

主題性住戶統計調查 第三十三號報告書 Thematic Household Survey Report No. 33

使用非專營巴士服務的情況
Pattern of Using Non-Franchised Bus Services

公眾對申訴專員公署的工作的認識及看法
Public Awareness of and Perception on the
Work of the Office of The Ombudsman

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1 引言 Introduction

背景

1.1 為了配合各政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，並且委託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，以確保承辦商的工作及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 政府統計處在二零零七年四月至六月期間，進行了一項主題性住戶統計調查，搜集有關香港居民使用非專營巴士服務的情況及公眾對申訴專員公署的工作的認識等資料。本報告書列載有關上述統計調查的主要結果。

統計調查方法簡述

1.4 在經科學方法抽選的樣本內，約 8 100 個住戶接受了訪問，回應率為 76%。

1.5 在每個接受訪問的住戶中，統計員首先向所有人士進行有關使用非專營巴士服務的情況的統計調查。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的人士參與有關對申訴專員公署的工作的認識及看法的統計調查。

1.6 根據從受訪住戶所搜集的資料，可推論全香港住戶及人口的有關情況(有關統計調查所

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.

Topics included in this report

1.3 A round of THS was conducted during April - June 2007 to collect information from Hong Kong residents on their pattern of using non-franchised bus services and public awareness of and perception on the work of the Office of The Ombudsman. Major findings of the survey are set out in this report.

Brief description of survey method

1.4 Some 8 100 households within a scientifically selected sample were successfully enumerated, constituting a response rate of 76%.

1.5 For each enumerated household, all persons were selected for interview in respect of the survey on pattern of using non-franchised bus services. Then, a person aged 15 or over was randomly selected from the household for interview in respect of the survey on the awareness of and perception on the work of the Office of The Ombudsman.

1.6 Based on the information collected from the interviewed households, the situation related

涵蓋的人口範圍及統計調查方法詳情，請參閱本報告書附錄一。

to all households and the entire population in Hong Kong can be inferred (please see Appendix 1 of this report for more detailed description of the survey coverage and methodology).

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。統計表內有關百分比分布的數字則乃根據未經進位的實際數字計算。

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. It should also be noted that actual figures without rounding are used in compiling the percentage shares in the tables.

代號

1.8 本報告書的統計表內的代號應用如下：

- § 由於抽樣誤差甚大，數目少於 1 000 的估計(包括數值為零的數字)或基於這些估計而編製的相關統計數字(如百分比、比率和中位數)，在本報告書的統計表內不予公布。

Symbol

1.8 The symbols in the tables of this report are applied as follows:

- § Estimates less than 1 000 (including zero figures) and related statistics derived based on such estimates (e.g. percentages, rates and median) are not released in the tables of this report due to very large sampling errors.

2 統計調查結果摘要 Summary of survey findings

使用非專營巴士服務的情況

- ◆ 統計調查結果顯示，約 780 100 人在統計前七天內曾使用非專營巴士服務，佔全港人口的 11.4%。
- ◆ 按經濟活動身分分析，在該 780 100 人中，51.6% 為從事經濟活動人士及 32.9% 為學生。
- ◆ 該 780 100 人平均在統計前七天內乘搭非專營巴士 6.0 次。
- ◆ 在該 780 100 人中，大部分(89.1%)預計在未來十二個月使用非專營巴士服務的次數將維持不變。
- ◆ 約 360 900 人在統計前一天曾使用非專營巴士服務。他們在統計前一天共乘搭非專營巴士 632 100 次。
- ◆ 在該 632 100 次中，38.7% 的乘搭目的為「上班/下班」，另外 33.1% 為「上學/放學」。
- ◆ 在該 632 100 次中，最普遍提及乘搭非專營巴士的原因為「方便」(56.9%)；「快捷」(38.0%)及「沒有其他適合的公共交通工具」(18.2%)。
- ◆ 約 569 200 名十五歲及以上人士在統計前七天內曾使用非專營巴士服務，在他們當中，16.1% 表示非常滿意非專營巴士所提供的服務，77.0% 表示頗滿意有關服務。

公眾對申訴專員公署的工作的認識及看法

香港居民的投訴文化

- ◆ 約 35.5% 十五歲及以上的人士表示假若他們想投訴某個政府部門或公營機構行政失

Pattern of using non-franchised bus services

- ◆ The survey results showed that, some 780 100 persons had used non-franchised bus services during the seven days before enumeration, constituting 11.4% of the population of Hong Kong.
- ◆ Analysed by economic activity status, 51.6% of those 780 100 persons were economically active and 32.9% were students.
- ◆ The average number of trips made on non-franchised bus during the seven days before enumeration by those 780 100 persons was 6.0.
- ◆ Majority (89.1%) of those 780 100 persons expected that their frequency of using non-franchised bus services in the next twelve months would remain unchanged.
- ◆ Some 360 900 persons had used non-franchised bus services on the day before enumeration. They had made a total of 632 100 trips on the day before enumeration.
- ◆ 38.7% of those 632 100 trips were made for “going to / returning from work” while another 33.1% were made for “going to / returning from school”.
- ◆ Of those 632 100 trips, the commonly cited reasons for taking non-franchised bus were “convenient” (56.9%); “speedy” (38.0%) and “no other public vehicles available” (18.2%).
- ◆ Some 569 200 persons aged 15 and over had used non-franchised bus services during the seven days before enumeration. Among them, 16.1% were very satisfied with the services provided by non-franchised bus, 77.0% were quite satisfied with the services.

Public awareness of and perception on the work of the Office of The Ombudsman

Complaint culture among Hong Kong residents

- ◆ Some 35.5% of persons aged 15 and over said that they would approach “complaint

當時，會向「有關部門/公營機構所提供的投訴渠道」提出投訴。其次是「區議會/區議員」(30.5%)、「申訴專員公署」(15.5%)及「傳播媒介(例如：電視、電台、報章或雜誌)」(13.9%)。然而，逾五分之一(22.4%)表示不肯定，主要須視乎投訴的性質。

channel of the department / public body concerned” if they wished to lodge a complaint about the maladministration of a Government department or a public body. This was followed by “District Council / members of District Council” (30.5%), “Office of The Ombudsman” (15.5%) and “media (e.g. TV, radio, newspapers or magazines)” (13.9%). However, over one-fifth (22.4%) said that they were uncertain, with the decision mainly depending on the nature of the complaint.

對法定投訴渠道的一般期望

- ◆ 約 64.0% 十五歲及以上人士期望在向申訴專員公署提出投訴後，申訴專員公署可以「防止再出現類似問題」。其次是「提高公營機構的工作效率及服務素質」(42.8%)；「調查投訴，以裁定投訴是否成立」(36.8%)；及「建議有關部門/公營機構就其行政失當採取具體的補救行動」(28.5%)。

General expectation on a statutory complaint channel

- ◆ Some 64.0% of persons aged 15 and over expected the Office of The Ombudsman to be able to “prevent recurrence of similar problems” after they had lodged a complaint. This was followed by “improving the efficiency and quality of service in the public sector” (42.8%); “investigating the complaint and finding out whether it is substantiated” (36.8%); and “recommending specific remedial actions for the maladministration to the department / public body concerned” (28.5%).

對申訴專員公署有權展開直接調查的認識

- ◆ 約 24.2% 十五歲及以上人士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。

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

- ◆ Some 24.2% of persons aged 15 and over were aware that the Office of The Ombudsman was empowered to conduct direct investigations on its own motion on issues of public concern.

對申訴專員公署的宣傳信息的認識

- ◆ 約 65.4% 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信息。其次是「報章」(35.8%)及「電台」(27.1%)。

Awareness of the publicity messages of the Office of The Ombudsman

- ◆ Some 65.4% of persons aged 15 and over indicated that they had seen the publicity messages of the Office of The Ombudsman on television, followed by newspapers (35.8%) and radio (27.1%).

3 使用非專營巴士服務的情況

Pattern of using non-franchised bus services

引言

3.1 於二零零七年四月至六月期間，統計員向每個接受訪問的住戶中的所有人士，進行有關使用非專營巴士服務的情況的統計調查。

3.2 在是項統計調查中，所有住戶成員首先被問及在統計前七天內曾否使用非專營巴士服務；若有，則被問及有關他們使用非專營巴士服務的資料及其對使用的非專營巴士服務的意見。

3.3 類似的統計調查曾在二零零四年十一月至二零零五年一月及二零零五年十月至十二月期間進行。是項統計調查的結果在適當情況下會與二零零四年及二零零五年的統計調查的結果作比較。

概念及定義

3.4 就是項統計調查而言，「非專營巴士服務」是指以非專營權經營的運載十六名乘客以上的汽車所提供的載客服務。

統計調查的主要結果

甲. 有關在統計前七天內有成員曾使用非專營巴士服務的住戶的分析

3.5 根據是項統計調查的結果，在統計時全香港 2 253 700 個家庭住戶中，約 481 400 個住戶(21.4%)在統計前七天內有成員曾使用非專營巴士服務。(表 3.1)

3.6 與過往統計調查的結果比較，在統計前七天內有成員曾使用非專營巴士服務的家庭住戶的百分比從二零零四年的 17.6% 輕微下降至二零零五年的 16.8%，隨後上升至二零零七年的

INTRODUCTION

3.1 Within each enumerated household, all members were interviewed in respect of the survey on pattern of using non-franchised bus services conducted during April to June 2007.

3.2 All household members were first asked whether they had used non-franchised bus services during the seven days before enumeration and if so, they were further asked about information relating to their usage of non-franchised bus services and their views on the non-franchised bus services which they had used.

3.3 Similar surveys were conducted during November 2004 to January 2005 and October to December 2005. Comparison is made with the findings of the 2004 and 2005 surveys where appropriate.

CONCEPTS AND DEFINITIONS

3.4 For the purpose of this survey, "non-franchised bus services" referred to the passenger services that were provided by motor vehicles, which were not operated under a franchise, for the carriage of more than 16 passengers.

MAJOR FINDINGS OF THE SURVEY

A. Analysis on households with members who had used non-franchised bus services during the seven days before enumeration

3.5 It was estimated from the survey that of the 2 253 700 domestic households in Hong Kong at the time of enumeration, some 481 400 households (21.4%) had members who had used non-franchised bus services during the seven days before enumeration. (Table 3.1)

3.6 Compared with the results of the previous surveys, the percentage of households with members who had used non-franchised bus services during the seven days before enumeration slightly decreased from 17.6% in 2004 to 16.8% in

21.4%。(表 3.1)

2005, then increased to 21.4% in 2007.
(Table 3.1)

房屋類別

Type of housing

3.7 在該 481 400 個在統計前七天內有成員曾使用非專營巴士服務的住戶中, 59.2% 住在私人永久性房屋(包括臨時房屋); 23.0% 住在公營租住房屋及 17.8% 住在資助出售單位。所有住戶中的相應比例分別為 51.7%、31.7% 及 16.6%。(表 3.2a)

3.7 Of the 481 400 households with members who had used non-franchised bus services during the seven days before enumeration, some 59.2% were residing in private permanent housing, (including temporary housing); 23.0% in public rental housing and 17.8% in subsidized sale flats. The corresponding proportions among all households were 51.7%, 31.7% and 16.6% respectively. (Table 3.2a)

住戶每月入息

Monthly household income

3.8 與所有住戶相比, 該 481 400 個在統計前七天內有成員曾使用非專營巴士服務的住戶的每月入息較高。該 481 400 個住戶每月入息中位數為 \$22,500; 而所有住戶的每月入息中位數則為 \$17,500。(表 3.2b)

3.8 Compared with all households, those 481 400 households with members who had used non-franchised bus services during the seven days before enumeration generally had higher monthly household income. The median monthly household income for those 481 400 households was \$22,500, as against \$17,500 for all households. (Table 3.2b)

乙. 有關在統計前七天內曾使用非專營巴士服務的人士的分析

B. Analysis on persons who had used non-franchised bus services during the seven days before enumeration

3.9 統計調查結果顯示, 約有 780 100 人在統計前七天內曾使用非專營巴士服務, 佔全港人口的 11.4%。在二零零五年十至十二月的統計調查所得的相對數字為 507 500 人(7.3%)。(表 3.3)

3.9 The survey results showed that there were 780 100 persons who had used non-franchised bus services during the seven days before enumeration, constituting 11.4% of the population of Hong Kong. The corresponding figure obtained from the survey conducted during October to December 2005 was 507 500 persons (7.3%). (Table 3.3)

年齡及性別

Age and sex

3.10 按年齡組別分析, 五至九歲人士在統計前七天內曾使用非專營巴士服務的比率最高, 達 34.0%, 其次是十至十四歲人士(20.4%)。六十歲及以上人士錄得的比率則最低(5.4%)。(表 3.4a)

3.10 Analysed by age group, persons aged 5 - 9 had the highest rate of having used non-franchised bus services during the seven days before enumeration, at 34.0%, followed by persons aged 10 - 14 (20.4%). The lowest rate was recorded by persons aged 60 and over (5.4%). (Table 3.4a)

3.11 男性與女性在統計前七天內曾使用非

3.11 The rate of having used non-franchised bus services during the seven days before

專營巴士服務的比率大致相同。男性的比率為 11.4%，而女性的比率則為 11.3%。（表 3.4a）

enumeration was largely the same. The rate for males was 11.4%; while that for their female counterpart was 11.3%. (Table 3.4a)

是否正在就讀全日制課程

Whether studying full-time course

3.12 在該 780 100 名在統計前七天內曾使用非專營巴士服務的人士中，約 32.9%正在就讀全日制課程。當中，52.4%正就讀小學，25.0%正就讀中學/預科，及 15.3%正就讀幼稚園。（表 3.4b）

3.12 Some 32.9% of the 780 100 persons who had used non-franchised bus services during the seven days before enumeration were studying full-time courses. Among them, 52.4% were studying in primary schools, 25.0% were studying in secondary schools / matriculation and another 15.3% were studying in kindergartens. (Table 3.4b)

經濟活動身分

Economic activity status

3.13 在該 780 100 名人士中，51.6%為從事經濟活動人士。另外，32.9%為學生；9.1%為料理家務者及 5.6%為退休人士。在統計前七天內曾使用非專營巴士服務的人士的比率在學生 (19.4%)中最高。（表 3.4c）

3.13 Of those 780 100 persons, 51.6% were economically active. Besides, some 32.9% were students; 9.1% were home-makers and 5.6% were retired persons. Students (19.4%) had the highest rate of having used non-franchised bus services during the seven days before enumeration. (Table 3.4c)

乘搭非專營巴士的次數

Number of trips made on non-franchised bus

3.14 在該 780 100 人士中，約 36.2%在統計前七天內曾乘搭非專營巴士一至二次，33.8%乘搭六至十次，18.1%乘搭三至五次及 11.9%乘搭十一次及以上。整體而言，該 780 100 人平均在統計前七天內乘搭非專營巴士 6.0 次。而全日制學生乘搭非專營巴士服務的次數相對較高，平均為 7.6 次。（圖 3.1 和表 3.5a）

3.14 Of those 780 100 persons, some 36.2% had made 1 - 2 trips on non-franchised bus during the seven days before enumeration, 33.8% had made 6 - 10 trips, 18.1% had made 3 - 5 trips and 11.9% had made 11 trips and over. Overall speaking, the average number of trips made by those 780 100 persons during the seven days before enumeration was 6.0. The average number of taking non-franchised bus during the seven days before enumeration was relatively higher for full-time students, at 7.6. (Chart 3.1 and Table 3.5a)

預計在未來十二個月乘搭非專營巴士的次數

Expected frequency of taking non-franchised bus in the next twelve months

3.15 在該 780 100 人中，大部分(89.1%)預計在未來十二個月乘搭非專營巴士的次數將維持不變。而從事經濟活動人士及全日制學生的相應百分比分別為 87.8%及 91.1%。（表 3.5b）

3.15 The majority (89.1%) of those 780 100 persons claimed that their expected frequency of taking non-franchised bus in the next twelve months would remain the same. The corresponding percentages for economically active persons and full-time students were 87.8% and 91.1% respectively. (Table 3.5b)

丙. 有關在統計前一天乘搭非專營巴士次數的分析

3.16 曾在統計前七天內使用非專營巴士服務的人士被問及曾否在統計前一天使用非專營巴士服務。約 360 900 人表示在統計前一天曾使用非專營巴士服務，佔全港人口的 5.3%。在統計前一天，該 360 900 人共乘搭非專營巴士 632 100 次，平均每人 1.8 次。二零零五年十月至十二月的統計調查的結果顯示，在統計前一天乘搭非專營巴士的次數為 411 800 次，平均亦為每人 1.8 次。（表 3.6）

乘搭非專營巴士的類別

3.17 在該 632 100 次中，約 35.3% 為乘搭屋邨巴士，其次是學校巴士 (31.5%) 及九廣鐵路輕鐵/西鐵接駁巴士 (11.6%)。（表 3.7a）

乘搭非專營巴士的時段

3.18 在該 632 100 次中，約 38.4% 的乘搭時段為早上繁忙時間(早上七時至十時)。另外，22.5% 的乘搭時段為下午繁忙時間(下午四時至七時)，而 26.6% 的乘搭時段為日間非繁忙時間(早上六時至七時或十時至下午四時)。（表 3.7b）

乘搭非專營巴士的目的

3.19 在該 632 100 次中，38.7% 乘搭的目的為「上班/下班」，而另外 33.1% 為「上學/放學」。（表 3.7c）

乘搭非專營巴士的原因

3.20 在該 632 100 次中，最普遍提及乘搭非專營巴士的原因為「方便」(56.9%)；「快捷」(38.0%) 及「沒有其他適合的公共交通工具」(18.2%)。（表 3.7d）

C. Analysis on trips made on non-franchised bus on the day before enumeration

3.16 All persons who had used non-franchised bus services during the seven days before enumeration were asked whether they had used non-franchised bus services on the day before enumeration. Some 360 900 persons had used non-franchised bus services on the day before enumeration, constituting 5.3% of the population of Hong Kong. Of the 360 900 persons, 632 100 trips were made on non-franchised bus on the day before enumeration. Their average number was 1.8 times. The results from the survey conducted during October to December 2005 showed that 411 800 trips were made on non-franchised bus on the day before enumeration and the average number was also 1.8 times per person. (Table 3.6)

Type of non-franchised bus taken

3.17 Of the 632 100 trips, some 35.3% were made on residents' bus, followed by school bus (31.5%) and KCRC Light Rail / West Rail feeder buses (11.6%). (Table 3.7a)

Time segment of taking non-franchised bus

3.18 Among those 632 100 trips, some 38.4% were made in the morning peak hours (7:00 a.m. - 10:00 a.m.). Another 22.5% were made in the afternoon peak hours (4:00 p.m. - 7:00 p.m.) and 26.6% were made in the day time non-peak hours (6:00 a.m. - 7:00 a.m. or 10:00 a.m. - 4:00 p.m.). (Table 3.7b)

Purpose of taking non-franchised bus

3.19 Some 38.7% of those 632 100 trips were made for "going to / returning from work" while another 33.1% were made for "going to / returning from school". (Table 3.7c)

Reason of taking non-franchised bus

3.20 Of the 632 100 trips, the commonly cited reasons for taking non-franchised bus were "convenient" (56.9%); "speedy" (38.0%) and "no other public vehicles available" (18.2%). (Table 3.7d)

丁. 對非專營巴士服務的意見

3.21 在統計前七天內曾使用非專營巴士服務的十五歲及以上人士被問及其對非專營巴士服務在各範疇的滿意程度。

3.22 統計調查結果顯示，在該 569 200 名在統計前七天內曾使用非專營巴士服務的十五歲及以上人士中，大部分非常滿意/頗滿意非專營巴士服務在「車廂衛生」(90.5%)、「司機駕駛安全」(88.7%)、「快捷」(88.0%)、「設備」(82.6%)、「司機對乘客的態度」(81.4%)、「車的新舊程度」(81.3%)及「座位的舒適程度」(81.0%)等範疇的表現。(表 3.8a)

3.23 整體而言，在該 569 200 名十五歲及以上人士中，16.1%表示非常滿意非專營巴士所提供的服務，77.0%表示頗滿意有關服務，另外 6.9%表示頗不滿意。(表 3.8b)

資料的局限

3.24 在是項統計調查中，受訪者被問及在統計前七天內曾否使用非專營巴士服務。因此，各項有關使用非專營巴士服務的估計均是指於二零零七年四月至六月期間進行的統計調查前七天內的情況。而該等估計會受假期影響，故並不一定反映香港居民在一段較長期間內(例如一年)的實際使用非專營巴士服務的情況。

D. Views on non-franchised bus services

3.21 All persons aged 15 and over who had used non-franchised bus services during the seven days before enumeration were asked their level of satisfaction on non-franchised bus services in different aspects.

3.22 The survey results showed that of the 569 200 persons aged 15 and over who had used non-franchised bus services during the seven days before enumeration, the majority were very satisfied / quite satisfied with the performance of non-franchised bus services in the aspects of “cleanliness” (90.5%), “driving safety” (88.7%), “speediness” (88.0%), “facilities” (82.6%), “courtesy of driver” (81.4%), “condition of the vehicle” (81.3%) and “comfort of seats” (81.0%). (Table 3.8a)

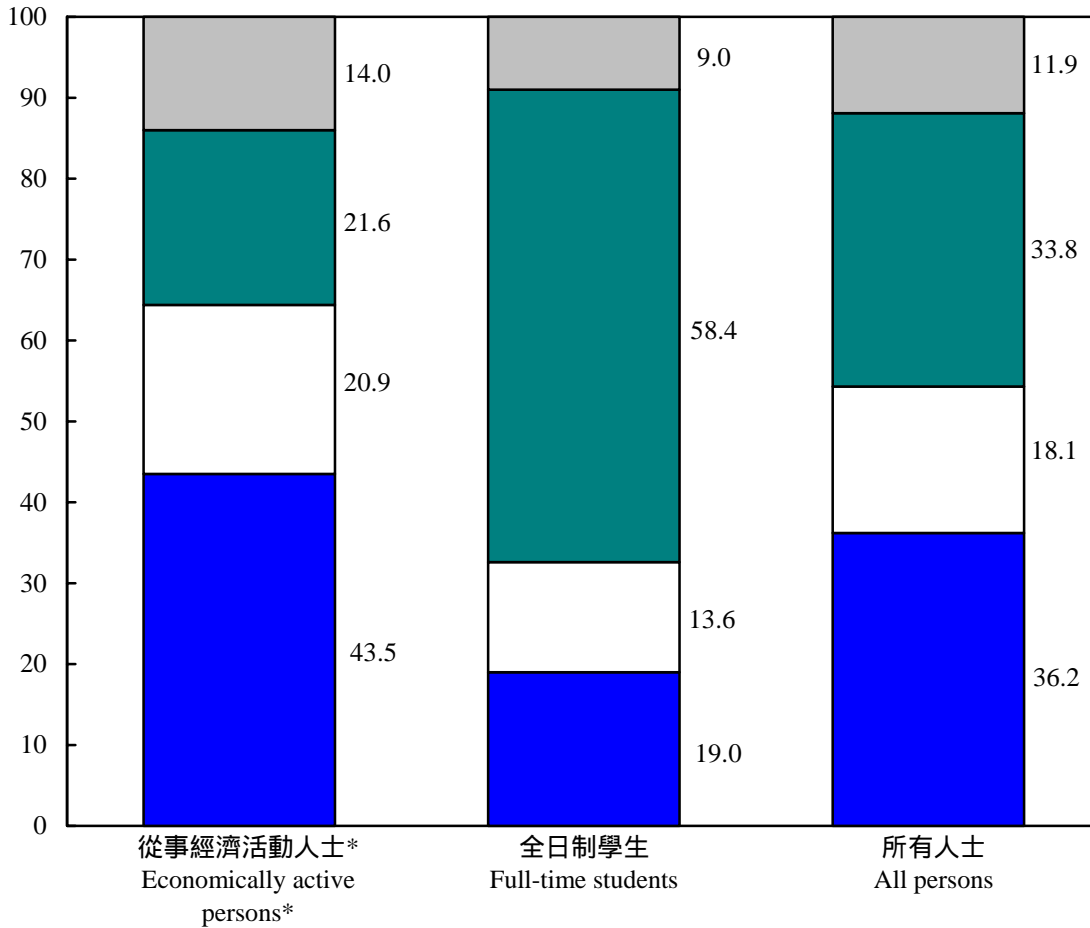
3.23 Overall speaking, of those 569 200 persons aged 15 and over, some 16.1% were very satisfied with the services provided by non-franchised bus, 77.0% were quite satisfied with the services while 6.9% indicated quite dissatisfied. (Table 3.8b)

Limitations

3.24 In this survey, respondents were asked to report if they had used non-franchised bus services during the seven days before enumeration. Therefore, the various estimates regarding the pattern of using non-franchised bus services referred only to the situation during the seven days before enumeration, which took place during April to June 2007. They were subject to holiday effect and hence did not necessarily give a representative picture about Hong Kong residents' pattern of using non-franchised bus services over a longer period (e.g. a year).

圖 3.1 按乘搭次數劃分的在統計前七天內曾使用非專營巴士服務的從事經濟活動人士/全日制學生/所有人的百分比分布
Chart 3.1 Percentage distribution of economically active persons / full-time students / all persons who had used non-franchised bus services during the seven days before enumeration by number of trips made

百分比(%)
Percentage (%)



乘搭次數：

Number of trips made :



1 - 2



6 - 10



3 - 5



≥ 11

註釋： * 從事經濟活動人士包括就業人士及失業人士。

Note : * Economically active persons comprise employed persons and unemployed persons.

表 3.1 在統計前七天內有成員曾使用非專營巴士服務的住戶數目
Table 3.1 Households with members who had used non-franchised bus services during the seven days before enumeration

統計期間 Survey period	住戶數目 No. of households (‘000)	比率* Rate*
二零零四年十一月至二零零五年一月 Nov 2004 - Jan 2005	392.6	17.6
二零零五年十月至十二月 Oct - Dec 2005	385.7	16.8
二零零七年四月至六月 Apr - Jun 2007	481.4	21.4

註釋：* 在有關統計期間佔所有住戶的百分比。

Note: * As a percentage of all households in the respective survey periods.

表 3.2a 按房屋類別劃分的在統計前七天內有成員曾使用非專營巴士服務的住戶數目
 Table 3.2a Households with members who had used non-franchised bus services during the seven days before enumeration by type of housing

房屋類別 Type of housing	在統計前七天內有成員曾使用 非專營巴士服務的住戶 Households with members who had used non-franchised bus services during the seven days before enumeration			所有住戶 All households	
	住戶數目 No. of households (‘000)	百分比 %	比率* Rate*	住戶數目 No. of households (‘000)	百分比 %
公營租住房屋 Public rental housing	110.5	23.0	15.5	713.9	31.7
資助出售單位# Subsidized sale flats#	85.8	17.8	22.9	375.1	16.6
私人永久性房屋@/臨時房屋 Private permanent housing@ / Temporary housing	285.0	59.2	24.5	1 164.8	51.7
合計 Overall	481.4	100.0	21.4	2 253.7	100.0

註釋：* 在個別房屋類型中佔所有住戶的百分比。以所有居住在公營租住房屋的住戶為例，15.5%在統計前七天內有成員曾使用非專營巴士服務。

Notes：* As a percentage of all households in the respective types of housing. For example, among all households residing in public rental housing, 15.5% had members who had used non-franchised bus services during the seven days before enumeration.

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、可租可買計劃及重建置業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。可在公開市場買賣的屋宇單位則不包括在內。

Includes flats built under the Home Ownership Scheme, Middle Income Housing Scheme, Private Sector Participation Scheme, Buy or Rent Option Scheme and Mortgage Subsidy Scheme, and flats sold under the Tenants Purchase Scheme of the Hong Kong Housing Authority. Also includes flats built under the Flat for Sale Scheme and Sandwich Class Housing Scheme of the Hong Kong Housing Society. Flats that can be traded in the open market are excluded.

@ 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其他永久性房屋。可在公開市場買賣的資助出售單位亦包括在內。

@ 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 other permanent housing. Subsidized sale flats that can be traded in the open market are also included.

表 3.2b 按住戶每月入息劃分的在統計前七天內有成員曾使用非專營巴士服務的住戶數目
 Table 3.2b Households with members who had used non-franchised bus services during the seven days before enumeration by monthly household income

住戶每月入息(港元) Monthly household income (HK\$)	在統計前七天內有成員曾使用 非專營巴士服務的住戶 Households with members who had used non-franchised bus services during the seven days before enumeration			所有住戶 All households	
	住戶數目 No. of households (‘000)	百分比 %	比率* Rate*	住戶數目 No. of households (‘000)	百分比 %
< 10,000	66.1	13.7	9.9	664.8	29.5
10,000 - 19,999	120.9	25.1	19.6	616.7	27.4
20,000 - 29,999	109.6	22.8	26.9	406.6	18.0
30,000 - 39,999	60.1	12.5	26.9	222.9	9.9
40,000 - 49,999	47.0	9.8	36.8	127.8	5.7
≥ 50,000	77.7	16.1	36.2	214.9	9.5
合計 Overall	481.4	100.0	21.4	2 253.7	100.0
住戶每月入息中位數(港元) Median monthly household income (HK\$)		22,500		17,500	

註釋：* 在個別住戶每月入息組別中佔所有住戶的百分比。以所有住戶每月入息少於\$10,000的住戶為例，9.9%在統計前七天內有成員曾使用非專營巴士服務。

Note：* As a percentage of all households in the respective monthly household income groups. For example, among all households with monthly household income less than \$10,000, 9.9% had members who had used non-franchised bus services during the seven days before enumeration.

表 3.3 在統計前七天內曾使用非專營巴士服務的人士數目
Table 3.3 Persons who had used non-franchised bus services during the seven days before enumeration

統計期間 Survey period	人數 No. of persons (‘000)	比率* Rate*
二零零四年十一月至二零零五年一月 Nov 2004 - Jan 2005	530.2	7.8
二零零五年十月至十二月 Oct - Dec 2005	507.5	7.3
二零零七年四月至六月 Apr - Jun 2007	780.1	11.4

註釋：* 在有關統計期間佔所有人士的百分比。

Note: * As a percentage of all persons in the respective survey periods.

表 3.4a 按年齡及性別劃分的在統計前七天內曾使用非專營巴士服務的人士數目
Table 3.4a Persons who had used non-franchised bus services during the seven days before enumeration by age and sex

年齡組別 Age group	男 Male			女 Female			合計 Overall		
	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*	人數 No. of persons (‘000)	百分比 %	比率* Rate*
< 5	14.1	3.8	12.7	13.6	3.3	13.2	27.7	3.6	12.9
5 - 9	49.5	13.3	32.5	50.3	12.3	35.6	99.8	12.8	34.0
10 - 14	39.0	10.5	18.8	44.4	10.9	22.1	83.4	10.7	20.4
15 - 19	19.1	5.1	8.4	21.3	5.2	10.0	40.4	5.2	9.2
20 - 29	47.9	12.9	10.9	51.3	12.6	9.7	99.2	12.7	10.3
30 - 39	53.0	14.2	11.1	73.8	18.1	11.4	126.8	16.3	11.3
40 - 49	72.5	19.5	11.8	78.1	19.2	11.2	150.6	19.3	11.4
50 - 59	45.8	12.3	9.2	47.7	11.7	9.5	93.4	12.0	9.4
≥ 60	31.9	8.6	6.1	26.9	6.6	4.8	58.8	7.5	5.4
合計 Overall	372.8	100.0	11.4	407.3	100.0	11.3	780.1	100.0	11.4

註釋： * 在個別年齡及性別分組中佔所有人士的百分比。以所有五歲以下的男童為例，12.7%在統計前七天內曾使用非專營巴士服務。

Note: * As a percentage of all persons in the respective age and sex sub-groups. For example, among all boys aged below 5, 12.7% had used non-franchised bus services during the seven days before enumeration.

表 3.4b 按是否正在就讀全日制課程/現正就讀的級別劃分的在統計前七天內曾使用非專營巴士服務的人士數目
Table 3.4b Persons who had used non-franchised bus services during the seven days before enumeration by whether studying full-time course / current level being attended

是否正在就讀全日制課程 Whether studying full-time course	人數 No. of persons ('000)	百分比 [@] % [@]	比率* Rate*
是 Yes	256.4	32.9	19.4
<i>現正就讀的級別</i> <i>Current level being attended</i>			
<i>幼稚園</i> <i>Kindergarten</i>	39.2	(15.3)	25.1
<i>小學</i> <i>Primary</i>	134.2	(52.4)	31.5
<i>中學/預科</i> <i>Secondary / matriculation</i>	64.1	(25.0)	10.9
<i>專上教育</i> <i>Tertiary</i>	18.8	(7.3)	12.2
否 No	523.7	67.1	9.5
合計 Overall	780.1	100.0	11.4

註釋：[@] 括號內的數字顯示在所有正在就讀全日制課程的人士中所佔的百分比。

* 在個別組別中佔所有人士的百分比。以正在就讀全日制課程的人士為例，19.4%在統計前七天內曾使用非專營巴士服務。

Notes: [@] Figures in bracket represent the percentage in respect of all persons who were studying full-time courses.

* As a percentage of all persons in the respective groups. For example, among all persons who were studying full-time courses, 19.4% had used non-franchised bus services during the seven days before enumeration.

表 3.4c 按經濟活動身分劃分的在統計前七天內曾使用非專營巴士服務的人士數目
 Table 3.4c Persons who had used non-franchised bus services during the seven days before enumeration by economic activity status

經濟活動身分 Economic activity status	人數 No. of persons (‘000)	百分比 %	比率* Rate*
從事經濟活動 ⁺ Economically active ⁺	402.2	51.6	10.9
非從事經濟活動 Economically inactive	377.9	48.4	12.0
學生 Students	256.9	32.9	19.4
料理家務者 Home-makers	71.1	9.1	8.9
退休人士 Retired persons	43.5	5.6	5.1
其他 Others	6.4	0.8	3.5
合計 Overall	780.1	100.0	11.4

註釋：* 在個別經濟活動身分組別中佔所有人士的百分比。以所有從事經濟活動人士為例，10.9%在統計前七天內曾使用非專營巴士服務。

⁺ 從事經濟活動人士包括就業人士及失業人士。

Notes: * As a percentage of all persons in the respective economic activity status groups. For example, among all economically active persons, 10.9% had used non-franchised bus services during the seven days before enumeration.

⁺ Economically active persons comprise employed persons and unemployed persons.

表 3.5a 按乘搭次數劃分的在統計前七天內曾使用非專營巴士服務的從事經濟活動人士/全日制學生/所有人士數目
 Table 3.5a Economically active persons / full-time students / all persons who had used non-franchised bus services during the seven days before enumeration by number of trips made

乘搭次數 Number of trips made	在統計前七天內曾使用非專營巴士服務的人士 Persons who had used non-franchised bus services during the seven days before enumeration					
	從事經濟活動人士* Economically active persons*		全日制學生 Full-time students		所有人士 All persons	
	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 %
1 - 2	174.9	43.5	48.7	19.0	282.0	36.2
3 - 5	84.1	20.9	34.8	13.6	141.6	18.1
6 - 10	86.8	21.6	149.7	58.4	263.3	33.8
≥ 11	56.3	14.0	23.1	9.0	93.2	11.9
總計 Total	402.2	100.0	256.4	100.0	780.1	100.0
平均乘搭次數 Average number of trips made	5.3		7.6		6.0	

註釋：* 從事經濟活動人士包括就業人士及失業人士。

Note: * Economically active persons comprise employed persons and unemployed persons.

表 3.5b 按預計在未來十二個月乘搭非專營巴士的次數劃分的在統計前七天內曾使用非專營巴士服務的從事經濟活動人士/全日制學生/所有人士數目
Table 3.5b Economically active persons / full-time students / all persons who had used non-franchised bus services during the seven days before enumeration by expected frequency of taking non-franchised bus in the next twelve months

預計在未來十二個月乘搭非專營巴士的次數 Expected frequency of taking non-franchised bus in the next twelve months	在統計前七天內曾使用非專營巴士服務的人士 Persons who had used non-franchised bus services during the seven days before enumeration					
	從事經濟活動人士* Economically active persons*		全日制學生 Full-time students		所有人士 All persons	
	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 %
增加 Increase	41.0	10.2	12.2	4.8	64.5	8.3
減少 Decrease	8.3	2.1	10.5	4.1	20.6	2.6
維持不變 Remain the same	353.0	87.8	233.7	91.1	695.1	89.1
總計 Total	402.2	100.0	256.4	100.0	780.1	100.0

註釋：* 從事經濟活動人士包括就業人士及失業人士。

Note: * Economically active persons comprise employed persons and unemployed persons.

表 3.6 在統計前一天乘搭非專營巴士的次數
Table 3.6 Number of trips made on non-franchised bus on the day before enumeration

統計期間 Survey period	人數 No. of persons (‘000)	次數 No. of trips made (‘000)	平均次數 Average no. of trips made
二零零四年十一月至二零零五年一月 Nov 2004 - Jan 2005	280.3	488.9	1.7
二零零五年十月至十二月 Oct - Dec 2005	234.5	411.8	1.8
二零零七年四月至六月 Apr - Jun 2007	360.9	632.1	1.8

表 3.7a 按非專營巴士的類別劃分的在統計前一天乘搭非專營巴士的次數
Table 3.7a Number of trips made on non-franchised bus on the day before enumeration by type of non-franchised bus

非專營巴士的類別 Type of non-franchised bus	乘搭次數 No. of trips made (‘000)	百分比 %
屋邨巴士 Residents’ services	223.3	35.3
學校巴士 School bus	199.4	31.5
九廣鐵路輕鐵/西鐵接駁巴士 KCRC Light Rail / West Rail feeder buses	73.5	11.6
廠車/公司巴士 Staff bus provided by Employer / Company	55.9	8.8
過境巴士 Cross boundary bus	30.2	4.8
免費穿梭巴士 Free shuttle bus	23.9	3.8
旅遊巴士(本地) Tour bus (local)	18.7	3.0
合約式出租巴士 Contract base bus	6.8	1.1
酒店巴士 Hotel bus	§	§
總計 Total	632.1	100.0

表 3.7b 按乘搭非專營巴士的時段劃分的在統計前一天乘搭非專營巴士的次數
Table 3.7b Number of trips made on non-franchised bus on the day before enumeration by time segment of taking non-franchised bus

乘搭非專營巴士的時段 [#] Time segment of taking non-franchised bus [#]	乘搭次數 No. of trips made (‘000)	百分比 %
早上繁忙時間(早上七時至十時) Morning peak hours (7:00 a.m. - 10:00 a.m.)	243.0	38.4
下午繁忙時間(下午四時至七時) Afternoon peak hours (4:00 p.m. - 7:00 p.m.)	142.3	22.5
日間非繁忙時間(早上六時至七時或十時至 下午四時) Day time non-peak hours (6:00 a.m. - 7:00 a.m. or 10:00 a.m. - 4:00 p.m.)	168.3	26.6
晚上(下午七時至午夜十二時) Night time (7:00 p.m. - 12:00 a.m.)	63.2	10.0
其他時段 Other time period	15.3	2.4
總計 Total	632.1	100.0

註釋： # 參考運輸署提供的意見。

Note : # As advised by the Transport Department.

表 3.7c 按乘搭非專營巴士的目的劃分的在統計前一天乘搭非專營巴士的次數
Table 3.7c Number of trips made on non-franchised bus on the day before enumeration by purpose of taking non-franchised bus

乘搭非專營巴士的目的 Purpose of taking non-franchised bus	乘搭次數 No. of trips made (‘000)	百分比 %
上班/下班 Going to / returning from work	244.9	38.7
上學/放學 Going to / returning from school	209.1	33.1
個人目的(例如自己出外用膳、去補習學校上堂) Personal purposes(such as dining out alone, going to private tutorial school)	51.7	8.2
購物 Shopping	51.6	8.2
消遣/體育/文娛康樂活動 Recreational / sport / cultural activities	27.4	4.3
社交活動 Social activities	23.7	3.7
觀光 Sightseeing	13.9	2.2
其他 Others	9.9	1.6
總計 Total	632.1	100.0

表 3.7d 按乘搭非專營巴士的原因劃分的在統計前一天乘搭非專營巴士的次數
Table 3.7d Number of trips made on non-franchised bus on the day before enumeration by reason of taking non-franchised bus

乘搭非專營巴士的原因 [#] Reason of taking non-franchised bus [#]	乘搭次數 No. of trips made (‘000)	百分比 %
方便 Convenient	359.8	56.9
快捷 Speedy	240.1	38.0
沒有其他適合的公共交通工具 No other public vehicles available	114.9	18.2
舒服 Comfortable	108.9	17.2
免費 Free of charge	82.4	13.0
安全 Safe	73.1	11.6
公司/學校指定 Designated by company / school	36.1	5.7
員工福利 Staff benefits	31.0	4.9
相對便宜/有優惠 Cheaper / have discounts	29.8	4.7
服務只提供予屋苑住客 Service is offered exclusively for the residents of the estate only	21.1	3.3
習慣 Accustomed to it	18.9	3.0
觀光 Sightseeing	7.4	1.2
參觀樓宇單位/購物 Property visit / shopping	§	§
合計 Overall	632.1	

註釋：[#] 可選擇多項答案。

Note: [#] Multiple answers were allowed.

表 3.8a 按對非專營巴士在各範疇的滿意程度劃分的在統計前七天內曾使用非專營巴士服務的十五歲及以上人士數目
 Table 3.8a Persons aged 15 and over who had used non-franchised bus services during the seven days before enumeration by level of satisfaction on various aspects of non-franchised bus services

對非專營巴士在各 範疇的滿意程度 Level of satisfaction on various aspects of non-franchised bus services	車廂衛生 Cleanliness	司機駕駛 安全 Driving safety	快捷 Speediness	設備 Facilities	司機對乘 客的態度 Courtesy of the driver	車的新舊 程度 Condition of the vehicle	座位的舒 適程度 Comfort of seats
	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)	人數 No. of persons (‘000)	人數 No. of persons (‘000)
非常滿意/頗滿意 Very satisfied / Quite satisfied	515.0 (90.5)	504.9 (88.7)	500.7 (88.0)	470.0 (82.6)	463.3 (81.4)	462.7 (81.3)	460.8 (81.0)
頗不滿意/非常不 滿意 Quite dissatisfied / Very dissatisfied	54.2 (9.5)	64.3 (11.3)	68.6 (12.0)	99.2 (17.4)	60.9 (10.7)	106.6 (18.7)	108.4 (19.0)
不知道/沒有意見 Don’t know / No opinion	§ (\$)	§ (\$)	§ (\$)	§ (\$)	45.1 (7.9)	§ (\$)	§ (\$)
總計 Total	569.2 (100.0)	569.2 (100.0)	569.2 (100.0)	569.2 (100.0)	569.2 (100.0)	569.2 (100.0)	569.2 (100.0)

註釋：括號內的數字顯示在所有在統計前七天內曾使用非專營巴士服務的十五歲及以上人士中所佔的百分比。

Note: Figures in brackets represent the percentage in respect of all persons aged 15 and over who had used non-franchised bus services during the seven days before enumeration.

表 3.8b 按對非專營巴士所提供的服務的滿意程度劃分的在統計前七天內曾使用非專營巴士服務的十五歲及以上人士數目
Table 3.8b Persons aged 15 and over who had used non-franchised bus services during the seven days before enumeration by level of satisfaction on the services provided by non-franchised bus

對非專營巴士所提供的服務的滿意程度 Level of satisfaction on the services provided by non-franchised bus	人數 No. of persons (‘000)	百分比 %
非常滿意 Very satisfied	91.7	16.1
頗滿意 Quite satisfied	438.2	77.0
頗不滿意 Quite dissatisfied	39.4	6.9
非常不滿意 Very dissatisfied	§	§
總計 Total	569.2	100.0

4 公眾對申訴專員公署的工作的認識及看法

Public awareness of and perception on the work of the Office of The Ombudsman

引言

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工作的認識及看法的統計調查。

4.2 為更了解香港居民的投訴文化，受訪者被問及以下的問題：他們曾否對政府部門或公營機構的行政不滿；若有不滿但沒有提出投訴的原因；及假若他們想投訴某個政府部門或公營機構行政失當時，將會採用的渠道。

4.3 此外，為更明白公眾對法定投訴渠道的一般期望，受訪者被問及假若他們向申訴專員公署提出投訴時，所期望得到的結果，並就申訴專員公署在他們認為重要的準則方面的表現作出評分。最後，統計調查亦搜集有關市民大眾知否申訴專員公署有權展開直接調查及對申訴專員公署的宣傳信息的認識等資料。

4.4 類似的統計調查曾在二零零三年三月至五月期間進行。

統計調查的主要結果

甲. 香港居民的投訴文化

提出投訴的渠道

4.8 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營機構行政失當時，他們會向哪個渠道提出投訴。約 2 027 500 名十五歲及以上的人士表示會向「有關部門/公營機構所提供的投訴渠道」提出投訴，佔所有十五歲及以上人士的 35.5%。其次是「區議會/區議員」

INTRODUCTION

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 and perception on the work of the Office of The Ombudsman.

4.2 In order to have better understanding about the complaint culture among Hong Kong residents, the respondents were asked the following questions: whether they had dissatisfied about the government department or public body administration; reasons for not being satisfied but had not lodged the complaint; and the channels that they would approach if they wished to lodge a complaint about the maladministration of a Government department or a public body.

4.3 Furthermore, in order to understand more about the general expectation of the public on a statutory complaint channel, the respondents were asked to state the expected outcome which would 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 the awareness of the publicity messages of the Office was also collected in the enquiry.

4.4 A similar survey was conducted during March to May 2003.

MAJOR FINDINGS OF THE SURVEY

A. Complaint culture among Hong Kong residents

Channel for lodging a complaint

4.8 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 2 027 500 persons aged 15 and over said that they would approach "complaint channel of the department / public body

(30.5%)、「申訴專員公署」(15.5%)及「傳播媒介(例如：電視、電台、報章或雜誌)」(13.9%)。然而，22.4%表示「不肯定，主要須視乎投訴的性質」。 (表 4.1a)

年齡

4.9 按年齡組別分析，年齡在五十歲及以上的人士若想提出投訴時，有較高的百分比會向「區議會/區議員」提出投訴，而較年輕的人士則有較高的百分比會向「有關部門/公營機構所提供的投訴渠道」提出投訴。 (表 4.1a)

教育程度

4.10 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，有較高的百分比傾向會採用以下渠道提出投訴：「有關部門/公營機構所提供的投訴渠道」；「申訴專員公署」及「傳播媒介」。 (表 4.1b)

乙. 對法定投訴渠道的一般期望

所期望得到的結果

4.11 十五歲及以上人士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 3 650 300 名十五歲及以上人士期望申訴專員公署可以「防止再出現類似問題」，佔所有十五歲及以上人士的 64.0%。其次是「提高政府部門/公營機構的工作效率及服務素質」(42.8%)；「調查投訴，以裁定投訴是否成立」(36.8%)；及「建議有關部門/公營機構就其行政失當採取具體的補救行動」(28.5%)。 (表 4.1c 及圖 4.1)

concerned”，representing 35.5% of all persons aged 15 and over. This was followed by “District Council / members of District Council” (30.5%), “Office of The Ombudsman” (15.5%) and “media (e.g. TV, radio, newspapers or magazines)” (13.9%). However, 22.4% said that they were “uncertain, with the decision mainly depending on the nature of the complaint”. (Table 4.1a)

Age

4.9 Analysed by age group, a relatively higher percentage of persons aged 50 and over would approach “District Council / members of District Council” if they wished to lodge a complaint, while a higher percentage of younger persons would approach “complaint channel of the department / public body concerned”. (Table 4.1a)

Educational attainment

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

B. General expectation on a statutory complaint channel

Expectation of the outcome which would be achieved

4.11 Persons aged 15 and over were also asked to state their expectation of the outcome which would be achieved in case they had lodged a complaint to the Office of The Ombudsman. Some 3 650 300 persons aged 15 and over expected the Office of The Ombudsman to be able to “prevent recurrence of similar problems”, accounting for 64.0% of all persons aged 15 and over. This was followed by “improving the efficiency and quality of service in the public sector” (42.8%); “investigating the complaint and finding out whether it is substantiated” (36.8%); and “recommending specific remedial actions for the maladministration to the department / public body concerned” (28.5%). (Table 4.1c and Chart 4.1)

對申訴專員公署表現的評價

Perceived performance of the Office of The Ombudsman

4.12 他們被要求在下列的準則中評定申訴專員公署的表現：

- ◆ 提供方便容易的途徑讓市民提出投訴
- ◆ 讓市民清楚知道作為投訴渠道的機構的服務範疇
- ◆ 能夠在設定的時限內迅速採取行動及找出解決辦法
- ◆ 能夠保持客觀，不會受到不應有的影響或干預
- ◆ 會將資料保密，保障投訴人的私隱

- ◆ 能夠清楚交代事情的經過
- ◆ 能夠找出投訴涉及的關鍵事項
- ◆ 會清楚說明作出有關決定的理由

- ◆ 會定期告知投訴人其個案的進展情況

- ◆ 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：「表現非常好」的選擇得 4 分及「表現非常差」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「將資料保密，保障投訴人的私隱」的準則方面的表現最令人滿意，其表現平均得分為 3.13，在各準則中最高。其次是「職員樂於助人，而且待人以禮」(2.98)及「能夠保持客觀，不會受到不應有的影響或干預」(2.88)。(表 4.2)

丙. 對申訴專員公署有權展開直接調查的認識

4.15 約 1 380 000 名十五歲及以上人士(佔所有十五歲及以上人士的 24.2%)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

4.12 They were asked to rate the performance of the Office of The Ombudsman among the following :

- ◆ providing easily accessible complaint channels for complainants
- ◆ making scope of service conspicuous to the public
- ◆ offering speedy action and resolution within pre-determined time limits
- ◆ objective and free from undue influence or interference
- ◆ keeping information confidential and protecting the privacy of complainants
- ◆ clear explanation of the whole story
- ◆ identification of critical issues in complaints
- ◆ clear explanation of reasons for making the relevant decisions
- ◆ informing complainants of the progress regularly
- ◆ helpful and courteous staff
- ◆ providing useful information and advice

4.13 A mean score for each criterion was calculated by assigning 4 marks to the option “very good performance” and 1 to “very poor performance”. 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 in regard to the criterion of “keeping information confidential and protecting the privacy of complainants”. The mean performance score of this criterion was 3.13, being the highest among all the above-mentioned criteria. This was followed by “helpful and courteous staff” (2.98) and “objective and free from undue influence or interference” (2.88). (Table 4.2)

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

4.15 Some 1 380 000 persons aged 15 and over were aware that the Office of The Ombudsman was empowered to conduct direct investigations on its own motion on issues of

開直接調查。(表 4.3a)

public concern, accounting for 24.2% of all persons aged 15 and over. (Table 4.3a)

年齡及性別

Age and sex

4.16 按年齡組別分析,五十歲以下人士中有較大的百分比知悉申訴專員公署有權展開直接調查(有關百分比介乎 26.1%至 31.2%)。年齡在五十歲及以上的人士的相應百分比(17.1%)最低。(表 4.3a)

4.16 Analysed by age group, a higher percentage of persons aged below 50 were aware of the power of the Office of The Ombudsman to conduct direct investigations (with corresponding percentages ranging from 26.1% to 31.2%). The lowest percentage was recorded for those aged 50 and over (17.1%). (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 26.2%,而女性則為 22.3%。(表 4.3a)

4.17 Relatively speaking, males had a higher percentage who were aware that the Office of The Ombudsman was empowered to conduct direct investigations on its own motion on issues of public concern. The percentage was 26.2% for males, as against 22.3% for females. (Table 4.3a)

教育程度

Educational attainment

4.18 教育程度愈高的人士,其知悉申訴專員公署有權展開直接調查的百分比愈高。具小學及以下教育程度人士的有關百分比為 12.2%;具中學/預科程度人士的百分比為 26.7%;而具專上教育程度人士的百分比為 32.4%。(表 4.3b)

4.18 The percentage of persons who were aware of the power of the Office of The Ombudsman to conduct direct investigations increased with the level of educational attainment. The respective percentages were 12.2% for those having attained primary education and lower; 26.7% for those having attained secondary / matriculation education and 32.4% for those having attained tertiary education. (Table 4.3b)

對展開直接調查的成效的評價

Perceived effectiveness in conducting direct investigations

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展開直接調查的成效按下列各準則作出評分:

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 direct investigations in terms of the following criteria :

- ◆ 於問題惡化前提出解決方法
- ◆ 防止再出現類似問題
- ◆ 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/機構壓力,令他們作出改善

- ◆ resolving problems before they get worse
- ◆ preventing recurrence of similar problems
- ◆ following through systemic problems
- ◆ exposing deficiencies in the administration
- ◆ making recommendations to improve public administration

- ◆ putting pressure to departments / organisations concerned for making improvement

4.20 上述每項準則的平均得分的計算方法

4.20 A mean score for each criterion was

如下：「十分有成效」的選擇得 4 分及「完全沒有成效」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 1 380 000 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，75.1% 認為申訴專員公署在「給有關部門/機構壓力，令他們作出改善」方面有成效/十分有成效。此準則的成效平均得分為 3.07，在各項準則中為最高。至於其他準則，「提出改善公共行政的建議」(2.98) 排列第二位、「揭露行政服務的不足之處」(2.97)則排列第三位。(表 4.4)

calculated by assigning 4 marks to the option “very effective” and 1 to “very ineffective”. In other words, a higher mean score would mean greater perceived effectiveness attached to a particular criterion.

4.21 Of the 1 380 000 persons aged 15 and over who were aware of the power of the Office of The Ombudsman to conduct direct investigations, 75.1% considered that the Office of The Ombudsman was effective / very effective in “putting pressure to departments / organisations concerned for making improvement”. The mean score of effectiveness for this criterion was 3.07, which was the highest among all the above-mentioned criteria. As for other criteria, “making recommendations to improve public administration” ranked the second (2.98) while “exposing deficiencies in the administration” ranked the third (2.97). (Table 4.4)

丁. 對申訴專員公署的宣傳信息的認識

D. Awareness of the publicity messages of the Office of The Ombudsman

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信息：

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 :

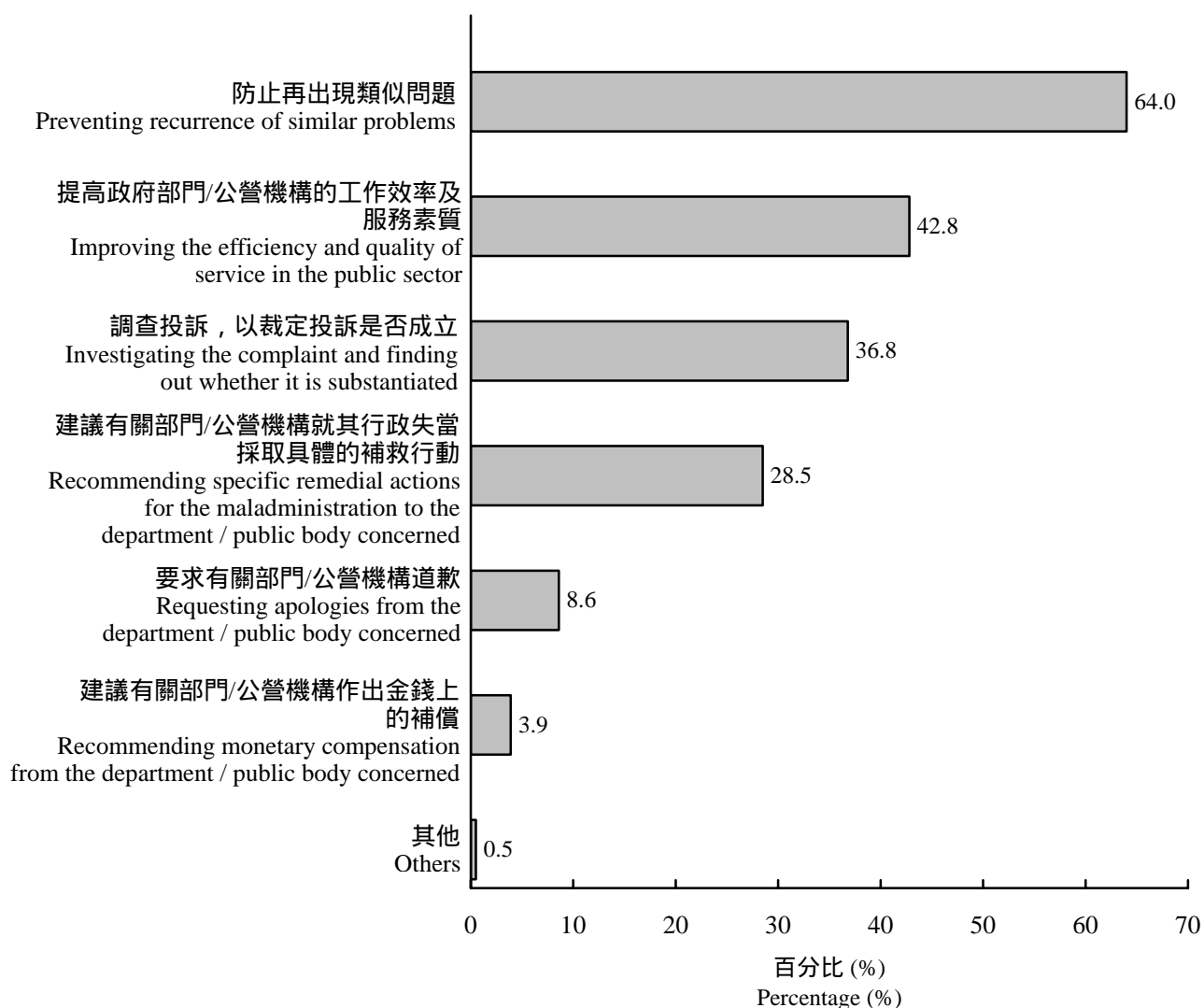
- ◆ 電視
- ◆ 公共交通工具的電視廣告
- ◆ 電台
- ◆ 報章
- ◆ 申訴專員公署的海報/刊物
- ◆ 申訴專員公署的網站

- ◆ television
- ◆ television commercials on public transport
- ◆ radio
- ◆ newspapers
- ◆ posters / publications of the Office of The Ombudsman
- ◆ website of the Office of The Ombudsman

4.23 約 3 730 500 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信息，佔所有十五歲及以上人士的 65.4%。比對電視，曾透過報章(35.8%)、電台(27.1%)、申訴專員公署的海報/刊物(15.1%)、公共交通工具的電視廣告(14.6%)及申訴專員公署的網站(3.6%)認識申訴專員公署的宣傳信息的十五歲及以上人士的百分比比較低。(表 4.5)

4.23 Some 3 730 500 persons aged 15 and over indicated that they had seen the publicity messages of the Office of The Ombudsman on television, accounting for 65.4% 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 (35.8%); radio (27.1%); posters / publications of the Office of The Ombudsman (15.1%); television commercials on public transport (14.6%) and website of the Office of The Ombudsman (3.6%). (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 outcome would be achieved# after lodging a complaint to the Office of The Ombudsman



註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

表 4.1a 按投訴某個政府部門/公營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

	年齡組別 Age group					合計 Overall
	15 - 19	20 - 29	30 - 39	40 - 49	≥ 50	
提出投訴的主要渠道# Major channel for lodging a complaint #	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)	人數 No. of persons ('000)
有關部門/公營機構所提供的投訴渠道 Complaint channel of the department / public body concerned	168.6 (38.3%)	377.6 (43.1%)	445.7 (43.0%)	476.9 (37.3%)	558.8 (26.9%)	2 027.5 (35.5%)
區議會/區議員 District Council / members of District Council	102.1 (23.2%)	199.5 (22.8%)	292.1 (28.2%)	415.3 (32.5%)	729.8 (35.2%)	1 738.8 (30.5%)
申訴專員公署 Office of The Ombudsman	126.5 (28.8%)	204.8 (23.4%)	196.7 (19.0%)	195.4 (15.3%)	163.2 (7.9%)	886.7 (15.5%)
傳播媒介 (例如：電視、電台、報章或雜誌) Media (e.g. TV, radio, newspapers or magazines)	70.1 (15.9%)	166.8 (19.1%)	184.0 (17.8%)	191.0 (15.0%)	182.8 (8.8%)	794.8 (13.9%)
平等機會委員會 Equal Opportunities Commission	54.8 (12.5%)	105.3 (12.0%)	75.7 (7.3%)	84.9 (6.6%)	57.2 (2.8%)	377.9 (6.6%)
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)	23.5 (5.3%)	61.1 (7.0%)	58.9 (5.7%)	49.3 (3.9%)	71.8 (3.5%)	264.6 (4.6%)
廉政公署 Independent Commission Against Corruption (ICAC)	29.8 (6.8%)	32.3 (3.7%)	34.7 (3.4%)	41.5 (3.2%)	57.9 (2.8%)	196.3 (3.4%)

註釋：# 可選擇多項答案。

Notes : # Multiple answers were allowed.

括號內的數字顯示在個別年齡組別中佔所有人士的百分比。

Figures in brackets represent the percentages in respect of all persons in the respective age groups.

(待續)
(To be cont'd)

表 4.1a(續) 按投訴某個政府部門/公營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

	年齡組別 Age group					合計 Overall
	15 - 19	20 - 29	30 - 39	40 - 49	≥ 50	
提出投訴的主要渠道 [#] (續) Major channel for lodging a complaint [#] (Cont'd)	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)	人數 No. of persons ('000)
立法會/立法會議員 Legislative Council / members of the Legislative Council	15.9 (3.6%)	25.4 (2.9%)	34.2 (3.3%)	49.9 (3.9%)	71.5 (3.4%)	197.0 (3.5%)
個人資料私隱專員公署 Office of the Privacy Commissioner for Personal Data	7.7 (1.7%)	19.6 (2.2%)	19.1 (1.8%)	17.5 (1.4%)	14.5 (0.7%)	78.4 (1.4%)
行政長官/行政長官辦公室 Chief Executive / Chief Executive's Office	5.2 (1.2%)	6.3 (0.7%)	15.2 (1.5%)	13.4 (1.0%)	12.3 (0.6%)	52.5 (0.9%)
不肯定，主要須視乎投訴的性質 Uncertain, with the decision mainly depending on the nature of the complaint	63.9 (14.5%)	141.4 (16.2%)	184.0 (17.8%)	259.2 (20.3%)	629.3 (30.3%)	1 277.8 (22.4%)
合計 Overall	439.6	875.3	1 036.1	1 277.5	2 075.5	5 704.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

括號內的數字顯示在個別年齡組別中佔所有人士的百分比。

Figures in brackets represent the percentages in respect of all persons in the respective age groups.

表 4.1b 按投訴某個政府部門/公營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

	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
提出投訴的主要渠道# Major channel for lodging a complaint#	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)
有關部門/公營機構所提供的 投訴渠道 Complaint channel of the department / public body concerned	342.4 (24.0%)	1 151.4 (36.9%)	533.7 (46.2%)	2 027.5 (35.5%)
區議會/區議員 District Council / members of District Council	546.9 (38.3%)	932.7 (29.9%)	259.3 (22.5%)	1 738.8 (30.5%)
申訴專員公署 Office of The Ombudsman	71.4 (5.0%)	516.0 (16.5%)	299.3 (25.9%)	886.7 (15.5%)
傳播媒介 (例如：電視、電台、 報章或雜誌) Media (e.g. TV, radio, newspapers or magazines)	98.8 (6.9%)	455.7 (14.6%)	240.3 (20.8%)	794.8 (13.9%)
平等機會委員會 Equal Opportunities Commission	27.1 (1.9%)	237.0 (7.6%)	113.8 (9.9%)	377.9 (6.6%)
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)	49.1 (3.4%)	140.9 (4.5%)	74.6 (6.5%)	264.6 (4.6%)
廉政公署 Independent Commission Against Corruption (ICAC)	31.0 (2.2%)	102.2 (3.3%)	63.1 (5.5%)	196.3 (3.4%)

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

括號內的數字顯示在個別教育程度組別中佔所有人士的百分比。

Figures in brackets represent the percentages in respect of all persons in the respective educational attainment groups.

(待續)
(To be cont'd)

表 4.1b(續) 按投訴某個政府部門/公營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
(Cont'd) 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

	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
提出投訴的主要渠道 [#] (續) Major channel for lodging a complaint [#] (Cont'd)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)	人數 No. of persons (‘000)
立法會/立法會議員 Legislative Council / members of the Legislative Council	40.4 (2.8%)	98.6 (3.2%)	57.9 (5.0%)	197.0 (3.5%)
個人資料私隱專員公署 Office of the Privacy Commissioner for Personal Data	5.4 (0.4%)	39.6 (1.3%)	33.4 (2.9%)	78.4 (1.4%)
行政長官/行政長官辦公室 Chief Executive / Chief Executive’s Office	7.8 (0.5%)	30.5 (1.0%)	14.2 (1.2%)	52.5 (0.9%)
不肯定, 主要須視乎投訴的性質 Uncertain, with the decision mainly depending on the nature of the complaint	460.6 (32.3%)	635.4 (20.3%)	181.8 (15.8%)	1 277.8 (22.4%)
合計 Overall	1 427.0	3 123.0	1 154.1	5 704.0

註釋：# 可選擇多項答案。

Notes：# Multiple answers were allowed.

括號內的數字顯示在個別教育程度組別中佔所有人士的百分比。

Figures in brackets represent the percentages in respect of all persons in the respective educational attainment groups.

表 4.1c 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 4.1c Persons aged 15 and over by expectation of the outcome which would be achieved after lodging a complaint to the Office of The Ombudsman

所期望得到的結果 [#] Expectation of the outcome which would be achieved [#]	人數 No. of persons (‘000)	百分比 %
防止再出現類似問題 Preventing recurrence of similar problems	3 650.3	64.0
提高政府部門/公營機構的工作效率及服務素質 Improving the efficiency and quality of service in the public sector	2 442.7	42.8
調查投訴，以裁定投訴是否成立 Investigating the complaint and finding out whether it is substantiated	2 101.9	36.8
建議有關部門/公營機構就其行政失當採取具體的補救行動 Recommending specific remedial actions for the maladministration to the department / public body concerned	1 628.0	28.5
要求有關部門/公營機構道歉 Requesting apologies from the department / public body concerned	488.9	8.6
建議有關部門/公營機構作出金錢上的補償 Recommending monetary compensation from the department / public body concerned	224.4	3.9
其他 Others	28.8	0.5
合計 Overall	5 704.0	

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得分
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	表現平均得分* Mean score of performance*
會將資料保密，保障投訴人的私隱 Keeping information confidential and protecting the privacy of complainants	3.13
職員樂於助人，而且待人以禮 Helpful and courteous staff	2.98
能夠保持客觀，不會受到不應有的影響 或干預 Objective and free from undue influence or interference	2.88
提供有用的資料及意見 Providing useful information and advice	2.78
清楚交代事情的經過 Clear explanation of the whole story	2.72
能夠找出投訴涉及的關鍵事項 Identification of critical issues in complaints	2.71
提供方便容易的途徑讓市民提出投訴 Providing easily accessible complaint channels for complainants	2.67
會清楚說明作出有關決定的理由 Clear explanation of reasons for making the relevant decisions	2.65
能夠在設定的時限內迅速採取行動及找出解決辦法 Offering speedy action and resolution within pre-determined time limits	2.62
會定期告知投訴人其個案的進展情況 Informing complainants of the progress regularly	2.61
讓市民清楚知道作為投訴渠道的機構的服務範疇 Making scope of service conspicuous to the public	2.61

註釋：* 每項準則的表現平均得分是以「表現非常好」的選擇得 4 分及「表現非常差」得 1 分的計分方法計算。回答「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 4 marks to the option “very good performance” and 1 to “very poor performance”. 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	121.0	27.5	318.6	72.5	439.6	100.0
20 - 29	272.7	31.2	602.6	68.8	875.3	100.0
30 - 39	298.3	28.8	737.7	71.2	1 036.1	100.0
40 - 49	333.8	26.1	943.8	73.9	1 277.5	100.0
≥ 50	354.2	17.1	1 721.3	82.9	2 075.5	100.0
性別 Sex						
男 Male	727.9	26.2	2 055.2	73.8	2 783.0	100.0
女 Female	652.1	22.3	2 268.9	77.7	2 921.0	100.0
合計 Overall	1 380.0	24.2	4 324.0	75.8	5 704.0	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	173.4	12.2	1 253.5	87.8	1 427.0	100.0
中學/預科 Secondary / matriculation	832.4	26.7	2 290.6	73.3	3 123.0	100.0
專上教育 Tertiary	374.2	32.4	779.9	67.6	1 154.1	100.0
合計 Overall	1 380.0	24.2	4 324.0	75.8	5 704.0	100.0

表 4.4 按對申訴專員公署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 direct investigations

量度申訴專員公署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 direct investigations	對申訴專員公署展開直接調查成效的評分 Rating of the perceived effectiveness of the Office of The Ombudsman in conducting direct investigations						成效平均得分* Mean score of effectiveness*
	十分有成效 Very Effective	有成效 Effective	沒有成效 Ineffective	完全沒有成效 Very Ineffective	不知道 Do not know	總計 Total	
	人數 No. of persons	人數 No. of persons	人數 No. of persons	人數 No. of persons	人數 No. of persons	人數 No. of persons	
	('000)	('000)	('000)	('000)	('000)	('000)	
給有關部門/機構壓力,令他們作出改善 Putting pressure to departments / organisations concerned for making improvement	378.8 (27.5%)	657.7 (47.7%)	207.7 (15.1%)	40.2 (2.9%)	95.6 (6.9%)	1 380.0 (100.0%)	3.07
提出改善公共行政的建議 Making recommendations to improve public administration	279.6 (20.3%)	716.7 (51.9%)	247.3 (17.9%)	27.8 (2.0%)	108.7 (7.9%)	1 380.0 (100.0%)	2.98
揭露行政服務的不足之處 Exposing deficiencies in the administration	288.2 (20.9%)	677.3 (49.1%)	259.9 (18.8%)	33.7 (2.4%)	120.9 (8.8%)	1 380.0 (100.0%)	2.97
防止再出現類似問題 Preventing recurrence of similar problems	306.9 (22.2%)	645.5 (46.8%)	281.9 (20.4%)	35.2 (2.6%)	110.5 (8.0%)	1 380.0 (100.0%)	2.96
於問題惡化前提出解決方法 Resolving problems before they get worse	286.2 (20.7%)	642.1 (46.5%)	286.6 (20.8%)	43.5 (3.2%)	121.6 (8.8%)	1 380.0 (100.0%)	2.93
徹底跟進制度上的問題 Following through systemic problems	257.3 (18.6%)	620.0 (44.9%)	323.2 (23.4%)	40.6 (2.9%)	138.9 (10.1%)	1 380.0 (100.0%)	2.88

註釋：* 每項準則的成效平均得分是以「十分有成效」的選擇得4分及「完全沒有成效」得1分的計分方法計算。回答「不知道」的人士不計算在內。

Note: * Mean score of effectiveness in respect of each criterion was calculated by assigning 4 marks to the option "very effective" and 1 to "very ineffective". Persons who answered "do not know" were not counted.

表 4.5 按曾否透過個別途徑認識申訴專員公署的宣傳信息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信息的途徑 [#] Channel for getting aware of the publicity messages of the Office of The Ombudsman [#]	曾否透過個別途徑認識申訴專員公署的宣傳信息 [#] 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	3 730.5	65.4	1 973.5	34.6	5 704.0	100.0
報章 Newspapers	2 042.5	35.8	3 661.5	64.2	5 704.0	100.0
電台 Radio	1 546.0	27.1	4 158.0	72.9	5 704.0	100.0
申訴專員公署的海報/刊物 Posters / publications of the Office of The Ombudsman	861.6	15.1	4 842.4	84.9	5 704.0	100.0
公共交通工具的電視廣告 Television commercials on public transport	833.0	14.6	4 871.0	85.4	5 704.0	100.0
申訴專員公署的網站 Website of the Office of The Ombudsman	204.0	3.6	5 500.1	96.4	5 704.0	100.0

註釋：# 可選擇多項答案。

Note：# Multiple answers were allowed.

附錄一：統計調查方法

Appendix 1 : 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居港人口(包括常住居民¹及流動居民²)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。

¹ 「常住居民」包括兩類人士：(一)在統計時點之前的六個月內，在港逗留最少三個月，又或在統計時點之後的六個月內，在港逗留最少三個月之香港永久性居民，不論在統計時點他們是否身在香港；及(二)在統計時點身在香港的香港非永久性居民。

² 至於「流動居民」，是指在統計時點之前的六個月內，在港逗留最少一個月但少於三個月，又或在統計時點之後的六個月內，在港逗留最少一個月但少於三個月的香港永久性居民，不論在統計時點他們是否身在香港。

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 Hong Kong Resident Population (i.e. including both Usual Residents¹ and Mobile Residents²).

2. The THS is based on a sample of quarters selected from 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.

¹ “Usual Residents” include two categories of people: (1) Hong Kong Permanent Residents who have stayed in Hong Kong for at least three months during the six months before or for at least three months during the six months after the reference time-point, regardless of whether they are in Hong Kong or not at the reference time-point; and (2) Hong Kong Non-permanent Residents who are in Hong Kong at the reference time-point.

² As for “Mobile Residents”, they are Hong Kong Permanent Residents who have stayed in Hong Kong for at least one month but less than three months during the six months before or for at least one month but less than three months during the six months after the reference time-point, regardless of whether they are in Hong Kong or not at the reference time-point.

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。

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.

統計調查問卷

5. 問卷旨在搜集有關香港居民使用非專營巴士服務的情況及公眾對申訴專員公署的工作的認識及看法等資料。

Survey questionnaire

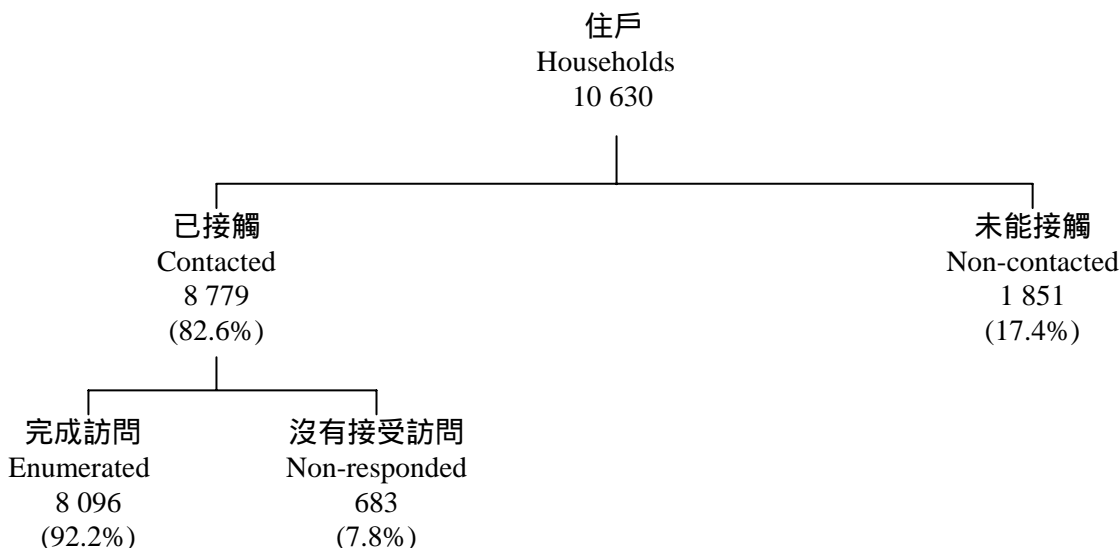
5. The questionnaire is designed to collect information from Hong Kong residents on their pattern of using non-franchised bus services and public awareness of and perception on the work of the Office of The Ombudsman.

訪問結果

6. 在有人居住的 11 434 個屋宇單位中，共有 10 630 個住戶。於該 10 630 個住戶中，成功訪問了 8 096 個住戶，回應率為 76%。統計調查的訪問結果概列如下：

Enumeration experience

6. A total of 10 630 households were found in the sample of 11 434 occupied quarters. Among those 10 630 households, 8 096 households had been successfully enumerated, constituting an overall response rate of 76%. The enumeration experience of the survey is summarized below :-



估計的可靠性

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。本報告書所載的估計是根據一個特定樣本所得的資料編製。以同樣

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

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計亦互有差異。「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計，在估算總體數據方面的精確程度。

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. 由於本報告書所載列的估計有抽樣誤差，寫作零的數字，可能是一個小數值的數字，而並非是零。這些估計須謹慎闡釋。

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. These estimates should be interpreted with caution.

9. 在比較本報告書所載列各種變數的估計的精確程度時，可採用離中系數。離中系數的計算方法，是將標準誤差除以有關估計，再以百分比表示。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) can be 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. 本報告書所載列的選定變數的估計的離中系數如下：

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

變數 <u>Variable</u>	估計 <u>Estimate</u>	離中系數 $\frac{CV}{(\%)}$
在統計前七天內有住戶成員曾使用非專營巴士服務的住戶佔所有住戶的百分比 Percentage of households which had household members who had used the non-franchised bus services during the seven days before enumeration among all households	21.4%	2.1
在統計前七天內曾使用非專營巴士服務的人士佔所有人士的百分比 Percentage of persons who had used the non-franchised bus services during the seven days before enumeration among all persons	11.4%	1.8

變數 <u>Variable</u>	估計 <u>Estimate</u>	離中系數 <u>CV</u> (%)
<p>會採用申訴專員公署為提出投訴的主要渠道的十五歲及以上人士佔所有十五歲及以上人士的百分比</p> <p>Percentage of persons aged 15 and over who would approach the Office of The Ombudsman as the major channel for lodging a complaint among all persons aged 15 and over</p>	15.5%	2.6
<p>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佔所有十五歲及以上人士的百分比</p> <p>Percentage 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 among all persons aged 15 and over</p>	24.2%	2.0

附錄二：曾出版的主題性住戶統計調查報告書

Appendix 2 : Previously released Thematic Household Survey Reports

主題性住戶統計調查第一號報告書

中英文對照版

印刷版：港幣六十元，下載版：免費

(統計期間：4/2000-6/2000)

- 有關就業機會的關注事項 – 現職情況
- 有關就業機會的關注事項 – 對事業的冀望
- 對自己創業的冀望
- 曾參加的培訓/再培訓課程
- 計劃參加的培訓/再培訓課程
- 對政府在經濟轉型時期所擔當角色的期望

Thematic Household Survey Report No. 1

Bilingual version

Print version: HK\$60, Download version: Free

(Survey period: 4/2000-6/2000)

- Concerns on employment opportunities – current situation
- Concerns on employment opportunities – career aspirations
- Aspirations for setting up own business
- Training / retraining courses attended
- Plan for attending training / retraining courses
- Expectations for the role of the Government under the economic transformation

主題性住戶統計調查第二號報告書

中英文對照版

印刷版：港幣六十六元，下載版：免費

(統計期間：1/2000-3/2000)

- 個人電腦及互聯網的普及程度
- 個人電腦的使用情況
- 互聯網服務的使用情況
- 對中文輸入法的認識及使用情況
- 電子商業服務的使用情況
- 對「公共服務電子化計劃」的認識
- 對資訊科技發展的意見

Thematic Household Survey Report No. 2

Bilingual version

Print version: HK\$66, Download version: Free

(Survey period: 1/2000-3/2000)

- Penetration of personal computer and Internet
- Usage of personal computer
- Usage of Internet service
- Knowledge and usage of Chinese input methods
- Usage of electronic business services
- Awareness of Electronic Service Delivery scheme
- Views on the development of information technology

主題性住戶統計調查第三號報告書

中英文對照版

印刷版：港幣四十四元，下載版：免費

(統計期間：9/1999-11/1999)

- 香港居民的健康狀況
- 就醫情況
- 入住醫院情況
- 牙醫診治情況
- 使用中藥產品和食品情況

Thematic Household Survey Report No. 3

Bilingual version

Print version: HK\$44, Download version: Free

(Survey period: 9/1999-11/1999)

- Health status of Hong Kong residents
- Doctor consultation
- Hospitalization
- Dental consultation
- The usage of Chinese medical products and food

主題性住戶統計調查第四號報告書

中英文對照版

印刷版：港幣六十六元，下載版：免費

(統計期間：10/1999-1/2000)

- 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
- 香港的少數族裔人士的特徵

Thematic Household Survey Report No. 4

Bilingual version

Print version: HK\$66, Download version: Free

(Survey period: 10/1999-1/2000)

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
The characteristics of the ethnic minorities in
Hong Kong

主題性住戶統計調查第五號報告書

中英文對照版

印刷版：港幣五十二元，下載版：免費

(統計期間：10/2000-11/2000)

- 吸煙情況
- 對《基本法》的認識
- 對聘請家庭傭工的意見
- 購買新鮮食品的情況

Thematic Household Survey Report No. 5

Bilingual version

Print version: HK\$52, Download version: Free

(Survey period: 10/2000-11/2000)

Pattern of cigarette smoking
Understanding of the Basic Law
Views on employment of domestic helpers
Pattern of purchasing fresh food produce

主題性住戶統計調查第六號報告書

中英文對照版

印刷版：港幣五十四元，下載版：免費

(統計期間：4/2001-6/2001)

- 個人電腦及互聯網的普及程度
- 對使用個人電腦及中文輸入法的認識
- 個人電腦的使用情況
- 互聯網服務的使用情況
- 電子商業服務的使用情況
- 對「公共服務電子化計劃」的認識

Thematic Household Survey Report No. 6

Bilingual version

Print version: HK\$54, Download version: Free

(Survey period: 4/2001-6/2001)

Penetration of personal computer and Internet
Knowledge of using personal computer and
Chinese input methods
Usage of personal computer
Usage of Internet service
Usage of electronic business services
Awareness of Electronic Service Delivery
scheme

主題性住戶統計調查第七號報告書

中英文對照版

印刷版：港幣五十二元，下載版：免費

(統計期間：4/2001-6/2001)

- 在中國內地居住的意向及情況
- 執行支付贍養費命令的情況

Thematic Household Survey Report No. 7

Bilingual version

Print version: HK\$52, Download version: Free

(Survey period: 4/2001-6/2001)

Aspiration and experience of taking up
residence in the mainland of China
Enforcement of order for payment of alimony

主題性住戶統計調查第八號報告書
中英文對照版
印刷版：港幣四十六元，下載版：免費
(統計期間：1/2001-5/2001)

- 香港居民的健康狀況
- 就醫情況
- 入住醫院情況
- 接受牙醫診治情況
- 僱主或機構提供醫療福利予僱員及個人購買醫療保險的情況

Thematic Household Survey Report No. 8
Bilingual version
Print version: HK\$46, Download version: Free
(Survey period: 1/2001-5/2001)

Health status of Hong Kong residents
Doctor consultation
Hospitalization
Dental consultation
Provision of medical benefits by employers / companies and purchase of medical insurance by individuals

主題性住戶統計調查第九號報告書
中英文對照版
印刷版：港幣四十元，下載版：免費
(統計期間：3/2002-5/2002)

- 在香港以外地方就讀的香港學生
- 對家居廢物分類及回收的認識及參與的情況
- 長者的足部健康情況
- 對保險服務的需求及意見

Thematic Household Survey Report No. 9
Bilingual version
Print version: HK\$40, Download version: Free
(Survey period: 3/2002-5/2002)

Hong Kong students studying outside Hong Kong
Knowledge of and participation in source separation and recycling of domestic wastes
Foot health of older persons
Insurance needs and opinions on insurance services

主題性住戶統計調查第十號報告書
中英文對照版
印刷版：港幣五十四元，下載版：免費
(統計期間：5/2002-7/2002)

- 個人電腦及互聯網的普及程度
- 對使用個人電腦及中文輸入法的認識
- 個人電腦的使用情況
- 互聯網服務的使用情況
- 電子商業服務的使用情況
- 網上政府服務的使用情況
- 資訊保安

Thematic Household Survey Report No. 10
Bilingual version
Print version: HK\$54, Download version: Free
(Survey period: 5/2002-7/2002)

Penetration of personal computer and Internet
Knowledge of using personal computer and Chinese input methods
Usage of personal computer
Usage of Internet service
Usage of electronic business services
Usage of online Government services
Information security

主題性住戶統計調查第十一號報告書
中英文對照版
印刷版：港幣三十六元，下載版：免費
(統計期間：8/2001-10/2001)

- 受供養父母的特徵
- 對改善居所的冀望
- 居所按揭利息款項

Thematic Household Survey Report No. 11
Bilingual version
Print version: HK\$36, Download version: Free
(Survey period: 8/2001-10/2001)

Characteristics of dependent parents
Aspiration for improvement in accommodation
Home mortgage interest payment

主題性住戶統計調查第十二號報告書

中英文對照版

印刷版：港幣七十五元，下載版：免費

(統計期間：5/2002-7/2002)

- 香港居民的健康狀況
- 就醫情況
- 入住醫院情況
- 接受牙醫診治情況
- 僱主或機構提供醫療福利予僱員及受個人購買的醫療保險保障的情況

- 居於院舍人士的健康狀況及其使用醫護服務的情況

Thematic Household Survey Report No. 12

Bilingual version

Print version: HK\$75, Download version: Free

(Survey period: 5/2002-7/2002)

- Health status of Hong Kong residents
- Doctor consultation
- Hospitalization
- Dental consultation
- Provision of medical benefits by employers / companies and coverage of medical insurance purchased by individuals

- Health status of institutional residents and their utilization of medical services

主題性住戶統計調查第十三號報告書

中英文對照版

印刷版：港幣五十二元，下載版：免費

(統計期間：7/2002-9/2002)

- 有關就業機會的關注事項 – 現職情況
- 有關就業機會的關注事項 – 對事業的冀望
- 對自己創業的冀望
- 在內地進行與工作有關的業務的情況

- 對在內地工作的冀望
- 曾參加的培訓/再培訓課程
- 參加培訓/再培訓課程的計劃

Thematic Household Survey Report No. 13

Bilingual version

Print version: HK\$52, Download version: Free

(Survey period: 7/2002-9/2002)

- Concerns on employment opportunities – current situation
- Concerns on employment opportunities – career aspiration
- Aspiration for setting up own business
- Engagement in job-related business activities in the Mainland
- Aspiration for working in the Mainland
- Training / retraining courses attended
- Plan for attending training / retraining courses

主題性住戶統計調查第十四號報告書

中英文對照版

印刷版：港幣六十六元，下載版：免費

(統計期間：12/2001-2/2002)

- 運用時間的模式
- 參與無酬活動的情況
- 參與社交活動的情況
- 家務分擔的情況
- 對料理家務者的意見

Thematic Household Survey Report No. 14

Bilingual version

Print version: HK\$66, Download version: Free

(Survey period: 12/2001-2/2002)

- Time use pattern
- Pattern of participation in unpaid activities
- Pattern of participation in social activities
- Sharing of housework
- Views on home-makers

主題性住戶統計調查第十五號報告書
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- 對使用個人電腦及中文輸入法的認識
- 個人電腦的使用情況
- 互聯網服務的使用情況
- 電子商業服務的使用情況
- 網上政府服務的使用情況
- 資訊科技保安

Thematic Household Survey Report No. 15
Bilingual version
Print version: HK\$81, Download version: Free
(Survey period: 5/2003-8/2003)

Penetration of personal computer and Internet
Knowledge of using personal computer and
Chinese input methods
Usage of personal computer
Usage of Internet service
Usage of electronic business services
Usage of online Government services
Information technology security

主題性住戶統計調查第十六號報告書
中英文對照版
印刷版：港幣五十六元，下載版：免費
(統計期間：11/2002-2/2003)

- 對《基本法》的認識
- 出外旅遊的情況
- 吸煙情況

Thematic Household Survey Report No. 16
Bilingual version
Print version: HK\$56, Download version: Free
(Survey period: 11/2002-2/2003)

Understanding of the Basic Law
Pattern of outbound travel
Pattern of smoking

主題性住戶統計調查第十七號報告書
中英文對照版
印刷版：港幣五十八元，下載版：免費
(統計期間：3/2003-5/2003)

- 公眾對香港的電力供應的意見
- 公眾對申訴專員公署的工作的認識及看法
- 內地來港定居三年及以下的人士的需要

Thematic Household Survey Report No. 17
Bilingual version
Print version: HK\$58, Download version: Free
(Survey period: 3/2003-5/2003)

Public opinions on electricity supply in Hong
Kong
Public awareness of and perception on the work
of the Office of The Ombudsman
Needs of persons from the Mainland having
resided in Hong Kong for 3 years and less

主題性住戶統計調查第十八號報告書
中英文對照版
印刷版：港幣五十六元，下載版：免費
(統計期間：5/2003-8/2003)

- 在內地居住的情況
- 在內地自置/租用住宅物業的情況
- 到內地居住的意向
- 在內地自置/租用住宅物業的意向

Thematic Household Survey Report No. 18
Bilingual version
Print version: HK\$56, Download version: Free
(Survey period: 5/2003-8/2003)

Experience of taking up residence in the
Mainland
Pattern of owning / renting residential
properties in the Mainland
Aspiration for taking up residence in the
Mainland
Aspiration for owning / renting residential
properties in the Mainland

主題性住戶統計調查第十九號報告書
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- 公眾對教育改革的意見
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Thematic Household Survey Report No. 19
Bilingual version
Print version: HK\$50, Download version: Free
(Survey period: 9/2003-11/2003)

Public views on pedestrian environment
Public views on education reform
Enforcement of order for payment of alimony

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- 電子商業服務的使用情況
- 網上政府服務的使用情況
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Thematic Household Survey Report No. 20
Bilingual version
Print version: HK\$68, Download version: Free
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Penetration of personal computer and Internet
Knowledge of using personal computer and
Chinese input methods
Usage of personal computer
Usage of Internet service
Usage of electronic business services
Usage of online Government services
Information technology security

主題性住戶統計調查第二十一號報告書
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狀況及長期護理的需要

Thematic Household Survey Report No. 21
Bilingual version
Print version: HK\$63, Download version: Free
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Pattern of study in higher education
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residing in domestic households
Socio-demographic profile, health status and
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Thematic Household Survey Report No. 22
Bilingual version
Print version: HK\$41, Download version: Free
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Characteristics of Hong Kong residents having
resided / having stayed substantially in the
Mainland

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- 互聯網服務的使用情況
- 電子商業服務的使用情況
- 電子政府服務的使用情況
- 資訊科技保安
- 玩電子遊戲的情況

Thematic Household Survey Report No. 23
Bilingual version
Print version: HK\$95, Download version: Free
(Survey period: 5/2005-8/2005)

Penetration of personal computer and Internet
Knowledge of using personal computer and
Chinese input methods
Usage of personal computer
Usage of Internet service
Usage of electronic business services
Usage of electronic Government services
Information technology security
Pattern of playing electronic games

主題性住戶統計調查第二十四號報告書
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- 使用非專營巴士服務的情況
- 對《基本法》的認識

Thematic Household Survey Report No. 24
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Pattern of using non-franchised bus services
Understanding of the Basic Law

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- 在內地自置/租用住宅物業的情況
- 到內地居住的意向
- 在內地自置/租用住宅物業的意向

Thematic Household Survey Report No. 25
Bilingual version
Print version: HK\$67, Download version: Free
(Survey period: 5/2005-7/2005)

Experience of taking up residence in the
Mainland
Pattern of owning / renting residential
properties in the Mainland
Aspiration for taking up residence in the
Mainland
Aspiration for owning / renting residential
properties in the Mainland

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Pattern of using health supplements
Keeping of pets by households
Pattern of smoking
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- 互聯網服務的使用情況
- 電子商業服務的使用情況
- 電子政府服務的使用情況
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- 數碼娛樂

Thematic Household Survey Report No. 27

Bilingual version

Print version: HK\$114, Download version: Free

(Survey period: 6/2006-8/2006)

Penetration of personal computer and Internet
Usage of personal computer
Usage of Internet service
Usage of electronic business services
Usage of electronic Government services
Information technology security
Digital entertainment

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- 長者的認知能力

Thematic Household Survey Report No. 28

Bilingual version

Print version: HK\$79, Download version: Free

(Survey period: 10/2005-12/2005)

Pattern of using non-franchised bus services
Needs of persons from the Mainland having
resided in Hong Kong for less than 7 years
Cognitive function of older persons

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Thematic Household Survey Report No. 29

Bilingual version

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Thematic Household Survey Report No. 30

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Health status of Hong Kong residents
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Hospitalization
Dental consultation
Provision of medical benefits by employers /
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insurance purchased by individuals
Health status of institutional residents and their
utilization of medical services

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- 互聯網服務的使用情況
- 電子商業服務的使用情況
- 電子政府服務的使用情況
- 資訊科技保安

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Usage of personal computer
Usage of Internet service
Usage of electronic business services
Usage of electronic Government services
Information technology security

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