲及以上人士進一步被問及他們期望申訴專員公署以甚麼方法告知處理投訴的結果。約 2 772 400 名十五歲及以上人士(佔所有十五歲及以上人士的 49.1%)期望申訴專員公署用「電話」告知處理投訴的結果及 2 648 100 人(46.9%)期望得到書面回覆。事實上，大部分人士均期望申訴專員公署以他們提出投訴的方法作出回覆。(表 4.1e)

Expected method of being informed of the results

4.10 Persons aged 15 and over were further asked to state the method which they expected the Office of The Ombudsman would use to inform them of the results in handling the complaint. Some 2 772 400 persons aged 15 and over (or 49.1% of all persons aged 15 and over) expected the Office of The Ombudsman to inform them of the results by “telephone” and 2 648 100 persons (46.9%) expected “written replies”. In fact, the majority of persons expected the Office of The Ombudsman to inform them of the results using the same method which they had used when lodging the complaint. (Table 4.1e)

對法定投訴渠道的一般期望*所期望得到的結果*

4.11 他們亦被問及若向申訴專員公署提出投訴後，所期望得到的結果。約 2 612 300 名十五歲及以上人士期望申訴專員公署可以「建議有關部門/公共機構採取特定改善措施」，佔所有十五歲及以上人士的 46.4%。緊隨其後的是「評定投訴是否成立」(40.0%)及「提高公營部門的工作效率及服務素質」(37.7%)。(表 4.1f 及圖 4.1)

General expectation on a statutory complaint channel*Expectation of the results to be achieved*

4.11 They were also asked to state their expectation of the results which would be achieved in case they had lodged a complaint to the Office of The Ombudsman. Some 2 612 300 persons aged 15 and over expected the Office of The Ombudsman to “recommend specific remedial actions to be taken by the department / public body concerned”, accounting for 46.4% of all persons aged 15 and over. This was closely followed by “finding out if the complaint is substantiated or not” (40.0%) and “improving the efficiency and quality of service in the public sector” (37.7%). (Table 4.1f and Chart 4.1)

對申訴專員公署表現的意見

4.12 十五歲及以上人士被要求評定申訴專員公署在以下首五個其認為是重要的準則方面的表現：

- ◆ 讓人容易記起及方便人們提出投訴
- ◆ 能在設定的時限內迅速採取行動及找出解決辦法
- ◆ 能保持客觀，不會受到不應有的影響/干預
- ◆ 會將資料保密，保障私隱
- ◆ 能找出投訴涉及的關鍵事項
- ◆ 會清楚說明作出結論的理由
- ◆ 會定期告知投訴人其個案的進展

Perceived performance of the Office of The Ombudsman

4.12 Persons aged 15 and over were asked to rate the performance of the Office of The Ombudsman in terms of their perceived top five important criteria amongst the following :

- ◆ conspicuous and easily accessible to complainants
- ◆ efficient, offering speedy action and resolution within pre-determined time limits
- ◆ objective and free from undue influence or interference
- ◆ keeping information confidential so as to protect privacy
- ◆ identification of critical issues in complaints

- ◆ 職員樂於助人，而且待人以禮
- ◆ 提供有用的資料及意見

4.13 上述每項準則的平均得分的計算方法如下：「表現好」的選擇得 3 分、「滿意」得 2 分及「差」得 1 分。換言之，平均得分愈高，表示有關人士認為申訴專員公署在是項準則方面的表現愈好。

4.14 十五歲及以上的人士一般認為申訴專員公署在「會將資料保密，保障私隱」的準則方面的表現最令人滿意，其表現平均分為 2.21，在各準則中最高。排列第二位的是「能保持客觀，不會受到不應有的影響/干預」(2.00)，而「提供有用的資料及意見」則排列第三位(1.99)。在這些人士中，約191 800名十五歲及以上人士乃根據其個人實際經驗對公署的表現作出評估，佔所有十五歲及以上人士的 3.4%。 (表 4.2)

對申訴專員公署有權展開直接調查的認識

4.15 約1 263 300名十五歲及以上人士(佔所有十五歲及以上人士的22.4%)知悉申訴專員公署獲賦予權力，可以主動對公眾關注的事項展開直接調查。 (表 4.3a)

年齡及性別

4.16 按年齡組別分析，年齡介乎二十至四十九歲人士有較大的百分比知悉申訴專員公署有權展開直接調查。有關百分比在年齡介乎二十至二十九歲的人士為 23.8%；年齡介乎三十至三十九歲的人士為 26.4%；而在年齡介乎四十至四十九歲的人士為 23.3%。年齡介乎十五至十九歲(20.2%)及年齡在五十歲及以上的人士(18.0%)的相應百分比比較低。 (表 4.3a)

- ◆ clear reasons being given for conclusions
- ◆ complainants being regularly informed of progress
- ◆ helpful and courteous staff
- ◆ providing useful information and advice

4.13 A mean score for each criterion was calculated by assigning 3 marks to the option “excellent”, 2 to “satisfactory” and 1 to “poor”. In other words, a higher mean score would mean more satisfactory perceived performance in respect of a particular criterion.

4.14 Persons aged 15 and over generally perceived that the Office of The Ombudsman had the most satisfactory performance on the criterion of “keeping information confidential so as to protect privacy”. The mean score of this criterion was 2.21, being the highest amongst all the above-mentioned criteria. “Objective and free from undue influence or interference” ranked second (2.00) while “providing useful information and advice” ranked third (1.99). Among all these persons, some 191 800 persons aged 15 and over rated the performance of the Office based on their actual experience, accounting for 3.4% of all persons aged 15 and over. (Table 4.2)

Awareness of the power of the Office of The Ombudsman to conduct direct investigations

4.15 Some 1 263 300 persons aged 15 and over were aware that the Office of The Ombudsman was empowered to conduct own-motion direct investigations on issues of public concern, accounting for 22.4% of all persons aged 15 and over. (Table 4.3a)

Age and sex

4.16 Analyzed by age group, a higher percentage of persons aged 20-49 were aware of the power of the Office of The Ombudsman to conduct direct investigations. The respective percentages were 23.8% for those aged 20-29; 26.4% for those aged 30-39 and 23.3% for those aged 40-49. Lower percentages were recorded for those aged 15-19 (20.2%) and those aged 50 and over (18.0%). (Table 4.3a)

4.17 相對而言，較高百分比的男性知悉申訴專員公署獲賦予權力可以主動對公眾關注的事項展開直接調查。男性的有關百分比為 24.3%，而女性則為 20.4%。（表 4.3a）

教育程度

4.18 知悉申訴專員公署有權展開直接調查的百分比隨着教育程度增加而上升。具小學及以下教育程度人士的有關百分比為 14.6%；具中學/預科程度人士的百分比為 24.1%；而具專上教育程度人士的百分比為 32.3%。（表 4.3b）

對展開直接調查的成效的意見

4.19 知悉申訴專員公署有權展開直接調查的十五歲及以上人士，被要求對申訴專員公署主動展開直接調查的成效根據下列各準則作出評估：

- ◆ 解決初萌芽的問題
- ◆ 防止同類的投訴一再出現
- ◆ 徹底跟進制度上的問題
- ◆ 揭露行政服務的不足之處
- ◆ 提出改善公共行政的建議
- ◆ 給有關部門/公共機構壓力，令他們作出改善

4.20 上述每項準則的平均得分的計算方法如下：「十分有效」的選擇得 3 分、「有效」得 2 分及「不太有效」得 1 分。換言之，平均得分愈高，表示有關人士認為申訴專員公署在是項準則方面的成效愈大。

4.21 在該 1 263 300 名知悉申訴專員公署有權展開直接調查的十五歲及以上人士中，33.4% 認為申訴專員公署在「給有關部門/公共機構壓力，令他們作出改善」方面十分有效。此準則的相對成效平均得分為 2.14，在各項準則中為最高。「揭露行政服務的不足之處」(2.03) 排列第二位及「提出改善公共行政的建議」(1.99) 排列第三位。（表 4.4）

4.17 Relatively speaking, a higher percentage of males were aware that the Office of The Ombudsman was empowered to conduct own-motion direct investigations on issues of public concern. The percentage was 24.3% for males, as against 20.4% for females. (Table 4.3a)

Educational attainment

4.18 The percentage of persons who were aware of the power of the Office of The Ombudsman to conduct direct investigations increased with educational attainment. The respective percentages were 14.6% for those with primary educational attainment and lower; 24.1% for those with secondary / matriculation educational attainment and 32.3% for those with tertiary educational attainment. (Table 4.3b)

Perceived effectiveness in conducting direct investigations

4.19 Persons aged 15 and over who were aware of the power of the Office of The Ombudsman to conduct direct investigations were asked to rate the effectiveness of the Office of The Ombudsman in conducting own-motion direct investigations in terms of the following criteria :

- ◆ nipping problems in the bud
- ◆ avoiding repeated complaints
- ◆ following through systemic problems
- ◆ exposing deficiencies in the administration
- ◆ making recommendations to improve public administration
- ◆ putting pressure on the department / public body concerned to make improvements

4.20 A mean score for each criterion was calculated by assigning 3 marks to the option “very effective”, 2 to “effective” and 1 to “not too effective”. In other words, a higher mean score would mean greater perceived effectiveness attached to a particular criterion.

4.21 Of the 1 263 300 persons aged 15 and over who were aware of the power of the Office of The Ombudsman to conduct direct investigations, 33.4% considered that the Office of The Ombudsman was very effective in “putting pressure on the department / public body concerned to make improvements”. The mean score of relative effectiveness for this criterion was 2.14, which was the highest amongst all the above-

對申訴專員公署的宣傳資料的認識

4.22 十五歲及以上人士被問及他們曾否透過以下途徑認識申訴專員公署的宣傳資料:

- ◆ 電視
- ◆ 電台
- ◆ 報章
- ◆ 申訴專員公署的海報/刊物
- ◆ 申訴專員公署的網站

4.23 約3 663 000名十五歲及以上人士表示曾經在電視看過申訴專員公署的宣傳資料，佔所有十五歲及以上人士的 64.8%。比對電視，曾透過報章(33.1%)；電台(30.6%)；申訴專員公署的海報/刊物(15.9%)及申訴專員公署的網站(1.8%)認識申訴專員公署的宣傳資料的十五歲及以上人士的百分比比較低。(表 4.5)

mentioned criteria. “Exposing deficiencies in the administration” ranked second (2.03) while “making recommendations to improve public administration” ranked third (1.99). (Table 4.4)

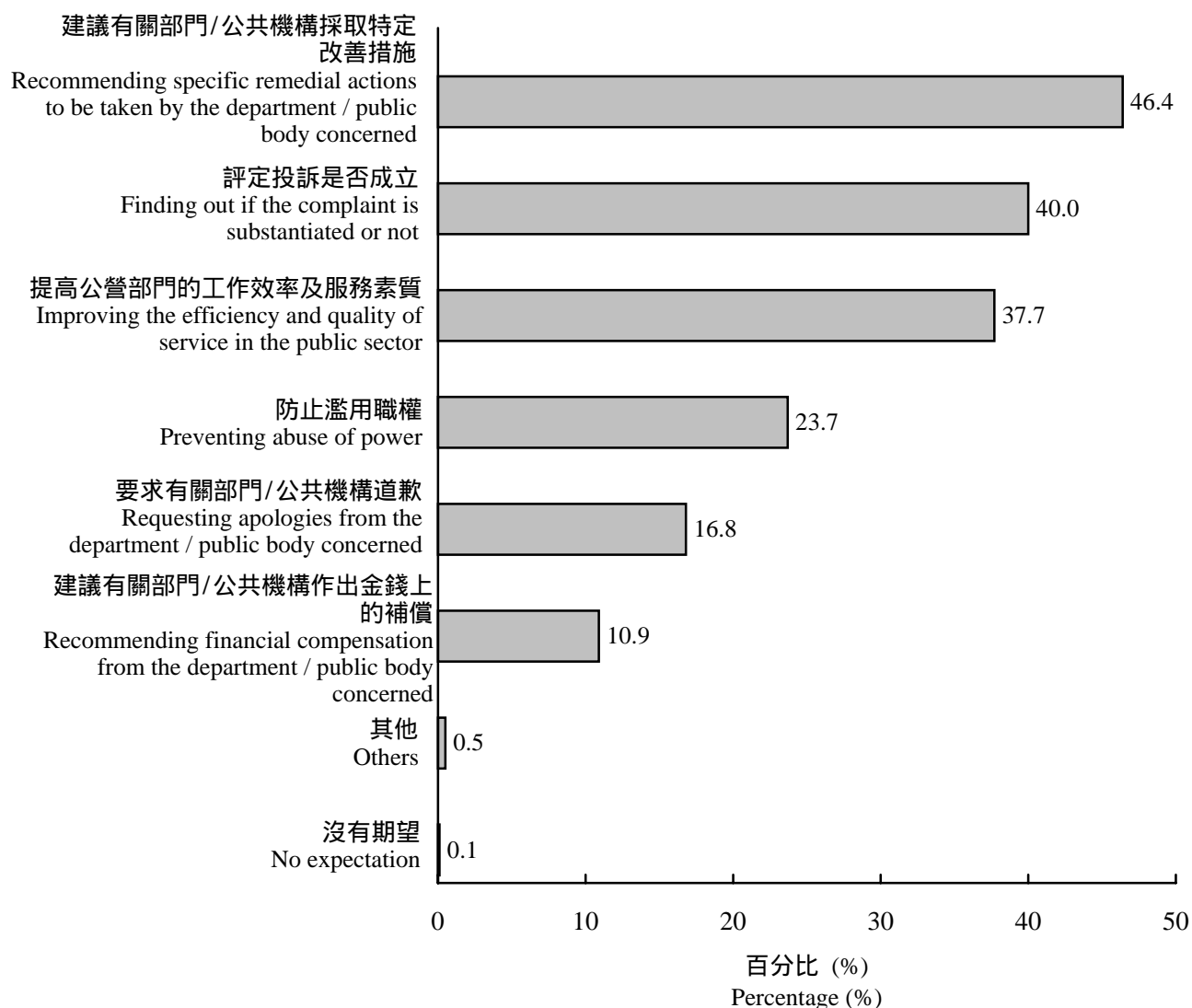
Awareness of the publicity messages of the Office of The Ombudsman

4.22 Persons aged 15 and over were asked whether they were aware of the publicity messages of the Office of The Ombudsman through the following channels :

- ◆ television
- ◆ radio
- ◆ newspapers
- ◆ posters / publications of the Office of The Ombudsman
- ◆ website of the Office of The Ombudsman

4.23 Some 3 663 000 persons aged 15 and over reported that they had seen the publicity messages of the Office of The Ombudsman on television, accounting for 64.8% of all persons aged 15 and over. As compared with television, lower percentages of persons aged 15 and over were aware of the publicity messages of the Office of The Ombudsman through newspapers (33.1%); radio (30.6%); posters / publications of the Office of The Ombudsman (15.9%) and website of the Office of The Ombudsman (1.8%). (Table 4.5)

圖 4.1 按向申訴專員公署提出投訴後所期望得到的結果#劃分的十五歲及以上人士的百分比分布
Chart 4.1 Percentage distribution of persons aged 15 and over by expectation of the results to be achieved# after lodging a complaint to the Office of The Ombudsman



註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

表 4.1a 按投訴某個政府部門/公共機構行政失當時將會採用的主要渠道及年齡劃分的十五歲及以上人士數目
Table 4.1a Persons aged 15 and over by major channel which they would approach for lodging a complaint about the maladministration of a government department / public body and age

提出投訴的主要渠道# Major channel for lodging a complaint#	年齡組別 Age group					
	15 - 19		20 - 29		30 - 39	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
區議會/區議員 District Council / members of District Council	157.6	36.6	410.0	41.0	623.9	45.9
有關部門/公共機構所提供的 投訴渠道 Complaint channel of the department / public body concerned	184.5	42.9	410.2	41.0	535.9	39.4
申訴專員公署 Office of The Ombudsman	119.3	27.7	244.8	24.5	349.8	25.7
傳播媒介 (例如：電台、電視、 報章或雜誌) Media (e.g. TV, radio, newspapers or magazines)	120.0	27.9	244.4	24.4	298.0	21.9
廉政公署 Independent Commission Against Corruption (ICAC)	31.6	7.3	123.7	12.4	135.0	9.9
投訴警察課/投訴警方獨立監察 委員會 Complaints Against Police Office / Independent Police Complaints Council (CAPO / IPCC)	47.7	11.1	104.2	10.4	117.2	8.6
立法會/立法會議員 Legislative Council / members of the Legislative Council	35.4	8.2	58.1	5.8	95.9	7.1
平等機會委員會 Equal Opportunities Commission	31.4	7.3	89.3	8.9	92.8	6.8
個人資料私隱專員公署 Office of the Privacy Commissioner for Personal Data	10.9	2.5	55.8	5.6	58.5	4.3
行政長官/行政長官辦公室 Chief Executive / Chief Executive’s Office	9.9	2.3	27.2	2.7	34.3	2.5
合計 Overall	430.4		1 000.8		1 359.4	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 4.1a (續) 按投訴某個政府部門/公共機構行政失當時將會採用的主要渠道及年齡劃分的十五歲及以上人士數目

Table 4.1a Persons aged 15 and over by major channel which they would approach for lodging a complaint about the maladministration of a government department / public body and age

提出投訴的主要渠道# Major channel for lodging a complaint#	年齡組別(續) Age group (Cont'd)					
	40 - 49		≥ 50		合計 Overall	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
區議會/區議員 District Council / members of District Council	569.7	46.9	841.4	51.1	2 602.5	46.1
有關部門/公共機構所提供的 投訴渠道 Complaint channel of the department / public body concerned	433.3	35.7	555.2	33.7	2 119.1	37.5
申訴專員公署 Office of The Ombudsman	275.0	22.7	271.6	16.5	1 260.5	22.3
傳播媒介 (例如：電台、電視、 報章或雜誌) Media (e.g. TV, radio, newspapers or magazines)	239.6	19.7	255.5	15.5	1 157.5	20.5
廉政公署 Independent Commission Against Corruption (ICAC)	148.6	12.2	149.1	9.1	588.0	10.4
投訴警察課/投訴警方獨立察 委員會 Complaints Against Police Office / Independent Police Complaints Council (CAPO / IPCC)	106.3	8.8	131.7	8.0	507.1	9.0
立法會/立法會議員 Legislative Council / members of the Legislative Council	89.3	7.4	107.3	6.5	385.9	6.8
平等機會委員會 Equal Opportunities Commission	71.7	5.9	55.7	3.4	340.8	6.0
個人資料私隱專員公署 Office of the Privacy Commissioner for Personal Data	57.4	4.7	48.6	3.0	231.2	4.1
行政長官/行政長官辦公室 Chief Executive / Chief Executive’s Office	39.8	3.3	54.5	3.3	165.7	2.9
合計 Overall	1 213.7		1 646.7		5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 4.1b 按投訴某個政府部門/公共機構行政失當時將會採用的主要渠道及教育程度劃分的十五歲及以上人士數目
Table 4.1b Persons aged 15 and over by major channel which they would approach for lodging a complaint about the maladministration of a government department / public body and educational attainment

提出投訴的主要渠道# Major channel for lodging a complaint#	教育程度 Educational attainment							
	未受教育/幼稚園 /小學 No schooling / kindergarten / primary		中學/預科 Secondary / matriculation		專上教育 Tertiary		合計 Overall	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分 比 %
區議會/區議員 District Council / members of District Council	914.0	53.9	1 422.0	44.5	266.6	35.3	2 602.5	46.1
有關部門/公共機構所提供的投訴渠道 Complaint channel of the department / public body concerned	542.3	32.0	1 243.8	38.9	333.0	44.1	2 119.1	37.5
申訴專員公署 Office of The Ombudsman	221.9	13.1	790.3	24.7	248.3	32.9	1 260.5	22.3
傳播媒介 (例如：電台、電視、 報章或雜誌) Media (e.g. TV, radio, newspapers or magazines)	264.8	15.6	673.0	21.0	219.8	29.1	1 157.5	20.5
廉政公署 Independent Commission Against Corruption (ICAC)	130.5	7.7	354.2	11.1	103.3	13.7	588.0	10.4
投訴警察課/投訴警方獨立察委員會 Complaints Against Police Office / Independent Police Complaints Council (CAPO / IPCC)	124.6	7.3	300.9	9.4	81.6	10.8	507.1	9.0
立法會/立法會議員 Legislative Council / members of the Legislative Council	122.6	7.2	201.8	6.3	61.5	8.1	385.9	6.8
平等機會委員會 Equal Opportunities Commission	61.9	3.6	214.1	6.7	64.8	8.6	340.8	6.0
個人資料私隱專員公署 Office of the Privacy Commissioner for Personal Data	47.0	2.8	137.5	4.3	46.7	6.2	231.2	4.1
行政長官/行政長官辦公室 Chief Executive / Chief Executive’s Office	49.9	2.9	85.0	2.7	30.9	4.1	165.7	2.9
合計 Overall	1 697.1		3 198.0		755.9		5 651.0	

註釋： # 可選擇多項答案。

Notes : # Multiple answers were allowed.

表 4.1c 按向申訴專員公署提出投訴的方法及年齡劃分的十五歲及以上人士數目
Table 4.1c Persons aged 15 and over by means for lodging a complaint to the Office of The Ombudsman and age

提出投訴的方法# Means for lodging a complaint#	年齡組別 Age group					
	15 - 19		20 - 29		30 - 39	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
打電話 Telephone	303.0	70.4	668.8	66.8	951.4	70.0
寫信 Letter	135.6	31.5	310.2	31.0	377.1	27.7
面談/親自前往 申訴專員公署 Face-to-face interview / go to the Office of The Ombudsman in person	80.6	18.7	183.7	18.4	292.4	21.5
填投訴表格 Complaint form	25.7	6.0	92.1	9.2	119.5	8.8
發送傳真 Fax	17.2	4.0	64.0	6.4	88.3	6.5
發送電子郵件 E-mail	36.0	8.4	77.4	7.7	65.9	4.8
請其他人轉述 Through other people	10.0	2.3	17.0	1.7	31.0	2.3
其他 Others	-	-	-	-	-	-
合計 Overall	430.4		1 000.8		1 359.4	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 4.1c(續) 按向申訴專員公署提出投訴的方法及年齡劃分的十五歲及以上人士數目
Table 4.1c Persons aged 15 and over by means for lodging a complaint to the Office of
(Cont'd) The Ombudsman and age

	年齡組別(續)					
	40 - 49		≥ 50		合計	
	人數	百分比	人數	百分比	人數	百分比
提出投訴的方法 [#] Means for lodging a complaint [#]	No. of persons (‘000)	%	No. of persons (‘000)	%	No. of persons (‘000)	%
打電話 Telephone	892.3	73.5	1 109.2	67.4	3 924.7	69.5
寫信 Letter	268.5	22.1	293.2	17.8	1 384.5	24.5
面談/親自前往 申訴專員公署 Face-to-face interview / go to the Office of The Ombudsman in person	278.7	23.0	382.7	23.2	1 218.1	21.6
填投訴表格 Complaint form	72.0	5.9	94.4	5.7	403.8	7.1
發送傳真 Fax	46.7	3.8	58.5	3.6	274.7	4.9
發送電子郵件 E-mail	25.0	2.1	31.0	1.9	235.3	4.2
請其他人轉述 Through other people	33.0	2.7	139.6	8.5	230.6	4.1
其他 Others	-	-	2.5	0.2	2.5	~
合計 Overall	1 213.7		1 646.7		5 651.0	

註釋：# 可選擇多項答案。

~ 少於 0.05%。

Notes : # Multiple answers were allowed.

~ Less than 0.05%.

表 4.1d 按向申訴專員公署提出投訴的方法及教育程度劃分的十五歲及以上人士數目
Table 4.1d Persons aged 15 and over by means for lodging a complaint to the Office of The Ombudsman and educational attainment

提出投訴的方法# Means for lodging a complaint#	教育程度 Educational attainment							
	未受教育/幼稚園 /小學 No schooling/ kindergarten/ primary		中學/預科 Secondary/ matriculation		專上教育 Tertiary		合計 Overall	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
打電話 Telephone	1 207.3	71.1	2 213.2	69.2	504.2	66.7	3 924.7	69.5
寫信 Letter	256.0	15.1	835.3	26.1	293.2	38.8	1 384.5	24.5
面談/親自前往 申訴專員公署投訴 Face-to-face interviews / go to the Office of The Ombudsman in person	420.9	24.8	671.5	21.0	125.6	16.6	1 218.1	21.6
填投訴表格 Complaint form	79.3	4.7	256.9	8.0	67.5	8.9	403.8	7.1
發送傳真 Fax	38.8	2.3	181.4	5.7	54.5	7.2	274.7	4.9
發送電子郵件 E-mail	24.3	1.4	122.8	3.8	88.2	11.7	235.3	4.2
請其他人轉述 Through other people	139.5	8.2	80.0	2.5	11.1	1.5	230.6	4.1
其他 Others	2.2	0.1	-	-	0.3	~	2.5	~
合計 Overall	1 697.1		3 198.0		755.9		5 651.0	

註釋：# 可選擇多項答案。

~ 少於 0.05%。

Notes：# Multiple answers were allowed.

~ Less than 0.05%.

表 4.1e 按向申訴專員公署提出投訴後期望得到回覆的方法劃分的十五歲及以上人士數目
Table 4.1e Persons aged 15 and over by expected method of being informed of the results after lodging a complaint to the Office of The Ombudsman

期望得到回覆的方法 [#] Expected method of being informed of the results [#]	人數 No. of persons (‘000)	百分比 %
電話 Telephone	2 772.4	49.1
書面 Written replies	2 648.1	46.9
面談 Face-to-face discussions	1 572.7	27.8
電子郵件 E-mail	221.8	3.9
透過傳播媒介/報章 Through media / newspapers	4.8	0.1
其他 Others	3.6	0.1
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 4.1f 按向申訴專員公署提出投訴後所期望得到的結果劃分的十五歲及以上人士數目
Table 4.1f Persons aged 15 and over by expectation of the results to be achieved after lodging a complaint to the Office of The Ombudsman

所期望得到的結果# Expectation of the results to be achieved #	人數 No. of persons (‘000)	百分比 %
建議有關部門/公共機構採取特定改善措施 Recommending specific remedial actions to be taken by the department / public body concerned	2 612.3	46.4
評定投訴是否成立 Finding out if the complaint is substantiated or not	2 260.3	40.0
提高公營部門的工作效率及服務素質 Improving the efficiency and quality of service in the public sector	2 132.2	37.7
防止濫用職權 Preventing abuse of power	1 342.0	23.7
要求有關部門/公共機構道歉 Requesting apologies from the department / public body concerned	947.4	16.8
建議有關部門/公共機構作出金錢上的補償 Recommending financial compensation from the department / public body concerned	618.0	10.9
其他 Others	30.4	0.5
沒有期望 No expectation	3.3	0.1
合計 Overall	5 651.0	

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 4.2 申訴專員公署在各項評估其表現的準則方面的表現平均分
Table 4.2 Mean score of performance of the Office of The Ombudsman in terms of the respective criteria for assessing its performance

評估申訴專員公署的表現的準則 Criterion for assessing the performance of the office of The Ombudsman	表現平均分* Mean score of performance*
會將資料保密，保障私隱 Keeping information confidential so as to protect privacy	2.21
能保持客觀，不會受到不應有的 影響/干預 Objective and free from undue influence / interference	2.00
提供有用的資料及意見 Providing useful information and advice	1.99
會清楚說明作出結論的理由 Clear reasons being given for conclusions	1.96
能找出投訴涉及的關鍵事項 Identification of critical issues in complaints	1.94
讓人容易記起及方便人們提出投訴 Conspicuous and easily accessible to complainants	1.93
能在設定的時限內迅速採取行動 及找出解決辦法 Efficient, offering speedy action and resolution within pre-determined time limits	1.93
職員樂於助人，而且待人以禮 Helpful and courteous staff	1.88
會定期告知投訴人其個案的進展 Complainants being regularly informed of progress	1.84

註釋：* 每項準則的表現平均分是以「表現好」的選擇得 3 分、「滿意」得 2 分及「差」得 1 分的計分方法計算。答覆「不知道」的人士不計算在內。

Note: * Mean score of performance in respect of each criterion was calculated by assigning 3 marks to the option “excellent”, 2 to “satisfactory” and 1 to “poor”. Persons who answered “do not know” were not counted.

表 4.3a 按年齡/性別及是否知悉申訴專員公署獲賦予權力可以主動對公眾關注的事項展開直接調查劃分的十五歲及以上人士數目

Table 4.3a Persons aged 15 and over by age / sex and whether aware that the Office of The Ombudsman was empowered to conduct own-motion direct investigations on issues of public concern

年齡組別/性別 Age group / sex	是否知悉申訴專員公署獲賦予權力 可以主動對公眾關注的事項展開直接調查 Whether aware that the Office of The Ombudsman was empowered to conduct own-motion direct investigations on issues of public concern					
	知悉 Aware		不知悉 Not aware		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
年齡組別 Age group						
15 - 19	86.8	20.2	343.6	79.8	430.4	100.0
20 - 29	238.6	23.8	762.2	76.2	1 000.8	100.0
30 - 39	358.9	26.4	1 000.5	73.6	1 359.4	100.0
40 - 49	282.4	23.3	931.2	76.7	1 213.7	100.0
≥ 50	296.5	18.0	1 350.1	82.0	1 646.7	100.0
性別 Sex						
男 Male	684.1	24.3	2 127.0	75.7	2 811.0	100.0
女 Female	579.2	20.4	2 260.7	79.6	2 839.9	100.0
合計 Overall	1 263.3	22.4	4 387.7	77.6	5 651.0	100.0

表 4.3b 按教育程度及是否知悉申訴專員公署獲賦予權力可以主動對公眾關注的事項展開直接調查劃分的十五歲及以上人士數目
Table 4.3b Persons aged 15 and over by educational attainment and whether aware that the Office of The Ombudsman was empowered to conduct own-motion direct investigations on issues of public concern

	是否知悉申訴專員公署獲賦予權力 可以主動對公眾關注的事項展開直接調查 Whether aware that the Office of The Ombudsman was empowered to conduct own-motion direct investigations on issues of public concern					
	知悉 Aware		不知悉 Not aware		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
教育程度 Educational attainment						
未受教育/幼稚園/小學 No schooling/kindergarten/ primary	247.5	14.6	1 449.6	85.4	1 697.1	100.0
中學/預科 Secondary/matriculation	771.9	24.1	2 426.0	75.9	3 197.9	100.0
專上教育 Tertiary	243.9	32.3	512.0	67.7	755.9	100.0
合計 Overall	1 263.3	22.4	4 387.7	77.6	5 651.0	100.0

表 4.4 按對申訴專員公署主動展開直接調查成效的評分劃分的知悉申訴專員公署有權展開直接調查的十五歲及以上人士數目
Table 4.4 Persons aged 15 and over who were aware of the power of the Office of The Ombudsman to conduct direct investigations by their rating of the perceived effectiveness of the Office of The Ombudsman in conducting own-motion direct investigations

量度申訴專員公署主動展開 直接調查的成效所用的準則 Criterion used in measuring perceived effectiveness of the Office of The Ombudsman in conducting own-motion direct investigations	對申訴專員公署主動展開直接調查成效的評分 Rating of the perceived effectiveness of the Office of The Ombudsman in conducting own-motion direct investigations					
	十分有效 Very effective		有效 Effective		不太有效 Not too effective	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
給有關部門/公共機構壓力， 令他們作出改善 Putting pressure on the department / public body concerned to make improvements	422.3	33.4	543.9	43.1	250.6	19.8
揭露行政服務的不足之處 Exposing deficiencies in the administration	341.3	27.0	557.6	44.1	308.7	24.4
提出改善公共行政的建議 Making recommendations to improve public administration	266.8	21.1	662.1	52.4	273.0	21.6
徹底跟進制度上的問題 Following through systemic problems	273.2	21.6	581.2	46.0	331.2	26.2
防止同類的投訴一再出現 Avoiding repeated complaints	227.9	18.0	607.7	48.1	352.1	27.9
解決初萌芽的問題 Nipping problems in the bud	162.4	12.9	663.5	52.5	356.2	28.2

表 4.4(續) 按對申訴專員公署主動展開直接調查成效的評分劃分的知悉申訴專員公署有權展開直接調查的十五歲及以上人士數目
Table 4.4 (Cont'd) Persons aged 15 and over who were aware of the power of the Office of The Ombudsman to conduct direct investigations by their rating of the perceived effectiveness of the Office of The Ombudsman in conducting own-motion direct investigations

量度申訴專員公署主動展開直接調查的成效所用的準則 Criterion used in measuring perceived effectiveness of the Office of The Ombudsman in conducting own-motion direct investigations	對申訴專員公署主動展開直接調查成效的評分(續) Rating of the perceived effectiveness of the Office of The Ombudsman in conducting own-motion direct investigations (Cont'd)						相對成效平均得分* Mean score of relative effectiveness*
	不知道 Do not know		拒絕作答 Refused		總計 Total		
	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %	人數 No. of persons ('000)	百分比 %	
給有關部門/公共機構壓力，令他們作出改善 Putting pressure on the department / public body concerned to make improvements	42.7	3.4	3.8	0.3	1 263.3	100.0	2.14
揭露行政服務的不足之處 Exposing deficiencies in the administration	52.3	4.1	3.3	0.3	1 263.3	100.0	2.03
提出改善公共行政的建議 Making recommendations to improve public administration	58.0	4.6	3.3	0.3	1 263.3	100.0	1.99
徹底跟進制度上的問題 Following through systemic problems	74.3	5.9	3.3	0.3	1 263.3	100.0	1.95
防止同類的投訴一再出現 Avoiding repeated complaints	72.3	5.7	3.3	0.3	1 263.3	100.0	1.90
解決初萌芽的問題 Nipping problems in the bud	77.8	6.2	3.3	0.3	1 263.3	100.0	1.84

註釋：* 每項準則的相對成效平均得分是以「十分有效」的選擇得3分、「有效」的得2分及「不太有效」得1分的計分方法計算。答覆「不知道/拒絕作答」的人士不計算在內。

Note: * Mean score of relative effectiveness in respect of each criterion was calculated by assigning 3 marks to the option “very effective”, 2 to “effective” and 1 to “not too effective”. Persons who answered “do not know / refused” were not counted.

表 4.5 按曾否透過有關途徑認識申訴專員公署的宣傳資料劃分的十五歲及以上人士數目
Table 4.5 Persons aged 15 and over by whether aware of the publicity messages of the Office of The Ombudsman through the respective channels

認識申訴專員公署的 宣傳資料的途徑 [#] Channel for awareness of the publicity messages of the Office of The Ombudsman [#]	曾否透過有關途徑認識申訴專員公署的宣傳資料 [#] Whether aware of the publicity messages of the Office of The Ombudsman through the respective channels [#]					
	有 Yes		沒有 No		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
電視 Television	3 663.0	64.8	1 988.0	35.2	5 651.0	100.0
報章 Newspapers	1 872.7	33.1	3 778.3	66.9	5 651.0	100.0
電台 Radio	1 731.7	30.6	3 919.3	69.4	5 651.0	100.0
申訴專員公署的海報/刊物 Posters / publications of the Office of The Ombudsman	899.1	15.9	4 751.9	84.1	5 651.0	100.0
申訴專員公署的網站 Website of the Office of The Ombudsman	102.1	1.8	5 548.9	98.2	5 651.0	100.0

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

5 香港的少數族裔人士的特徵

The Characteristics of the Ethnic Minorities in Hong Kong

5.1 在每一個受訪住戶中，所有屬於少數族裔的人士均包括在有關少數族裔人士的特徵的統計調查內。就是項統計調查而言，少數族裔人士指所有非華裔人士。本統計調查搜集了有關他們的社會經濟特徵、在香港家中常用語言、講廣東話/英語的能力、閱讀及書寫中文/英文的能力、有否計劃永久留港及在香港生活曾否遇到困難等資料。

社會經濟特徵

5.2 根據統計調查的結果，在訪問時約有 279 600 名少數族裔人士居住在香港，佔全港總人口的 4.1%。（表 5.1a）

種族群

5.3 在該 279 600 人中，約 158 100 人 (56.6%) 為菲律賓人。另 14.4% 為印尼人；4.3%，印度人；3.6%，泰國人；2.9%，尼泊爾人及 2.0%，巴基斯坦人。整體而言，日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人佔所有少數族裔人士的 16.2%。這些種族群在本章節以下的部分統稱為「其他」。（表 5.1a 及圖 5.1）

年齡及性別

5.4 按年齡組別分析，44.5% 的少數族裔人士年齡介乎二十五至三十四歲及 28.7% 年齡介乎三十五至四十四歲。他們的年齡中位數為三十二歲。（表 5.1a 及圖 5.2）

5.5 約 82.6% 的少數族裔人士為女性及 17.4% 為男性。尤其是在香港的菲律賓人、印尼人及泰國人，超過 90% 均為女性。（表 5.1a）

5.1 Within each enumerated household, all persons belonging to the ethnic minorities were selected for interview in respect of the enquiry on the characteristics of the ethnic minorities in Hong Kong. For the purpose of the enquiry, persons belonging to the ethnic minorities were defined as those persons of non-Chinese origin. Information about their socio-economic characteristics, language usually used at home in Hong Kong, ability to speak Cantonese / English, ability to read / write Chinese / English, whether they had plan to stay in Hong Kong permanently and whether they had encountered difficulties when living in Hong Kong was collected in the enquiry.

Socio-economic characteristics

5.2 It was estimated that some 279 600 persons belonging to the ethnic minorities were living in Hong Kong at the time of enumeration, representing about 4.1% of the total population of Hong Kong. (Table 5.1a)

Ethnic group

5.3 Of those 279 600 persons, some 158 100 (56.6%) were Filipinos. Another 14.4% were Indonesians; 4.3%, Indians; 3.6%, Thais; 2.9%, Nepalese and 2.0%, Pakistanis. Taken together, Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan accounted for 16.2% of the persons belonging to the ethnic minorities. These ethnic groups were collectively grouped under 'Others' in the following parts of this Chapter. (Table 5.1a and Chart 5.1)

Age and sex

5.4 Analyzed by age group, 44.5% of the persons belonging to the ethnic minorities were aged 25-34 and 28.7% aged 35-44. Their median age was 32. (Table 5.1a and Chart 5.2)

5.5 Some 82.6% of the persons belonging to the ethnic minorities were females and 17.4% were males. In particular, over 90% of the Filipinos, Indonesians and Thais in Hong Kong were females. (Table 5.1a)

教育程度

5.6 按教育程度分析，54.8%的少數族裔人士具中學/預科教育程度。另 32.8%具專上教育程度及 12.3%具小學及以下教育程度。(表 5.1b)

經濟活動身分

5.7 大多數(92.5%)十五歲及以上的少數族裔人士均為從事經濟活動人士(包括就業人士及失業人士)。相應的百分比在菲律賓人(97.6%)、印尼人(98.0%)及泰國人(90.2%)中較高。(表 5.2)

職業類別

5.8 大部分(78.4%)的就業少數族裔人士為非技術工人。另 17.4%為經理及行政級人員、專業人員與輔助專業人員及 4.1%為文員、服務工作及商店銷售人員、工藝及有關人員。(表 5.3a)

5.9 按種族群進一步分析，多數在香港的菲律賓人(94.4%)及印尼人(96.8%)為非技術工人，例如家庭傭工。另一方面，多數的印度人(63.2%)及屬於「其他」種族群的人士(89.9%)為經理及行政級人員、專業人員與輔助專業人員。(表 5.3a)

個人每月入息

5.10 約 78.2%的就業少數族裔人士的個人每月入息少於\$6,000，他們大部分均為家庭傭工。另6.7%的個人每月入息為\$6,000至\$14,999；5.1%，\$15,000至\$29,999；及8.7%，\$30,000及以上。他們的個人每月入息中位數為\$3,800。相對而言，印度人及屬於「其他」種族群的人士的個人每月入息較高，他們的個人每月入息中位數分別為\$13,000及\$36,000。(表 5.3b)

Educational attainment

5.6 Analyzed by educational attainment, 54.8% of the persons belonging to the ethnic minorities had secondary / matriculation educational attainment. Another 32.8% had tertiary education attainment and 12.3% had primary educational attainment and lower. (Table 5.1b)

Activity status

5.7 The great majority (92.5%) of the persons of ethnic minorities aged 15 and over were economically active (comprising the employed persons and unemployed persons). The corresponding percentages were relatively higher for Filipinos (97.6%), Indonesians (98.0%) and Thais (90.2%). (Table 5.2)

Occupation category

5.8 The majority (78.4%) of the employed persons of ethnic minorities were engaged in elementary occupations. Another 17.4% were managers and administrators, professionals and associate professionals while 4.1% were clerks, service workers and shop sales workers, craft and related workers. (Table 5.3a)

5.9 Further analyzed by ethnic group, most of the Filipinos (94.4%) and Indonesians (96.8%) in Hong Kong were engaged in elementary occupations (e.g. being engaged as domestic helpers). On the other hand, most of the Indians (63.2%) and persons under 'Others' (89.9%) were managers and administrators, professionals and associate professionals. (Table 5.3a)

Monthly personal income

5.10 Some 78.2% of the employed persons of ethnic minorities had monthly personal income of less than \$6,000, as most of them were domestic helpers. Another 6.7% had monthly personal income of \$6,000-\$14,999; 5.1%, \$15,000-\$29,999; and 8.7%, \$30,000 and over. Their median monthly personal income was \$3,800. Relatively speaking, Indians and persons under 'Others' had higher monthly personal income, with median monthly personal income of \$13,000 and \$36,000 respectively. (Table 5.3b)

語言能力

在香港家中常用語言

5.11 英語為少數族裔人士在香港家中最普遍使用的語言，他們之中約 64.9%在香港家中通常使用英語。其次為廣東話(24.7%)。但是，大部分尼泊爾人(87.4%)及巴基斯坦人(90.3%)在香港家中通常使用英語及廣東話以外的語言。(表 5.4a)

講廣東話的流利程度

5.12 約半數的少數族裔人士表示懂得講廣東話。至於講廣東話的流利程度，11.2%能夠講流利的廣東話；20.4%，只限於一般交談；及18.3%，只限於講簡單詞語。泰國人及印度人能夠講流利廣東話的比例較高，分別為 45.1%及31.6%。(表 5.4b)

閱讀中文能力

5.13 只有小部分(6.9%)的少數族裔人士懂得閱讀中文。泰國人(27.5%)、巴基斯坦人(15.8%)及印度人(14.6%)懂得閱讀中文的比例相對較高。(表 5.4c)

書寫中文能力

5.14 同樣地，只有小部分(4.2%)的少數族裔人士懂得書寫中文。而印度人(12.2%)，巴基斯坦人(10.6%)及泰國人(10.5%)懂得書寫中文的比例亦較高。(表 5.4d)

講英語的流利程度

5.15 約 87.9%的少數族裔人士懂得講英語。至於講英語的流利程度，60.4%表示能夠講流利英語；25.8%，只限於一般交談；及1.8%，只限於講簡單詞語。尤其是大部分的印度人(85.4%)、菲律賓人(68.7%)及屬於「其他」種族群的人士(80.2%)均能夠講流利英語。(表 5.4e)

Language ability

Language usually used at home in Hong Kong

5.11 English was the predominant language usually used at home in Hong Kong by the persons belonging to the ethnic minorities, with some 64.9% of them usually using English at home in Hong Kong. This was followed by Cantonese (24.7%). However, the majority of the Nepalese (87.4%) and Pakistanis (90.3%) usually used languages other than English and Cantonese at home in Hong Kong. (Table 5.4a)

Fluency in speaking Cantonese

5.12 About half of the persons belonging to ethnic minorities claimed that they could speak Cantonese. Regarding fluency in speaking Cantonese, 11.2% could speak Cantonese fluently; 20.4%, conversationally; and 18.3% could speak simple words only. Thais and Indians had relatively higher proportion of persons who could speak Cantonese fluently, at 45.1% and 31.6% respectively. (Table 5.4b)

Ability to read Chinese

5.13 Only a small proportion (6.9%) of the persons belonging to the ethnic minorities could read Chinese. But a relatively higher proportion of Thais (27.5%), Pakistanis (15.8%) and Indians (14.6%) could do so. (Table 5.4c)

Ability to write Chinese

5.14 Similarly, only a small proportion (4.2%) of the persons belonging to ethnic minorities could write Chinese. But again, a relatively higher proportion of Indians (12.2%), Pakistanis (10.6%) and Thais (10.5%) could do so. (Table 5.4d)

Fluency in speaking English

5.15 Some 87.9% of the persons belonging to the ethnic minorities could speak English. Regarding their fluency in speaking English, some 60.4% claimed that they could speak English fluently; 25.8%, conversationally; and 1.8% could speak simple words only. In particular, most Indians (85.4%), Filipinos (68.7%) and persons under 'Others' (80.2%) could speak English fluently. (Table 5.4e)

閱讀英文能力

5.16 在所有少數族裔人士中，84.5%懂得閱讀英文。相應百分比在印度人(97.5%)、菲律賓人(94.8%)、尼泊爾人(94.3%)及屬於「其他」種族群的人士(91.2%)中特別高。大部分的巴基斯坦人(73.6%)及泰國人(63.1%)均不懂得閱讀英文。(表 5.4f)

書寫英文能力

5.17 83.4%的少數族裔人士表示懂得書寫英文，而 16.6%則不懂得。相對而言，較高百分比的印度人(97.5%)、尼泊爾人(94.3%)、菲律賓人(93.1%)及屬於「其他」種族群的人士(91.2%)懂得書寫英文。大部分的巴基斯坦人(73.6%)及泰國人(65.7%)均不懂得書寫英文。(表 5.4g)

有否計劃永久留港

5.18 十五歲及以上的少數族裔人士被問及有否計劃永久留港。約 32.3%表示會，而 42.7%表示不會，其餘 25.0%則表示仍未決定。按種族群進一步分析，多數的巴基斯坦人(95.3%)表示有計劃永久留港，而有顯著比例的印尼人(53.2%)及菲律賓人(48.4%)則表示沒有該計劃。(表 5.5a)

5.19 在該116 000名沒有計劃永久留港的十五歲及以上少數族裔人士中，72.6%的人士提及的原因為「家庭成員不在香港」。其他較普遍提及的原因包括「生活費太高」(8.5%)及「不習慣香港的生活/文化」(8.3%)。

在香港生活曾否遇到困難

5.20 十五歲及以上的少數族裔人士亦被問及他們在香港生活曾否遇到困難。約 20.6%表示曾經有遇到困難，而 79.4%則表示沒有。按種族群進一步分析，較高百分比的巴基斯坦人(44.8%)及屬於「其他」種族群的人士(38.6%)

Ability to read English

5.16 Of all persons belonging to the ethnic minorities, 84.5% could read English. The corresponding percentages were particularly high for Indians (97.5%), Filipinos (94.8%), Nepalese (94.3%) and persons under 'Others' (91.2%). The majority of Pakistanis (73.6%) and Thais (63.1%) could not read English. (Table 5.4f)

Ability to write English

5.17 83.4% of the persons belonging to the ethnic minorities claimed that they could write English while 16.6% could not. Relatively speaking, higher percentages of Indians (97.5%), Nepalese (94.3%), Filipinos (93.1%) and persons under 'Others' (91.2%) could write English. The majority of Pakistanis (73.6%) and Thais (65.7%) could not. (Table 5.4g)

Whether had plan to stay in Hong Kong permanently

5.18 Persons of ethnic minorities aged 15 and over were asked whether they had plan to stay in Hong Kong permanently. Some 32.3% of them gave a positive answer while 42.7% said the opposite. The remaining 25.0% indicated that they had not yet decided. When further analyzed by ethnic group, most Pakistanis (95.3%) had plan to stay in Hong Kong permanently, while a significant proportion of Indonesians (53.2%) and Filipinos (48.4%) indicated that they had no such plan. (Table 5.5a)

5.19 Of the 116 000 persons of ethnic minorities aged 15 and over who had no plan to stay in Hong Kong permanently, 72.6% gave 'family members not in Hong Kong' as their reason. Other commonly cited reasons included "cost of living too high" (8.5%) and "not used to the life style / culture" (8.3%).

Whether had encountered difficulties when living in Hong Kong

5.20 Persons of ethnic minorities aged 15 and over were also asked whether they had encountered difficulties when living in Hong Kong. Some 20.6% said they had while 79.4% said they had not. When further analyzed by

曾遇到困難。(表 5.5b)

5.21 他們最常遇到的困難為「語言」(68.8%的曾經遇到困難的十五歲及以上少數族裔人士提及此困難)。其他較普遍提及的困難與「工作/就業」(7.6%)、「房屋」(6.5%)、「交通」(4.3%)及「娛樂消閒」(4.1%)有關。

資料的局限

5.22 由於在一些情況下接觸及訪問少數族裔人士有一定的困難，因而使有關他們的數字在此統計調查中被低估。對於本統計調查所得香港各少數種族群的估計人數必須謹慎闡釋。然而，此統計調查的結果可為了解香港各少數族裔人士的特徵提供概括及有用的參考。

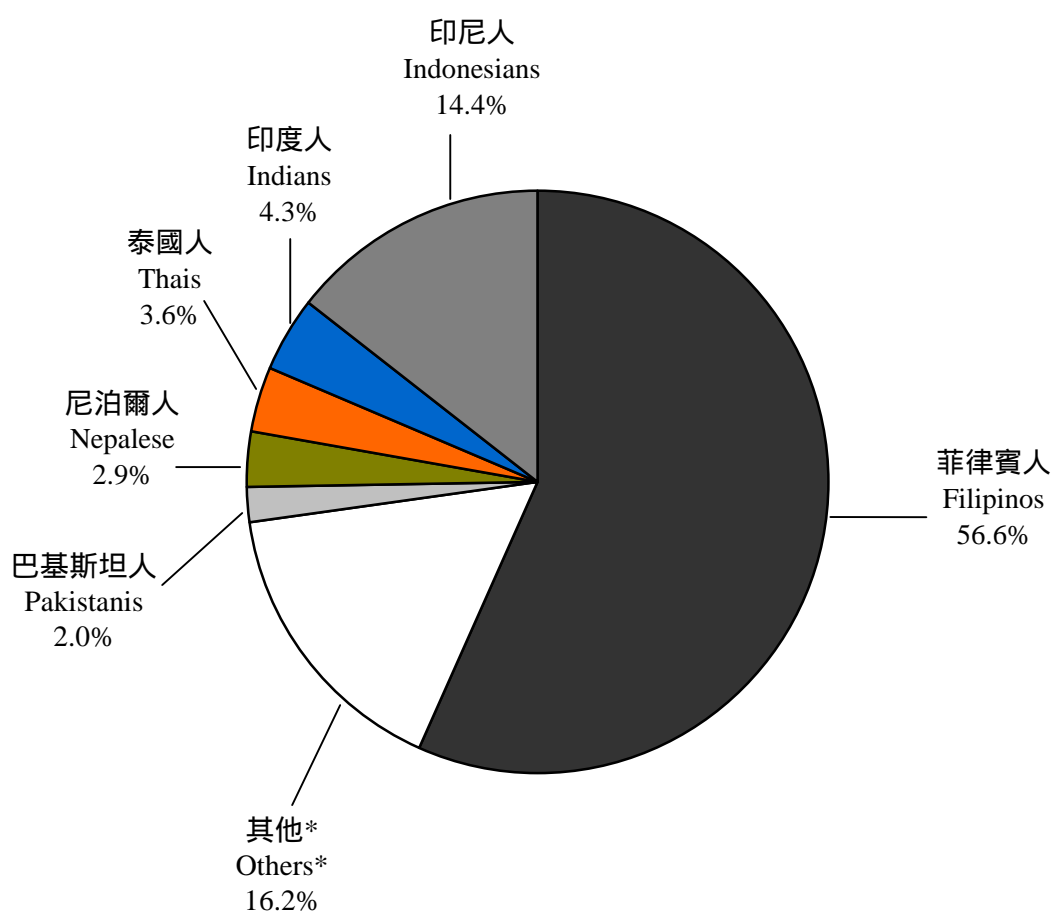
ethnic group, a relatively higher percentage of Pakistanis (44.8%) and persons under ‘Others’ (38.6%) had encountered difficulties. (Table 5.5b)

5.21 The most commonly cited difficulty was “language” (as cited by 68.8% of the persons of ethnic minorities aged 15 and over who had encountered difficulties). Other commonly cited difficulties were related to “job / career” (7.6%), “housing” (6.5%), “transportation” (4.3%) and “entertainment” (4.1%).

Limitations of the data

5.22 Contacting and interviewing persons belonging to the ethnic minorities proved difficult in some cases and this might have caused them to be under-represented in the survey. The survey estimates of the actual sizes of the various ethnic minority groups in Hong Kong should thus be treated with caution. Nevertheless, the survey findings should provide a general and useful impression of the characteristics of the persons of different ethnic minorities in Hong Kong.

圖 5.1 按種族群劃分的少數族裔人士的百分比分布
 Chart 5.1 Percentage distribution of persons belonging to the ethnic minorities by ethnic group



註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

圖 5.2 按年齡劃分的少數族裔人士的百分比分布
Chart 5.2 Percentage distribution of persons belonging to the ethnic minorities by age

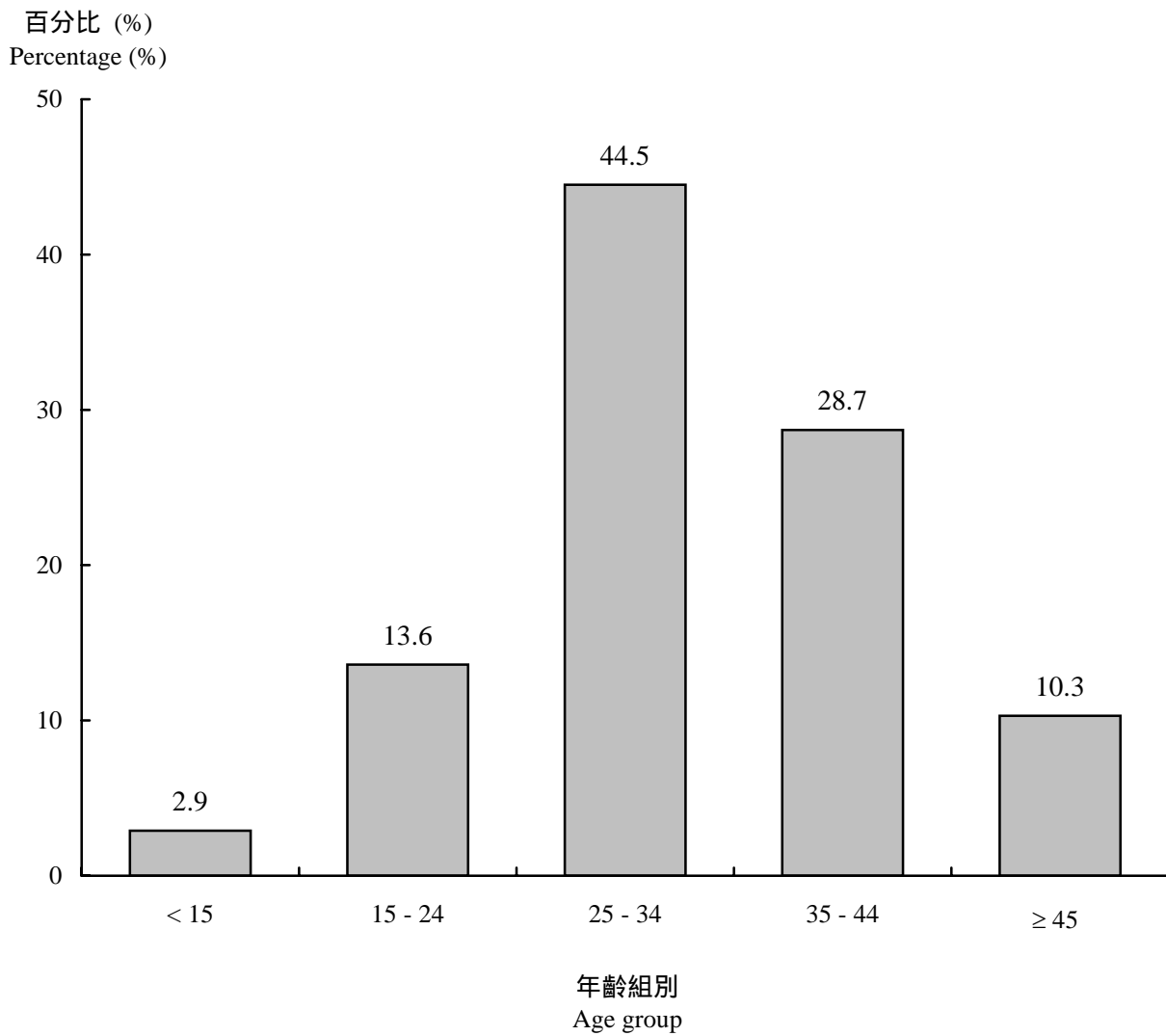


表 5.1a 按年齡/性別及種族群劃分的少數族裔人士數目
Table 5.1a Persons belonging to the ethnic minorities by age / sex and ethnic group

年齡組別/性別 Age group/sex	種族群 Ethnic group							
	菲律賓人 Filipinos		印尼人 Indonesians		印度人 Indians		泰國人 Thais	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
年齡組別 Age group								
< 15	0.8	0.5	0.5	1.3	0.6	4.6	-	-
15 - 24	15.4	9.8	14.6	36.5	1.7	14.1	-	-
25 - 34	81.8	51.7	20.1	50.1	2.0	16.6	3.6	35.9
35 - 44	50.9	32.2	4.3	10.6	4.1	34.0	5.2	51.0
≥ 45	9.3	5.8	0.6	1.5	3.7	30.5	1.3	13.1
中位數(歲) Median (years)	32		27		38		36	
性別 Sex								
男 Male	5.5	3.5	2.0	4.9	5.1	42.2	0.8	7.8
女 Female	152.7	96.5	38.2	95.1	7.0	57.8	9.3	92.2
總計 Total	158.1	100.0 (56.6)	40.1	100.0 (14.4)	12.1	100.0 (4.3)	10.1	100.0 (3.6)

註釋： 括號內的數字顯示佔所有少數族裔人士的百分比。

Note: Figures in brackets represent the percentages in respect of all persons of ethnic minorities.

表 5.1a(續) 按年齡/性別及種族群劃分的少數族裔人士數目
Table 5.1a Persons belonging to the ethnic minorities by age / sex and ethnic group
(Cont'd)

年齡組別/性別 Age group/sex	種族群(續) Ethnic group (Cont'd)							
	尼泊爾人 Nepalese		巴基斯坦人 Pakistanis		其他* Others*		合計 Overall	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
年齡組別 Age group								
< 15	0.5	6.7	-	-	5.5	12.2	8.0	2.9
15 - 24	1.9	23.1	2.2	41.0	2.2	4.8	38.1	13.6
25 - 34	4.6	56.6	1.1	20.7	11.0	24.3	124.3	44.5
35 - 44	0.8	10.0	-	-	14.9	32.9	80.2	28.7
≥ 45	0.3	3.5	2.1	38.3	11.8	25.8	28.9	10.3
中位數(歲) Median (years)	28		28		37		32	
性別 Sex								
男 Male	5.2	63.7	3.9	71.9	26.1	57.4	48.5	17.4
女 Female	3.0	36.3	1.5	28.1	19.3	42.6	231.0	82.6
總計 Total	8.1	100.0 (2.9)	5.5	100.0 (2.0)	45.4	100.0 (16.2)	279.6	100.0 (100.0)

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Notes: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

括號內的數字顯示佔所有少數族裔人士的百分比。

Figures in brackets represent the percentages in respect of all persons of ethnic minorities.

表 5.1b 按種族群及教育程度劃分的少數族裔人士數目
Table 5.1b Persons belonging to the ethnic minorities by ethnic group and educational attainment

種族群 Ethnic group	教育程度 Educational attainment							
	未受教育/幼稚園/ 小學 No schooling/ kindergarten/primary		中學/預科 Secondary/ matriculation		專上教育 Tertiary		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	11.1	7.0	96.5	61.0	50.5	31.9	158.1	100.0
印尼人 Indonesians	10.9	27.1	27.5	68.5	1.7	4.3	40.1	100.0
印度人 Indians	2.2	17.7	3.8	31.4	6.2	50.8	12.1	100.0
泰國人 Thais	2.2	22.4	6.5	64.4	1.3	13.1	10.1	100.0
尼泊爾人 Nepalese	0.8	10.2	4.3	53.3	3.0	36.4	8.1	100.0
巴基斯坦人 Pakistanis	2.4	43.6	2.8	51.4	0.3	4.9	5.5	100.0
其他* Others*	4.7	10.4	11.8	26.0	28.9	63.6	45.4	100.0
合計 Overall	34.4	12.3	153.3	54.8	91.8	32.8	279.6	100.0

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.2 按種族群及經濟活動身分劃分的十五歲及以上少數族裔人士數目
Table 5.2 Persons belonging to the ethnic minorities aged 15 and over by ethnic group and activity status

種族群 Ethnic group	經濟活動身分 Activity status					
	從事經濟活動 [#] Economically active [#]		非從事經濟活動 Economically inactive		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	153.5	97.6	3.8	2.4	157.4	100.0
印尼人 Indonesians	38.8	98.0	0.8	2.0	39.6	100.0
印度人 Indians	8.6	74.1	3.0	25.9	11.6	100.0
泰國人 Thais	9.1	90.2	1.0	9.8	10.1	100.0
尼泊爾人 Nepalese	6.3	82.7	1.3	17.3	7.6	100.0
巴基斯坦人 Pakistanis	3.1	56.1	2.4	43.9	5.5	100.0
其他* Others*	31.7	79.5	8.2	20.5	39.9	100.0
合計 Overall	251.1	92.5	20.5	7.5	271.6	100.0

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

[#] 從事經濟活動人士包括就業人士及失業人士。

Notes: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

[#] Economically active persons comprise the employed persons and the unemployed persons.

表 5.3a 按種族群及職業組別劃分的就業少數族裔人士數目
Table 5.3a Employed persons belonging to the ethnic minorities by ethnic group and occupation category

種族群 Ethnic group	職業組別 Occupation category							
	經理及行政級 人員、專業人員與 輔助專業人員 Managers and administrators, professionals and associate professionals		文員、服務工作及 商店銷售人員、 工藝及有關人員 Clerks, service workers and shop sales workers, craft and related workers		非技術工人 Elementary occupations		合計# Overall#	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	6.7	4.4	1.9	1.2	144.4	94.4	153.0	100.0
印尼人 Indonesians	0.9	2.2	0.4	1.0	37.6	96.8	38.8	100.0
印度人 Indians	4.8	63.2	2.1	27.8	0.7	9.0	7.5	100.0
泰國人 Thais	2.5	26.5	1.5	15.5	5.3	58.0	9.1	100.0
尼泊爾人 Nepalese	0.9	16.8	2.2	39.5	2.4	43.8	5.4	100.0
巴基斯坦人 Pakistanis	0.3	13.7	-	-	1.9	86.3	2.2	100.0
其他* Others*	26.6	89.9	2.4	8.2	0.3	1.0	29.5	100.0
合計 Overall	42.5	17.3	10.3	4.1	192.5	78.4	245.6	100.0

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

包括很少數目的拒絕透露有關職業組別資料的人士。

Notes: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

Including a very small number of persons who refused to disclose information related to occupation category.

表 5.3b 按種族群及個人每月入息劃分的就業少數族裔人士數目
Table 5.3b Employed persons belonging to the ethnic minorities by ethnic group and monthly personal income

種族群 Ethnic group	個人每月入息(港元) Monthly personal income (HK\$)				合計 [#] Overall [#]	個人每月入息 中位數(港元) Median monthly personal income (HK\$)
	< 6,000	6,000 – 14,999	15,000 – 29,999	≥ 30,000		
	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	
菲律賓人 Filipinos	143.5 (93.8%)	4.7 (3.1%)	3.2 (2.1%)	0.8 (0.5%)	153.0 (100.0%)	3,800
印尼人 Indonesians	37.3 (96.3%)	0.7 (1.7%)	- (-)	0.6 (1.4%)	38.8 (100.0%)	3,700
印度人 Indians	1.8 (24.3%)	1.7 (22.0%)	1.9 (25.6%)	1.4 (17.9%)	7.5 (100.0%)	13,000
泰國人 Thais	5.2 (56.7%)	2.7 (28.8%)	0.8 (8.8%)	0.3 (2.8%)	9.1 (100.0%)	4,000
尼泊爾人 Nepalese	0.6 (10.6%)	3.3 (62.1%)	0.9 (15.4%)	0.6 (12.0%)	5.4 (100.0%)	10,000
巴基斯坦人 Pakistanis	0.8 (36.1%)	1.4 (63.9%)	- (-)	- (-)	2.2 (100.0%)	7,000
其他* Others*	3.1 (10.3%)	2.1 (7.1%)	5.5 (18.8%)	17.7 (60.1%)	29.5 (100.0%)	36,000
合計 Overall	192.1 (78.2%)	16.5 (6.7%)	12.4 (5.1%)	21.4 (8.7%)	245.6 (100.0%)	3,800

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Notes: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

包括很少數目的拒絕透露有關個人每月入息資料的人士。

Including a very small number of persons who refused to disclose information related to monthly personal income.

表 5.4a 按種族群及在香港家中常用語言劃分的少數族裔人士數目
Table 5.4a Persons belonging to the ethnic minorities by ethnic group and language usually used at home in Hong Kong

種族群 Ethnic group	在香港家中常用語言# Language usually used at home in Hong Kong#								合計 Overall
	英語 English		廣東話 Cantonese		菲律賓語 Filipino		其他 Others		
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	
菲律賓人 Filipinos	128.5	81.2	26.6	16.8	35.4	22.4	2.3	1.5	158.1
印尼人 Indonesians	12.8	31.8	27.5	68.5	0.3	0.7	11.8	29.3	40.1
印度人 Indians	6.1	50.5	2.3	18.9	-	-	5.7	47.0	12.1
泰國人 Thais	2.4	24.0	8.5	83.9	-	-	0.3	2.7	10.1
尼泊爾人 Nepalese	1.6	19.2	0.4	4.6	-	-	7.2	87.4	8.1
巴基斯坦人 Pakistanis	0.3	4.9	0.3	4.7	-	-	5.0	90.3	5.5
其他* Others*	29.9	65.8	3.5	7.7	-	-	14.9	32.9	45.4
合計 Overall	181.5	64.9	69.0	24.7	35.6	12.7	47.1	16.8	279.6

註釋：* 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Notes: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

可選擇多項答案。

Multiple answers were allowed.

表 5.4b 按種族群及講廣東話的流利程度劃分的少數族裔人士數目
Table 5.4b Persons belonging to the ethnic minorities by ethnic group and fluency in speaking Cantonese

種族群 Ethnic group	講廣東話的流利程度 Fluency in speaking Cantonese									
	流利 Fluent		限於一般交談 Conversational		限於簡單詞語 Simple words only		不懂講 Could not speak		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	9.1	5.8	27.1	17.1	38.9	24.6	83.0	52.5	158.1	100.0
印尼人 Indonesians	7.7	19.1	19.4	48.4	5.3	13.3	7.7	19.2	40.1	100.0
印度人 Indians	3.8	31.6	0.6	4.6	0.8	6.8	6.9	57.0	12.1	100.0
泰國人 Thais	4.6	45.1	5.0	49.7	0.5	5.2	-	-	10.1	100.0
尼泊爾人 Nepalese	-	-	0.4	4.8	1.3	16.2	6.4	79.0	8.1	100.0
巴基斯坦人 Pakistanis	0.6	10.3	2.5	46.1	-	-	2.4	43.6	5.5	100.0
其他* Others*	5.6	12.4	2.1	4.6	4.3	9.5	33.4	73.6	45.4	100.0
合計 Overall	31.3	11.2	57.0	20.4	51.1	18.3	140.1	50.1	279.6	100.0

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.4c 按種族群及閱讀中文能力劃分的少數族裔人士數目
Table 5.4c Persons belonging to the ethnic minorities by ethnic group and ability to read Chinese

種族群 Ethnic group	閱讀中文能力 Ability to read Chinese					
	懂 Yes		不懂 No		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	4.6	2.9	153.4	97.1	158.1	100.0
印尼人 Indonesians	3.9	9.7	36.2	90.3	40.1	100.0
印度人 Indians	1.8	14.6	10.3	85.4	12.1	100.0
泰國人 Thais	2.8	27.5	7.3	72.5	10.1	100.0
尼泊爾人 Nepalese	-	-	8.1	100.0	8.1	100.0
巴基斯坦人 Pakistanis	0.9	15.8	4.6	84.2	5.5	100.0
其他* Others*	5.2	11.4	40.2	88.6	45.4	100.0
合計 Overall	19.2	6.9	260.4	93.1	279.6	100.0

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.4d 按種族群及書寫中文能力劃分的少數族裔人士數目
Table 5.4d Persons belonging to the ethnic minorities by ethnic group and ability to write Chinese

種族群 Ethnic group	書寫中文能力 Ability to write Chinese					
	懂 Yes		不懂 No		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	2.7	1.7	155.3	98.3	158.1	100.0
印尼人 Indonesians	2.2	5.6	37.8	94.4	40.1	100.0
印度人 Indians	1.5	12.2	10.6	87.8	12.1	100.0
泰國人 Thais	1.1	10.5	9.1	89.5	10.1	100.0
尼泊爾人 Nepalese	-	-	8.1	100.0	8.1	100.0
巴基斯坦人 Pakistanis	0.6	10.6	4.9	89.4	5.5	100.0
其他* Others*	3.7	8.1	41.8	91.9	45.4	100.0
合計 Overall	11.7	4.2	267.8	95.8	279.6	100.0

註釋：* 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.4e 按種族群及講英語的流利程度劃分的少數族裔人士數目
Table 5.4e Persons belonging to the ethnic minorities by ethnic group and fluency in speaking English

種族群 Ethnic group	講英語的流利程度 Fluency in speaking English									
	流利 Fluent		限於一般交談 Conversational		限於簡單詞語 Simple words only		不懂講 Could not speak		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	108.7	68.7	43.1	27.3	-	-	6.4	4.0	158.1	100.0
印尼人 Indonesians	6.5	16.4	14.6	36.5	2.8	7.0	16.1	40.1	40.1	100.0
印度人 Indians	10.4	85.4	1.5	12.1	-	-	0.3	2.5	12.1	100.0
泰國人 Thais	2.7	26.6	1.3	12.8	0.5	5.2	5.6	55.4	10.1	100.0
尼泊爾人 Nepalese	3.3	40.9	4.6	56.6	-	-	0.2	2.5	8.1	100.0
巴基斯坦人 Pakistanis	0.8	15.1	1.2	23.1	-	-	3.4	61.8	5.5	100.0
其他* Others*	36.4	80.2	5.8	12.7	1.6	3.6	1.6	3.5	45.4	100.0
合計 Overall	168.8	60.4	72.1	25.8	5.0	1.8	33.8	12.1	279.6	100.0

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.4f 按種族群及閱讀英文能力劃分的少數族裔人士數目
Table 5.4f Persons belonging to the ethnic minorities by ethnic group and ability to read English

種族群 Ethnic group	閱讀英文能力 Ability to read English					
	懂 Yes		不懂 No		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	149.7	94.8	8.4	5.2	158.1	100.0
印尼人 Indonesians	20.6	51.4	19.5	48.6	40.1	100.0
印度人 Indians	11.8	97.5	0.3	2.5	12.1	100.0
泰國人 Thais	3.8	36.9	6.4	63.1	10.1	100.0
尼泊爾人 Nepalese	7.6	94.3	0.5	5.7	8.1	100.0
巴基斯坦人 Pakistanis	1.4	26.4	4.0	73.6	5.5	100.0
其他* Others*	41.4	91.2	4.0	8.8	45.4	100.0
合計 Overall	236.3	84.5	43.3	15.5	279.6	100.0

註釋：* 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.4g 按種族群及書寫英文能力劃分的少數族裔人士數目
Table 5.4g Persons belonging to the ethnic minorities by ethnic group and ability to write English

種族群 Ethnic group	書寫英文能力 Ability to write English					
	懂 Yes		不懂 No		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	147.2	93.1	10.9	6.9	158.1	100.0
印尼人 Indonesians	20.3	50.7	19.8	49.3	40.1	100.0
印度人 Indians	11.8	97.5	0.3	2.5	12.1	100.0
泰國人 Thais	3.5	34.3	6.6	65.7	10.1	100.0
尼泊爾人 Nepalese	7.6	94.3	0.5	5.7	8.1	100.0
巴基斯坦人 Pakistanis	1.4	26.4	4.0	73.6	5.5	100.0
其他* Others*	41.4	91.2	4.0	8.8	45.4	100.0
合計 Overall	233.3	83.4	46.3	16.6	279.6	100.0

註釋： * 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.5a 按種族群及有否計劃永久留港劃分的十五歲及以上少數族裔人士數目
Table 5.5a Persons belonging to the ethnic minorities aged 15 and over by ethnic group and whether had plan to stay in Hong Kong permanently

種族群 Ethnic group	有否計劃永久留港 Whether had plan to stay in Hong Kong permanently							
	會 Likely		不會 Not likely		仍未決定 Not yet decided		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	42.2	26.8	76.1	48.4	39.1	24.8	157.4	100.0
印尼人 Indonesians	7.6	19.1	21.1	53.2	11.0	27.7	39.6	100.0
印度人 Indians	6.9	59.6	2.2	18.9	2.5	21.5	11.6	100.0
泰國人 Thais	4.7	46.4	3.5	34.8	1.9	18.8	10.1	100.0
尼泊爾人 Nepalese	3.8	50.3	-	-	3.8	49.7	7.6	100.0
巴基斯坦人 Pakistanis	5.2	95.3	0.3	4.7	-	-	5.5	100.0
其他* Others*	17.3	43.3	12.9	32.2	9.8	24.5	39.9	100.0
合計 Overall	87.6	32.3	116.0	42.7	68.0	25.0	271.6	100.0

註釋：* 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

表 5.5b 按種族群及在香港生活曾否遇到困難劃分的十五歲及以上少數族裔人士數目
Table 5.5b Persons belonging to the ethnic minorities aged 15 and over by ethnic group and whether had encountered difficulties when living in Hong Kong

種族群 Ethnic group	在香港生活曾否遇到困難 Whether had encountered difficulties when living in Hong Kong					
	有 Yes		沒有 No		總計 Total	
	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %	人數 No. of persons (‘000)	百分比 %
菲律賓人 Filipinos	26.6	16.9	130.8	83.1	157.4	100.0
印尼人 Indonesians	7.1	17.9	32.5	82.1	39.6	100.0
印度人 Indians	1.3	11.2	10.3	88.8	11.6	100.0
泰國人 Thais	2.3	22.8	7.8	77.2	10.1	100.0
尼泊爾人 Nepalese	0.9	11.4	6.7	88.6	7.6	100.0
巴基斯坦人 Pakistanis	2.5	44.8	3.0	55.2	5.5	100.0
其他* Others*	15.4	38.6	24.5	61.4	39.9	100.0
合計 Overall	56.0	20.6	215.6	79.4	271.6	100.0

註釋：* 包括日本人、歐洲人(包括英國人)、美國人、加拿大人、澳洲人、紐西蘭人、非洲人、韓國人、孟加拉人及斯里蘭卡人。

Note: * Others included Japanese, European (including British), American, Canadian, Australian, New Zealander, African, Korean, Bengali and Sri Lankan.

附錄：統計調查方法

Appendix : Survey Methodology

統計調查的涵蓋範圍及樣本設計

1. 主題性住戶統計調查涵蓋全港陸上非住院人口。以下類別人士並不包括在內：

- (a) 公共機構/社團院舍的住院人士；及
- (b) 水上居民。

這項統計調查的涵蓋範圍約佔全港總人口的99%。

2. 這項統計調查是以屋宇單位的樣本作依據。該樣本是從全港所有供居住用途及只部分作居住用途的永久性屋宇單位和小區內的屋宇單位的紀錄中，以一個根據科學方法設計的抽樣系統選出。抽樣單位包括在已建設地區內的永久性屋宇單位及在非建設地區內的小區。

3. 主題性住戶統計調查採用政府統計處設立的屋宇單位框作為抽樣框，當中包括兩部分：(i) 屋宇單位檔案庫和 (ii) 小區檔案庫。屋宇單位檔案庫載有在已建設地區內所有永久性屋宇單位地址的電腦化紀錄，包括市區、新市鎮和其他主要發展區。每個屋宇單位均以一個獨有的地址作識別，並詳列街道名稱、大廈名稱、層數和單位號碼。

4. 小區檔案庫載有在非建設地區內的小區的紀錄，有關紀錄以相對較永久和可辨認的標記(例如小徑和河流)來劃分。每個小區約有10個屋宇單位。由於在非建設地區內的屋宇單位未必有明確的地址，以致未能個別識認，故此以小區作為在非建設地區內的抽樣單位的安排是有必要的。

統計調查問卷

5. 問卷旨在搜集有關公眾對樓宇安全檢驗計劃的認識、公眾對緊急事故及天災的應變情況、公眾對申訴專員公署的認識及香港的少數族裔人士的特徵等資料。

Survey coverage and sample design

1. The Thematic Household Survey (THS) covers the land-based non-institutional population of Hong Kong. The following categories of people are excluded :

- (a) inmates of institutions; and
- (b) persons living on board vessels.

This survey thus covers about 99% of the total population of Hong Kong.

2. The THS is based on a sample of quarters selected from records of all permanent quarters and quarters in segments which are for residential and partially residential purposes in Hong Kong in accordance with a scientifically designed sampling scheme. The sampling units are permanent quarters in built-up areas and segments in non-built-up areas.

3. The THS makes use of the frame of quarters maintained by the Census and Statistics Department as the sampling frame. The frame consists of two parts : (i) Register of Quarters (RQ) and (ii) Register of Segments (RS). The RQ contains computerized records of all addresses of permanent quarters in built-up areas, including urban areas, new towns and other major developed areas. Each unit of quarters is identified by unique address with details such as street name, building name, floor number and flat number.

4. The RS contains records of segments in non-built-up areas which are delineated by relatively permanent and identifiable landmarks such as footpath and river. There are about 10 quarters in each segment. The use of segments as the sampling unit in non-built-up areas is necessary since the quarters in these areas may not have clear addresses and cannot readily be identified individually.

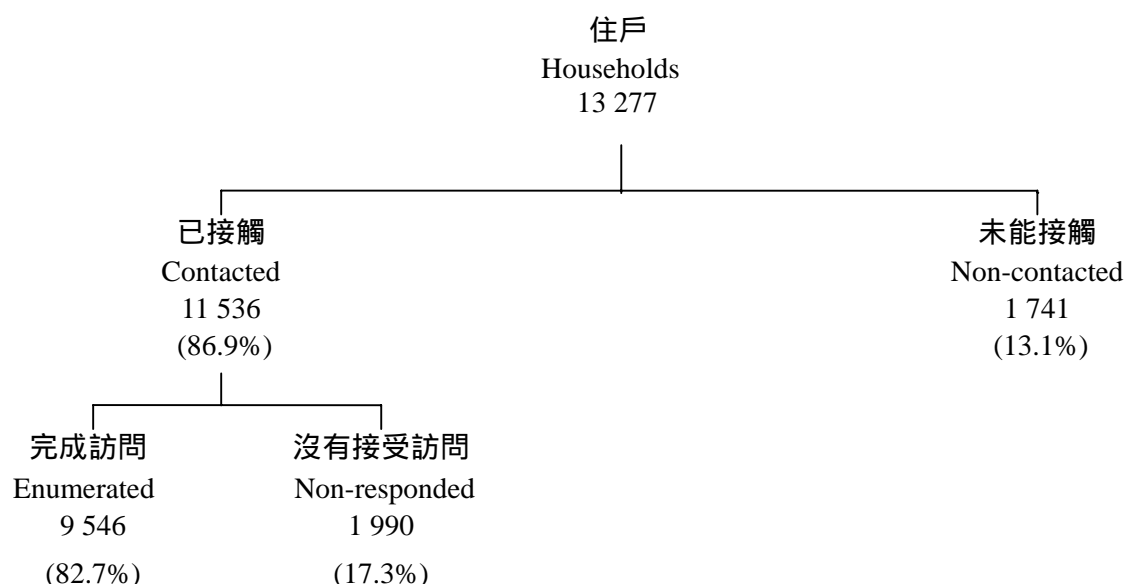
Survey questionnaire

5. The questionnaire is designed to collect information on public awareness of the Building Safety Inspection Scheme, the public's responses to emergency incidents and natural disasters,

public awareness of the Office of The Ombudsman and the characteristics of the ethnic minorities in Hong Kong.

訪問結果

6. 在有人居住的12 991個屋宇單位中，共有13 277個住戶。於該13 277個住戶中，成功訪問了9 546個住戶，回應率為72%。統計調查的訪問結果概列如下：



估值的可靠性

7. 主題性住戶統計調查的結果受抽樣誤差和非抽樣誤差的影響。本報告所載的估價是根據一個特定樣本所得的資料編製。以同樣的抽樣方式，可抽選出許多大小相同的可能樣本，而是項統計調查的樣本為眾多樣本的其中之一。由於每次抽選的樣本都會略有不同，因此不同樣本得出的估價亦互有差異。「抽樣誤差」正是計算這些差異的統計量數，可用以量度從一個特定樣本所得的估價，在估計總體數據方面的精確程度。

Enumeration experience

6. A total of 13 277 households were found in the sample of 12 991 occupied quarters. Among these 13 277 households, 9 546 households had been successfully enumerated, constituting a response rate of 72%. The enumeration experience of the survey is summarized below :-

Reliability of the estimates

7. Results of the THS are subject to sampling error and non-sampling error. The estimates contained in this report were based on information obtained from a particular sample, which was one of a large number of possible samples that could be selected using the same sample design. By chance, estimates derived from different samples would differ from each other. The 'sampling error' is a measure of these variations and is thus a measure of the precision with which an estimate derived from a particular sample would approximate the population parameter to be measured.

8. 由於本報告所載列的估值有抽樣誤差，寫作零的數字，可能是一個小數值的數字，而並非是零。

8. It should be noted that since all estimates contained in this report are subject to sampling error, a zero figure may mean a non-zero figure of a small magnitude.

9. 本報告在比較各種變數估值的精確程度時，採用了離中系數。離中系數的計算方法，是將標準誤差除以有關估值，再以百份比表示。標準誤差是根據統計原理所訂的公式計算。一般來說，標準誤差與總體內各元素的變異、樣本規模和樣本設計相關。

9. For comparing the precision of the estimates of various variables in this report, the *coefficient of variation* (CV) is used. CV is obtained by expressing the *standard error* (SE) as a percentage of the estimate to which it refers. In turn, the SE is computed according to a formula which is established on the basis of statistical theory. Generally speaking, the SE is related to the variability of the elements in the population, the size of the sample and the sample design adopted for the survey.

10. 本報告所載列的主要變數估值的離中系數如下：

10. The CV of the estimates of the main variables in this report are given below :

變數 <u>Variable</u>	樣本估值 <u>Sample Estimate</u>	離中系數 <u>CV</u> (%)
曾聽過樓宇安全檢驗計劃的非公營租住房屋住戶數目 Number of households in non-public rental housing which had heard of the Building Safety Inspection Scheme	640 100	1.3
認識「999」熱線服務除外的求助熱線服務的十五歲及以上人士數目 Number of persons aged 15 and over who were aware of the help desk services other than the '999' hotline service	862 800	2.4
知悉申訴專員公署獲賦予權力可以主動對公眾關注的事項展開直接調查的十五歲及以上人士數目 Number of persons aged 15 and over who were aware that the Office of The Ombudsman was empowered to conduct own-motion direct investigations on issues of public concern	1 263 300	1.9
香港的少數族裔人士數目 Number of persons belonging to the ethnic minorities in Hong Kong	279 600	13.8