

# **Equal Opportunities Awareness Survey 2012**

## **Report**

**This project is commissioned by  
Equal Opportunities Commission**

**to**

**Mercado Solutions Associates Ltd.**

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## **Executive Summary**

### **Introduction**

1. The Equal Opportunities Commission (EOC) has conducted surveys on public perception about the awareness of equal opportunities (EO) and EOC's work in 1998, 2003 and 2007. Mercado Solutions Associates Ltd. was commissioned to conduct the survey in 2012 to obtain an updated picture from the general public and users of the EOC. During the fieldwork period between June and August 2012, 1 504 general public who aged 15 or above and 341 EOC users were successfully enumerated by means of telephone interview and self-administered questionnaire survey respectively. This summary highlighted the major findings of the two surveys.

### **Major Findings of the General Public Survey**

2. Overall speaking, the general public demonstrated positive attitude towards EO. The overall index of anti-discrimination attitude was 63 (in a scale of 0 – 100, where 0 denotes the lowest tendency and 100 denotes the highest).

3. The general public showed better knowledge on the existing legislations for race, disability and sex discrimination (62% - 71%), while relatively few could correctly indicate that anti-discrimination ordinance on the ground of family status was enacted, and sexual orientation and age have not been legislated (30% - 51%).

4. When people were asked whether adequate public's concerns had been found with respect to persons of different background in receiving EO, their perceived levels of adequacy were not high (27% - 55%).

5. It was found that 6% of the general public experienced incidents of discrimination, harassment or vilification in the past year. Yet, the majority (84%) of the victims did not take any action against such act.

6. When people were asked if they were aware of any organization in Hong Kong that was involved in promoting EO and eliminating discrimination, 52% of the general public could name EOC spontaneously and it came up to 95% upon prompting, which was as high as that in the 2007 survey. Besides, the majority of general public (84%) were aware of one or more EOC's educational, promotional or publicity activities in the past 12 months before enumeration.

7. Most of the general public agreed that EOC has enhanced public understanding of EO and discrimination (72%) and carried out promotion and education work appropriately

(65%), while relatively fewer recognized its work in handling enquiries and complaints fairly and efficiently (55%; a considerable proportion of respondents (30%) did not give opinion). The average mean score for the 3 aspects was 6.52 (in a scale of 1 – 10) (6.91 in the 2007 survey).

8. Public's view on the overall performance of EOC tended to be positive. In a scale of 1-10, 65% gave favourable scores of 6 – 10 and 29% gave lower scores of 1 – 5 (mean score was 6.33).

9. To deliver EO messages to the general public, apart from TV, radio and newspapers / magazines, advertisements in public transport, outdoor banners and internet were perceived effective for people with lower level of anti-discrimination attitude.

10. For the forthcoming EO issues, while 56% of the general public considered the existing facilities and services provided for people with disabilities inadequate, slightly lower proportion considered the existing situation of age (41%) and sexual orientation (43%) discrimination in the Hong Kong society serious. For the forthcoming areas of work, the general public attached importance to the work on "achieving universal accessibility in different aspects for people with disabilities", "setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues" and "introducing paternal leave for all employees".

### **Major Findings of the User Survey**

11. Overall, EOC's users demonstrated a direction towards high tendency of anti-discrimination attitude. The overall index was 73 (in a scale of 0 – 100, where 0 denotes the lowest tendency and 100 denotes the highest), which was higher than that of the general public (63).

12. The users showed better understanding on disability vilification (93%), sexual harassment (58% - 87%) and the definition of family status (68% - 88%), while relatively few gave correct answers relating to racial vilification (10%) and the definition of disability (30% - 64%). The overall index of knowledge / understanding of EO was 61 (in a scale of 0 – 100).

13. The majority of users appreciated EOC's training courses, seminars or activities which brought benefits to them (70% - 94%) (76% - 88% in the 2007 survey) and were useful (88%) (84% in the 2007 survey).

14. The agreement levels on the statements which described the work of EOC among users (69% - 92%) were distantly higher than those of the general public (55% - 72%). The average mean score for the 3 statements was 7.46 (in a scale of 1 – 10), which was

higher than that of the general public (6.52) as well as that of the users in the 2007 survey (7.11).

15. Users' evaluation on the overall performance of EOC was higher than that of the general public. 92% gave favourable scores of 6 – 10 and 4% gave lower scores of 1 – 5 (vs. respective 65% and 29% for the general public). The mean score was 7.46 (vs. 6.33 for the general public).

16. Users' perceived top 3 important areas of work on the forthcoming EO issues were consistent with those of the general public (refer to paragraph 10).

17. To enhance public's understanding of EO or the work of EOC, the top 3 channels which users considered useful were schools / teachers, internet and seminars / talks / exhibitions. The similarity with the general public was that internet was one of the top 3 useful / effective channels (86% for users and 50% for the general public).

### **Conclusion and Recommendations**

18. In conclusion, the survey revealed that both the general public and EOC's users demonstrated positive attitude towards EO. The overall index of anti-discrimination attitude was 63 for the general public and 73 for the users, which illustrated that EOC's training courses, seminars and activities were effective in raising the awareness and understanding of EO. In fact, the majority of users considered that EOC's training courses, seminars or activities were useful and brought benefits to them.

19. The level of awareness of EOC (95%) was as high as that in the 2007 survey. Besides, the majority of general public (84%) were aware of one or more EOC's educational, promotional or publicity activities in the past 12 months before enumeration, mainly through traditional channels such as EOC's Announcement of Public Interests (APIs) on TV, TV programmes and the promotions on newspapers / magazines. The findings also revealed that other prevalent useful / effective channels included advertisements in public transport, outdoor banners and internet. The top 3 channels which users considered useful were schools / teachers, internet and seminars / talks / exhibitions. The similarity with the general public was that internet was one of the useful / effective channels.

20. The agreement levels on the 3 statements (EOC has enhanced public understanding of EO and discrimination, carried out promotion and education work appropriately, and handled enquiries and complaints fairly and effectively) which described the work of EOC among users (69% - 92%) were distantly higher than those of the general public (55% - 72%). The average mean score was 7.46 (in a scale of 1 – 10), which was higher than that of the general public (6.52) as well as that of the users in the 2007 survey (7.11). This matched with results of evaluating on the overall performance of EOC that the

users' mean score was 7.46 (in a scale of 1-10) which also far exceeded that of the general public (6.33). All these mean scores were well above the mid-point value of 5.5, which showed that EOC's work and overall performance was recognized by the general public and users.

21. It was found that 6% of the general public experienced incidents of discrimination, harassment or vilification on the grounds of EOC's ambit or age / sexual orientation in the past year. Among them, relatively more mentioned the areas relating to age (38%) and sex (22%); many were encountered in the working environment / when applying job (52%); and the majority (84%) did not take any action against such act.

22. Based on findings of the surveys on the general public and users, recommendations on the advancement of the EOC's work against discrimination within its ambit as well as strategic planning advice on forthcoming EO issues and other areas of anti-discrimination work the public expect the EOC to move onto are summarized below.

- (a) As relatively more of the general public are aware of EOC's APIs on TV, TV programmes and promotions in newspaper / magazines and the users consider schools / teachers and seminars / talks / exhibitions are useful channels, EOC is encouraged to keep on using these traditional media as means of promotion and education. Besides, EOC may consider using more advertisements in public transport and internet, as these channels are perceived as useful / effective among both the general public and the users.
- (b) More users considered adequate public's concerns about the disadvantaged groups than the general public. Such phenomenon may be due to the fact that users have received more EO messages and updated information than the general public. Limited by restricted resources and ever increasing needs of the community, more up-to-date channels of communication via internet should be employed in reaching the mass of people and proactively conveying EO messages of more substances than merely slogans. Apart from existing channels via EOC website and email, multiple means of communication should be employed: common social networking such as Facebook; multi-media sharing such as YouTube; and professional networking such as LinkedIn. All of the messages are transmitted away with great speeds and they can proliferate extensively through personal networking.
- (c) In connection with the afore-mentioned means of communication, EOC's training courses, seminars or activities should be adapted to provide different promotional and educational forms such as video clips, games, quizzes and competitions. Disseminated via multiple means of communication, they are utilized as self-help and user-friendly study programmes which aim to "train the trainers" and/or educate the target groups who can manage the learning process on one's own pace.

- (d) As the users showed poorer understanding in racial vilification and the definition of disability, promotional and educational programmes should be formulated to raise public's awareness and understanding in these areas. Furthermore, since relatively fewer people recognize how EOC handles enquiries and complaints fairly and efficiently, TV programmes such as "A Mission for EO" docu-drama series should be timely produced based on EOC's successfully handled complaint cases.
- (e) For the forthcoming EO issues, top 3 important areas of work considered by both the general public and the users are "achieving universal accessibility in different aspects for people with disabilities", "setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues" and "introducing paternal leave for all employees". The EOC should prioritize its works to advocate persistently on these areas so that relevant stakeholders will take necessary actions to redress the issues.
- (f) It reveals that in the past year, 6% of the general public have experienced incidents of discrimination, harassment or vilification which mainly occur in the workplace environment. Among them, discriminatory incidents on the grounds of age and sexual orientation are not within EOC's ambit. To combat the discrimination, over 60% of the general public and the users have viewed the importance of introducing legislation in these two areas. Therefore, in response to areas of anti-discrimination work the public expect the EOC to move onto, EOC is suggested to undertake research studies on introducing the legislation against discrimination on the grounds of age and sexual orientation.
- (g) Legislation of anti-discrimination on the grounds of sexual orientation has been debated for many years in Hong Kong. To tackle the issue, the Government has launched public education campaigns to confront sexual orientation discrimination, issued non-binding declarations against sexual orientation discrimination in the workplace, and established the Gender Identity and Sexual Orientation Unit in handling complaints of sexual orientation and gender identity discrimination. However, both the general public and EOC users in this survey perceive that public concerns about people of different sexual orientation in receiving EO are inadequate, and the introduction of legislation against sexual orientation discrimination appears as a forthcoming EO issue of priority. In this respect, the Government might need to get an overhaul of its existing policies against sexual orientation discrimination, and furthermore, launch comprehensive consultation processes in order to measure public opinions on legislation to combat discrimination on the grounds of sexual orientation.

# 1 Background & Survey Objectives

The Equal Opportunities Commission (EOC) has conducted surveys on public perception about EO awareness and EOC's work over the years, in 1998, 2003 and 2007. Mercado Solutions Associates Ltd. (MSA) was commissioned to conduct the survey in 2012 to obtain an updated picture from the general public and users of the EOC.

The objectives of this survey are:

- To gauge public perception towards the concept of equal opportunities.
- To gauge public awareness and their perception of the EOC's work against discrimination within its ambit.
- To gauge perception from general public and the users of EOC's programmes on the effectiveness of the EOC services including promotion, public education, training and consultancy, and specific programmes such as EOC's webpage, EO Club, TV docu-drama series, etc.
- To solicit public opinion on forthcoming EO issues such as feasibility of universal accessibility, legislation against discrimination of age and sexual orientation, etc.
- To provide recommendations on the advancement of the EOC's work against discrimination within its ambit as well as strategic planning advice on forthcoming EO issues and other areas of anti-discrimination work the public expect the EOC to move onto.

## **2 Methodology**

The study involved two parts, namely Survey of the General Public and the User survey.

### **2.1 SURVEY OF THE GENERAL PUBLIC**

#### **2.1.1 Survey Coverage and Target Respondent**

This part is a general territory-wide survey of representative sample of adults aged 15 or above. The survey covered the land-based non-institutional population in Hong Kong. In other words, hotel transients, inmates of institutions and persons living on board vessels were excluded.

Target respondent was defined as Hong Kong residents aged 15 or above in domestic households. While in many public opinion surveys, foreign domestic helpers are excluded, in view of the objectives of this study, these persons were included in this survey.

#### **2.1.2 Research and Sampling Design**

The survey was conducted by means of deploying the telephone interviewing method. A random sample of residential telephone numbers was drawn systematically from the telephone database maintained by MSA. When contacting the sampled households, if more than one qualified respondent was found in a household, a target respondent was randomly selected by means of the “last birthday” random selection method, so as to ensure each qualified respondent had equal probability for being selected for the interview. Only one qualified household member was interviewed for each household and once the selection method has defined the target respondent of the household, no replacement sample was allowed.

### 2.1.3 Enumeration Result and Fieldwork Period

The fieldwork was conducted between 21 June and 30 July 2012. In total, 1 504 individuals were successfully interviewed, constituting an overall response rate of 56.6%. The enumeration results were summarized below in Table 1.

**Table 1: Enumeration results of the General Public**

(A) Total no. of telephone numbers attempted	3 000
(B) No. of invalid telephone numbers	342
- Non-residential	33
- Fax and invalid number	298
- Non-Cantonese, Putonghua and English speaking	11
- No eligible respondent who aged 15 or above	0
(C) No. of valid telephone numbers (D + E)	2 658
(D) Successfully enumerated	1 504
(E) Unsuccessful cases (F + G)	1 154
(F) Refusal	712
(G) Non-contact	442
Response rate [ $D / C * 100\%$ ]	56.6%
Refusal rate [ $F / C * 100\%$ ]	26.8%
Non-contact rate [ $G / C * 100\%$ ]	16.6%

### 2.1.4 Weighting

Data collected from the survey was weighted to align with the sex-age distribution of the population in 2011 Census (issued by the Census & Statistics Department) so that findings of the survey were representative of the opinions / views of the whole population aged 15 or above in Hong Kong.

### 2.1.5 Reliability of the Estimates

Based on the sample size achieved for the survey, the margin of error for the sample estimates and the true values is about  $\pm 2.5\%$  at 95% confidence level.

### **2.1.6 Analysis of Survey Findings**

Chi-Square Test was adopted to test whether there is significant relationship between the opinions of people in different sub-groups. A p-value < 0.05 was taken to indicate a level of statistical significance. When conducting the statistical tests, those who declared “refused to answer” were excluded.

## **2.2 USER SURVEY**

### **2.2.1 Survey Coverage and Target Respondent**

This part covered participants who have joined EOC’s activities such as training sessions, the EO Club or Career Challenge, etc. Target respondent was defined as those who have participated in the activities in the last 12 months before enumeration.

### **2.2.2 Research and Sampling Design**

An integrated electronic and mailed self-administered questionnaire was used to conduct this part of the survey. While the contacting information of target respondents should be kept confidential by EOC, the self-administered questionnaire was mailed to the target respondents by EOC. The electronic version was also sent to their email addresses (if available), so that respondents could choose to response via their most convenient way. In total, 341 completed questionnaires were received between 16 July and 10 August 2012.

## **2.3 POINTS TO NOTE**

- All descriptive statistics were reported in percentages.
- Some of descriptive figures may not add up to 100% due to rounding of figures.
- For questions allowing multiple responses, the sum of individual responses did not add up to the total number of respondents.

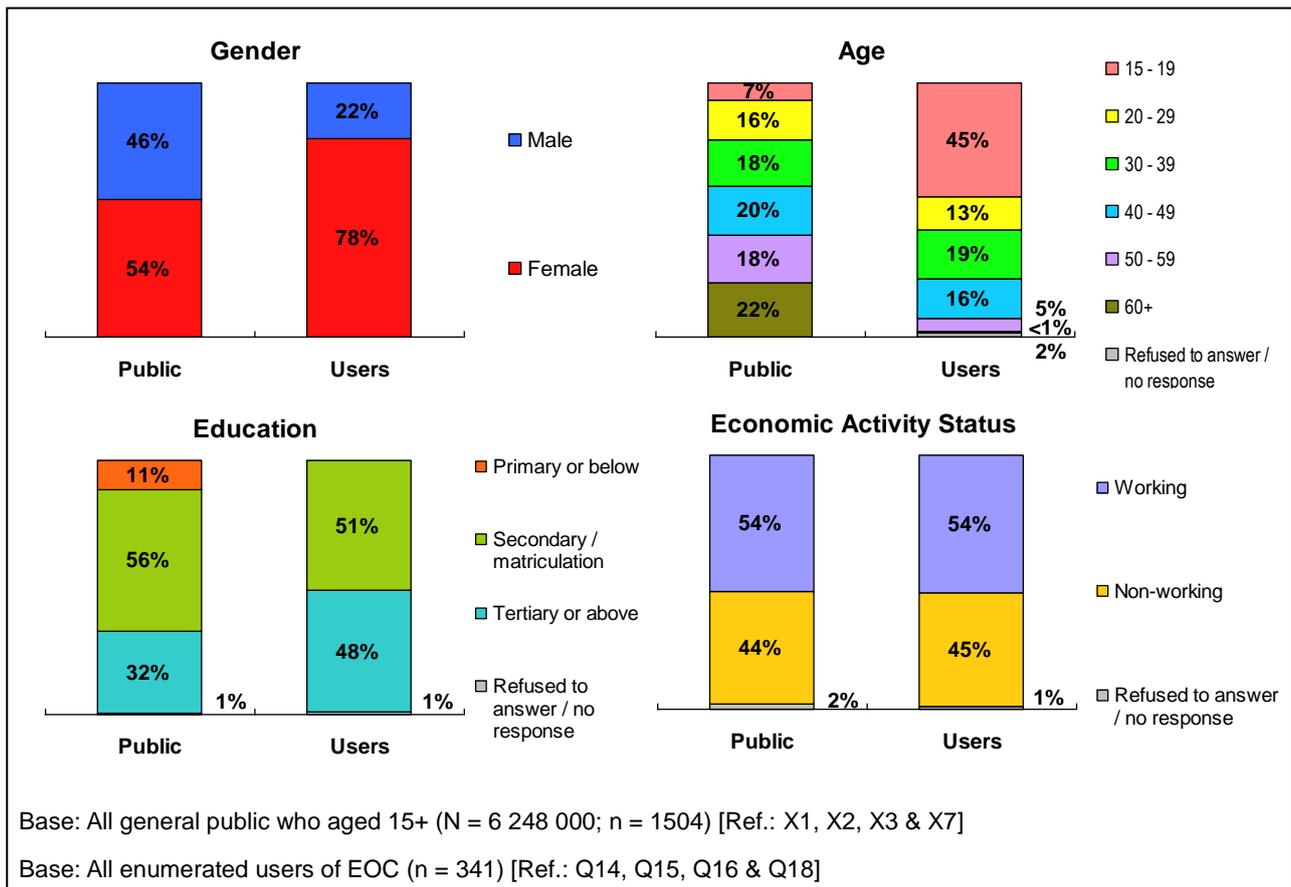
## 2.4 RESPONDENT PROFILE

When comparing the survey results of the general public and EOC’s users, readers should be cautioned that the profile of general public and EOC’s users were quite different.

While 54% of the general public were females, the corresponding proportion among users (78%) was significantly higher. For the distribution of different age groups, users were skewed to those who aged 15 – 19 (45%) more, whilst the corresponding proportion among the general public was 7%. Furthermore, relatively higher proportion of the users attained tertiary educational level or above (48%), as compared to the general public (32%). In terms of the economic activity status, the proportions of working (54%) and non-working (44% - 45%) groups among the general public and EOC’s users were similar.

(Ref.: Chart 1)

Chart 1: Respondent profile of the General Public and Users



Other background information of the respondents in the General Public Survey was listed in Table 2 below.

**Table 2: Other background information of the Respondents in the General Public Survey**

	%
<b>Marital status</b>	
Single	36
Married	59
Separated / divorced / widowed	4
Refused to answer	1
<b>Place of born</b>	
Hong Kong	72
Mainland China	24
Other Asian countries / regions	4
Others	<1
Refused to answer	<1
<b>Length of residence in HK</b>	
3 years or below	2
4 – 6 years	2
7 – 9 years	2
10 years or above	23
Since born	72
Refused to answer	<1
<b>Monthly personal income</b>	
Below \$10,000	12
\$10,000 – \$19,999	21
\$20,000 – \$29,999	8
\$30,000 or above	9
Non-working / Refused to answer	50
Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: X4, X5, X6 & X8]	

### 3 Survey Findings – General Public

#### 3.1 ATTITUDE AND KNOWLEDGE TOWARDS EQUAL OPPORTUNITIES

##### 3.1.1 Overall Extent of Anti-discrimination Attitude on the Grounds of EOC’s Ambit

To estimate the overall extent of anti-discrimination attitude of the general public, respondents were asked on their agreement level of 12 statements relating to the various aspects of discrimination on the grounds of EOC’s ambit. These statements are:

Sex	(S) As child care work is suitable for female, I agree that kindergarten should not employ male teachers
	(SH) If a male staff shows a pornographic poster at his own desk, even though he knows he has female colleagues, this is sexual harassment
	(S) A female clinic doctor refuses male patients for her own reason. I think it is not a problem
	(S) It is not a problem for a swimming pool to employ male lifeguard only
Pregnancy	(P) If a student is pregnant before marriage, expulsion from school should be resulted
Marital status	(M) A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers.
Family status	(F) If a restaurant worries that customers may be disturbed by baby’s crying, it has the right to refuse serving customers with baby
Disability	(D) If property owner worried that wheelchair will damage the floor tile, he/she has the right to state on the advertisement that he/she refuse tenants using wheelchair
	(D) I don’t want to live near a half-way house for discharged mental patients
	(DH) It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law
Race	(R) I cannot accept sitting next to Indians / Pakistanis in public transport
	(RH) If calling a dark skin people as “black ghost”, that makes him/her feels embarrassing, he/she can sue to the court and ask for compensation

S – Sex P – Pregnancy M – Marital status D – Disability F – Family status R – Race  
 SH – Sexual Harassment DH – Disability Harassment RH – Racial Harassment

### **Overall analysis**

Most of the general public demonstrated positive attitude towards EO. The top 3 statements that the public showed positive attitude were:

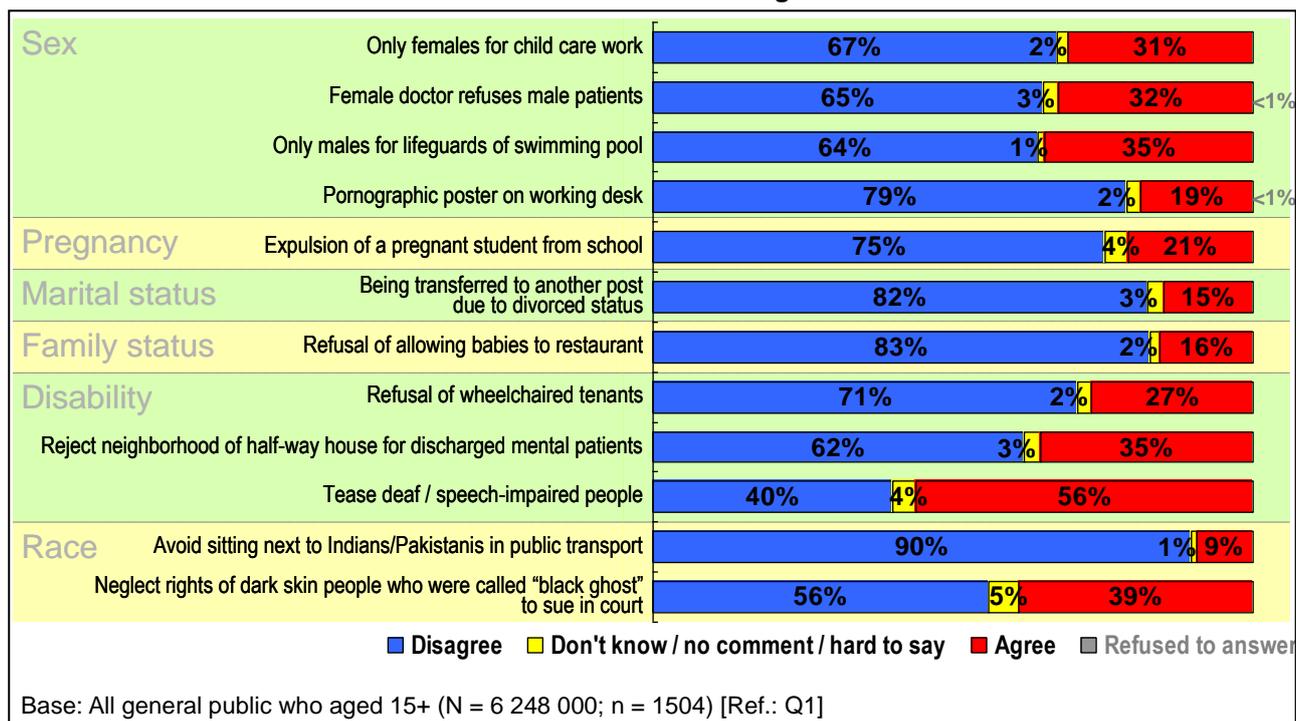
- 90% disagreed “I cannot accept sitting next to Indians / Pakistanis in public transport” (*race discrimination*);
- 83% disagreed “If a restaurant worries that customers may be disturbed by baby’s crying, it has the right to refuse serving customers with baby” (*family status discrimination*); and
- 82% disagreed “A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers” (*marital status discrimination*).

On the other hand, the bottom 3 statements were:

- 40% disagreed “It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law” (*disability harassment*);
- 56% disagreed “If calling a dark skin people as “black ghost”, that makes him/her feels embarrassing, he/she can sue to the court and ask for compensation” (*racial harassment*); and
- 62% disagreed “I don’t want to live near a half-way house for discharged mental patients” (*disability discrimination*).

(Ref.: Chart 2)

Chart 2: Overall extent of anti-discrimination attitude on the grounds of EOC's ambit



### Sub-group analysis

(Sex) As child care work is suitable for female, I agree that kindergarten should not employ male teachers [Ref.: Q1i]

Of all general public, 67% disagreed (+ve) with this statement and 31% agreed (-ve). It was observed that relatively higher proportions of the females (70%) and those who aged 30 – 39 (74%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranged from 59% for primary or below to 73% for tertiary or above). On the other hand, relatively higher proportions of the males (34%) and those who aged 60 or above (37%) agreed.

(Sex) A female clinic doctor refuses male patients for her own reason. I think it is not a problem [Ref.: Q1ix]

Of all general public, 65% disagreed (+ve) with this statement and 32% agreed (-ve). It was observed that relatively higher proportions of those who aged 50 – 59 (69%) disagreed, while higher proportions of those who aged 15 – 19 (40%) agreed.

(Sex) It is not a problem for a swimming pool to employ male lifeguard only [Ref.: Q1xi]

Of all general public, 64% disagreed (+ve) with this statement and 35% agreed (-ve). It was observed that relatively higher proportions of those who aged 40 – 49 (70%) and 50 – 59 (71%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranged from 45% for primary or below to 71% for tertiary or above). On the other hand, relatively higher proportions of those who aged 15 – 19 (42%) and 60 or above (47%) agreed.

(Sexual Harassment) If a male staff shows a pornographic poster at his own desk, even though he knows he has female colleagues, this is sexual harassment [Ref.: Q1viii]

Of all general public, 79% agreed (+ve) with this statement and 19% disagreed (-ve). It was observed that relatively higher proportions of the females (83%), those who aged 20 – 29 (85%), 30 – 39 (82%), 40 – 49 (84%), those with educational level of secondary / matriculation (80%) and tertiary or above (85%) agreed. On the other hand, relatively higher proportions of the males (23%), those who aged 60 or above (27%) and those with educational level of primary or below (32%) disagreed.

(Pregnancy) If a student is pregnant before marriage, expulsion from school should be resulted [Ref.: Q1iii]

Of all general public, 75% disagreed (+ve) with this statement and 21% agreed (-ve). It was observed that relatively higher proportions of those who aged 20 – 29 (80%) and 40 – 49 (80%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranged from 66% for primary or below to 81% for tertiary or above). On the other hand, slightly higher proportion of those who aged 60 or above (23%) agreed.

(Marital Status) A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers. [Ref.: Q1v]

Of all general public, 82% disagreed (+ve) with this statement and 15% agreed (-ve). It was observed that relatively higher proportions of the females (87%), those who aged 50 – 59 (87%), 40 – 49 (80%), those with educational level of secondary / matriculation (83%) and tertiary or above (85%) disagreed. On the other hand, relatively higher proportions of the males (19%), those who aged 30 – 39 (18%) and those with educational level of primary or below (18%) agreed.

(Family Status) If a restaurant worries that customers may be disturbed by baby's crying, it has the right to refuse serving customers with baby [Ref.: Q1viii]

Of all general public, 83% disagreed (+ve) with this statement and 16% agreed (-ve). It was observed that relatively higher proportions of the females (85%), those who aged 60 or above (88%) and those with educational level of primary or below (90%) disagreed. On the other hand, relatively higher proportions of the males (19%), those who aged 15 – 19 (21%), 20 – 29 (20%) and those with educational level of tertiary or above (19%) agreed.

(Disability) If property owner worried that wheelchair will damage the floor tile, he/she has the right to state on the advertisement that he/she refuse tenants using wheelchair [Ref.: Q1ii]

Of all general public, 71% disagreed (+ve) with this statement and 27% agreed (-ve). It was observed that relatively higher proportions of those who aged 40 – 49 (75%) and those with educational level of tertiary or above (75%) disagreed. On the other hand, relatively higher proportions of those who aged 15 – 19 (35%) and those with educational level of secondary / matriculation (30%) agreed.

(Disability) I don't want to live near a half-way house for discharged mental patients [Ref.: Q1vi]

Of all general public, 62% disagreed (+ve) with this statement and 35% agreed (-ve). It was observed that relatively higher proportions of the males (66%) and those who aged 15 – 19 (73%) disagreed. On the other hand, relatively higher proportions of the females (39%) and those who aged 30 – 39 (41%) agreed.

(Disability Harassment) It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law [Ref.: Q1x]

Of all general public, 40% disagreed (+ve) with this statement and 56% agreed (-ve). It was observed that relatively higher proportions of those who aged 15 – 19 (49%) and 30 – 39 (45%) disagreed. On the other hand, relatively higher proportions of those who aged 20 – 29 (61%), 40 – 49 (59%), 50 – 59 (58%) and those with educational level of tertiary or above (59%) agreed.

(Race) I cannot accept sitting next to Indians / Pakistanis in public transport [Ref.: Q1iv]

Of all general public, 90% disagreed (+ve) with this statement and 9% agreed (-ve). It was observed that slightly higher proportion of those with educational level of tertiary or above (93%) disagreed. On the other hand, slightly higher proportions of those who aged 60 or above (12%) and those with educational level of primary or below (12%) agreed.

(Racial Harassment) If calling a dark skin people as “black ghost”, that makes him/her feels embarrassing, he/she can sue to the court and ask for compensation [Ref.: Q1xii]

Of all general public, 56% agreed (+ve) with this statement and 39% disagreed (-ve). It was observed that relatively higher proportions of those who aged 15 – 19 (80%) and 20 – 29 (74%) agreed. Moreover, the higher the educational level, the higher were the proportions who agreed (ranged from 40% for primary or below to 63% for tertiary or above). On the other hand, relatively higher proportions of those who aged 40 – 49 (45%), 50 – 59 (47%) and 60 or above (46%) disagreed.

*(Ref.: Tables A1 – A12 in Appendix A)*

In summary, some salient differences between sub-groups were observed:

- those with educational level of tertiary or above were more likely to have higher level of anti-discrimination attitude in different aspects, except on the ground of family status;
- those who aged 60 or above and those with educational level of primary or below were more likely to have lower level of anti-discrimination attitude on the grounds of sex, pregnancy, marital status and race, yet these persons tended to have higher level of anti-discrimination attitude on the ground of family status;
- females were more likely to have higher level of anti-discrimination attitude on the grounds of sex, marital status and family status, yet they tended to have lower level on the ground of disability concerning “half-way house for discharged mental patients”, and such phenomenon was reverse for males;
- different age groups have higher level of anti-discrimination attitude on some grounds whilst also have lower level on other grounds.

(Ref.: Table 3)

**Table 3: Overall extent of anti-discrimination attitude on the grounds of EOC’s ambit – summary table of sub-group analysis**

Statement / Area	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
(S) [Q1i]	-	+			+			-	-		+
(S) [Q1ix]			-				+				
(S) [Q1xi]			-			+	+	-	-		+
(SH) [Q1vii]	-	+		+	+	+		-	-	+	+
(P) [Q1iii]				+		+		-			+
(M) [Q1v]	-	+			-	+	+		-	+	+
(F) [Q1viii]	-	+	-	-				+	+		-
(D) [Q1ii]			-			+				-	+
(D) [Q1vi]	+	-	+		-						
(DH) [Q1x]			+	-	+	-	-				-
(R) [Q1iv]								-	-		+
(RH) [Q1xii]			+	+		-	-	-	-		+

“+” indicates the group with higher level of anti-discrimination attitude.

“-” indicates the group with lower level of anti-discrimination attitude.

S – Sex P – Pregnancy M – Marital status D – Disability F – Family status R – Race

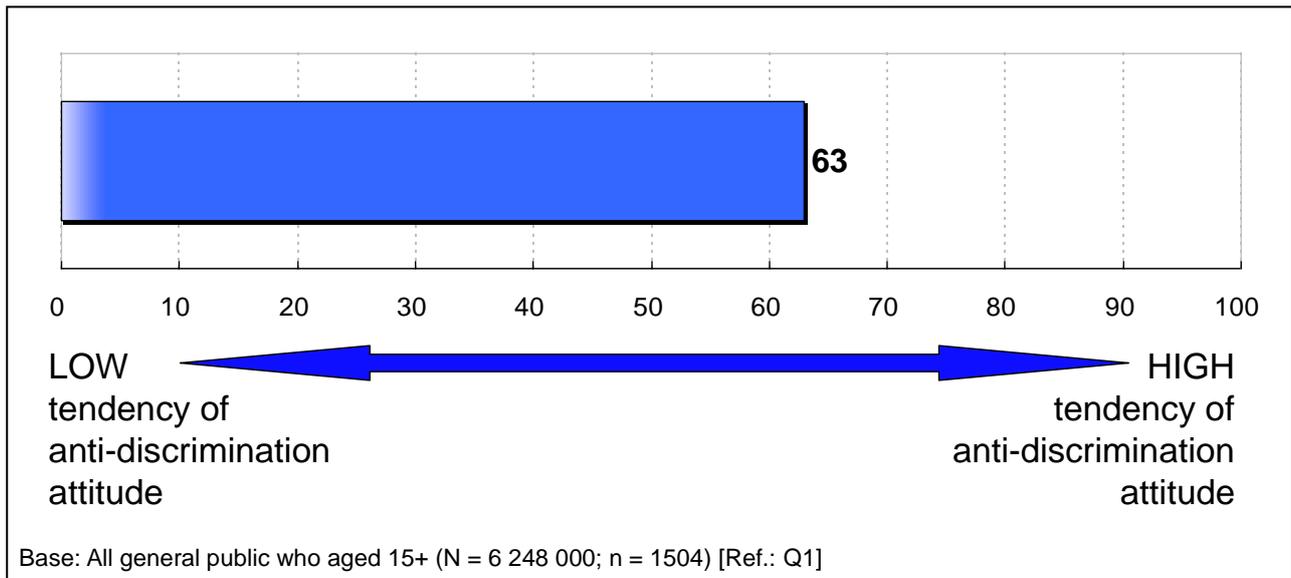
SH – Sexual Harassment DH – Disability Harassment RH – Racial Harassment

**Index**

An overall index was computed based on the results of the 12 statements, and presented in a scale of 0 – 100, where 0 denotes low tendency of anti-discrimination attitude and 100 denotes high tendency. The index of the general public was 63, illustrating a direction towards high tendency of anti-discrimination attitude.

(Ref.: Chart 3)

**Chart 3: Index of Overall extent of anti-discrimination attitude on the grounds of EOC’s ambit**



With the objective of understanding the characteristics of persons of different anti-discrimination attitude, respondents were segmented into 3 groups according to their indices of overall extent of anti-discrimination attitude:

- High tendency (score 65 – 100);
- Neutral (score 35 – 64); and
- Low tendency (score 0 – 34).

Of all general public, 41% fell under the high tendency group, 58% were neutral, and only 1% fell under the low tendency group.

While there was no significant difference between the two sexes, it was observed that the following cohorts were more likely to fall under the high tendency group:

- those who aged 15 – 19 (49%) and 20 – 29 (51%);
- those who were working (45%);
- those who were working as manager / administrator / professional / associate professional (48%) and clerk / service worker & shop sales worker (48%);
- those who were single (49%); and
- those who resided in HK since born (44%).

Moreover, the higher the educational level, the higher were the proportions who fell under this group (ranged from 28% for primary or below to 51% for tertiary or above).

*(Ref.: Tables 4a & 4b)*

**Table 4a: Index of Overall extent of anti-discrimination attitude on the grounds of EOC’s ambit – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
High tendency (score 65 – 100)	40	43	49	51	45	42	41	28	28	38	51
Neutral (score 35 – 64)	60	57	50	47	54	58	59	71	70	61	49
Low tendency (score 0 – 34)	1	1	1	2	1	-	-	1	2	1	<1
Mean score	62	63	64	64	63	63	63	60	59	62	64
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table 4b: Index of Overall extent of anti-discrimination attitude on the grounds of EOC's ambit – analyzed by sub-groups**

(% )	Working status**		Occupation**			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
High tendency (score 65 – 100)	45	37	48	48	36	49	37	34	32	36	44
Neutral (score 35 – 64)	54	63	52	51	63	50	62	64	66	63	56
Low tendency (score 0 – 34)	1	1	<1	1	2	1	1	3	3	1	1
Mean score	64	61	65	64	61	64	62	59	59	61	63
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

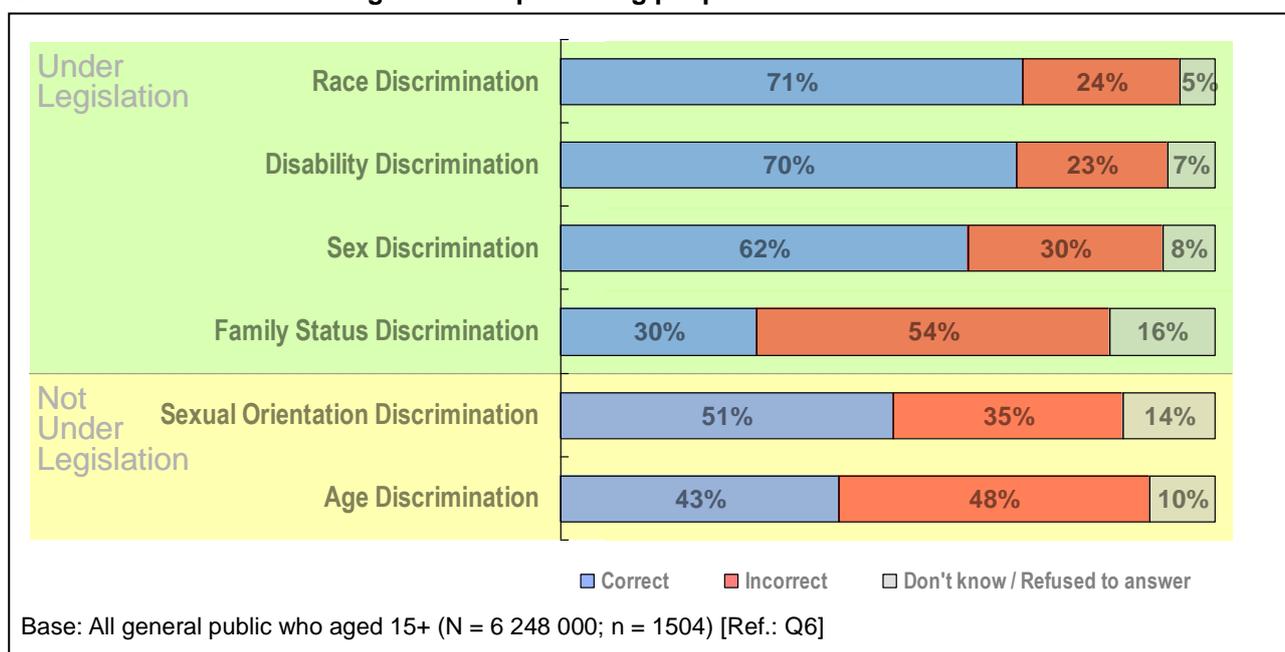
### 3.1.2 Awareness of the Legislation in Protecting People from Discrimination in HK

#### Overall analysis

Most of the general public could correctly indicate the existence of anti-discrimination ordinances on the grounds of race (71%), disability (70%) and sex (62%), while fewer were aware of the ordinance for family status discrimination (30%), and some misunderstood that there are legislation in protecting people from sexual orientation (51%) and age (43%) discrimination.

(Ref.: Chart 4)

Chart 4: Awareness of the legislation in protecting people from discrimination in HK



**Sub-group analysis**

When analyzed by demographic characteristics, it was observed that in general, the males, those who aged 15 – 19, 20 – 29 and those with educational level of tertiary or above were more likely to indicate whether the different anti-discrimination ordinances were under legislation correctly. On the contrary, females, those who aged 50 – 59, 60 or above and those with educational level of primary or below tended to have not enough knowledge on the existence of some legislations.

(Ref.: Table 5; Tables A13 – A18 in Appendix A)

**Table 5: Awareness of the legislation in protecting people from discrimination in HK – summary table of sub-group analysis**

Legislation	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Race	+	-	+	+				-	-		+
Disability	+		+	+			-	-	-		+
Sex	+	-	+		+		-	-	-		+
Family status			+	-		+	-			-	+
Sexual orientation	+	-	+	+		-				-	+
Age	+	-	+	+	-	-	-		+	-	

“+” indicates the group with higher proportion of correct answer.

“-” indicates the group with higher proportion of incorrect answer.

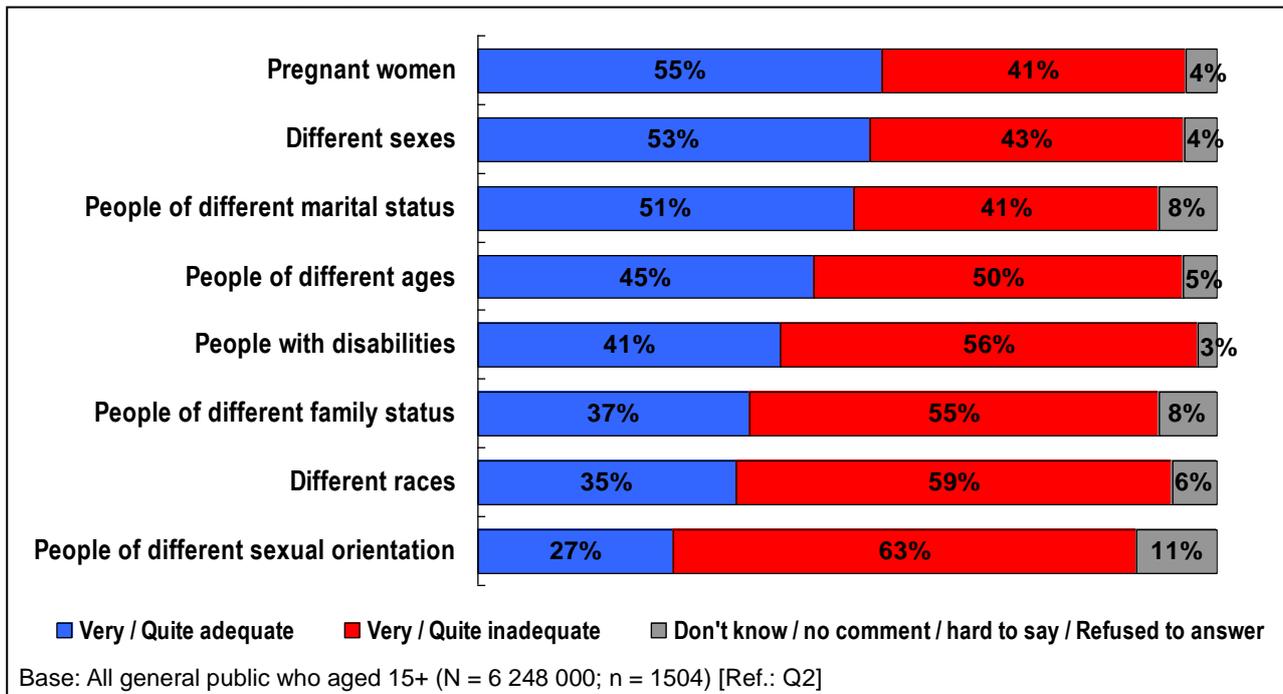
### 3.1.3 Public’s concerns towards Persons of Different Background in Receiving Equal Opportunities – Perceived Level of Adequacy

#### Overall analysis

The survey revealed that when people were asked whether adequate public’s concerns had been found with respect to persons of different background in receiving EO, the perceived levels of adequacy were not high (ranged from 27% to 55%). For a number of aspects, the proportions of considering “very / quite inadequate” were higher than those of “very / quite adequate” (including people of different ages, family status, races, sexual orientation, and people with disabilities).

(Ref.: Chart 5)

Chart 5: Public’s concerns towards persons of different background in receiving equal opportunities - perceived level of adequacy



#### Sub-group analysis

##### Pregnant women

Of all general public, 41% considered the public’s concerns on pregnant women in receiving EO very / quite inadequate. It was observed that slightly higher proportions of the females (44%) and those who aged 30 – 39 (46%), those who were married (43%) and separated / divorced / widowed (44%) considered so, as compared with their counterparts.

Different sexes

Of all general public, 43% considered the public's concerns on different sexes in receiving EO very / quite inadequate. While there was no significant difference between the two sexes, it was observed that relatively higher proportions of those who aged 50 – 59 (49%) and those who were separated / divorced / widowed (49%) considered so, as compared with their counterparts.

People of different marital status

Of all general public, 41% considered the public's concerns on people of different marital status in receiving EO very / quite inadequate. It was observed that significantly higher proportions of those who were separated / divorced / widowed (54%) considered inadequate, as compared with their counterparts. Moreover, slightly higher proportions of the females (43%), those who aged 15 – 19 (45%), 40 – 49 (45%) and 50 – 59 (45%) considered so.

People of different ages

Of all general public, 50% considered the public's concerns on people of different ages in receiving EO very / quite inadequate. It was observed that relatively higher proportions of those who aged 40 – 49 (55%) and 50 – 59 (55%) considered inadequate, as compared with their counterparts. Moreover, relatively higher proportions of the females (52%), those with educational level of tertiary or above (52%) and those who were separated / divorced / widowed (59%) considered so.

People with disabilities

Of all general public, 56% considered the public's concerns on people with disabilities in receiving EO very / quite inadequate. It was observed that relatively higher proportions of the females (61%) and those who aged 30 – 39 (64%) considered so, as compared with their counterparts. Moreover, the higher the educational level and occupational level, the higher were the proportions who considered inadequate (ranged from 49% for primary or below to 62% for tertiary or above; and from 49% for skilled & manual worker to 66% for manager / administrator / professional / associate professional).

People of different family status

Of all general public, 55% considered the public's concerns on people of different family status in receiving EO very / quite inadequate. It was observed that relatively higher proportions of the females (57%), those who aged 20 – 29 (57%), 30 – 39 (58%), 50 – 59 (61%), those who were working as manager / administrator / professional / associate professional (58%), clerk / service worker & shop sales worker (61%) and those who resided in HK since born (57%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered inadequate (ranged from 46% for primary or below to 59% for tertiary or above).

Different races

Of all general public, 59% considered the public's concerns on different races in receiving EO very / quite inadequate. It was observed that relatively higher proportions of those who aged 15 – 19 (69%), 30 – 39 (66%), those who were working as manager / administrator / professional / associate professional (67%), clerk / service worker & shop sales worker (61%) and those who were single (66%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered inadequate (ranged from 45% for primary or below to 68% for tertiary or above).

People of different sexual orientation

Of all general public, 63% considered the public's concerns on different races in receiving EO very / quite inadequate. It was observed that relatively higher proportions of those who aged 15 – 19 (77%), those who were working as manager / administrator / professional / associate professional (65%), clerk / service worker & shop sales worker (66%) and those who were single (71%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered inadequate (ranged from 46% for primary or below to 70% for tertiary or above).

For all aspects (except family status), it was observed that relatively higher proportions of those who resided in HK for less than 10 years considered the public's concerns on persons of different background in receiving EO very / quite adequate, as compared to those who resided in HK for 10 years or above or those lived in HK since born. This illustrated that those with shorter length of residence in HK were more contented with the concerned issue.

*(Ref.: Tables A19a – A26b in Appendix A)*

In summary, some salient differences between sub-groups were observed:

- as mentioned in the last paragraph, those with shorter length of residence in HK were more contented, whereas those lived in HK since born were more likely to consider the public's concerns inadequate in most of the aspects;
- males tended to consider the public's concerns adequate, while females considered the opposite in many aspects;
- those who aged 15 – 19, 20 – 29 and those who were single tended to consider the public's concerns adequate in many aspects;
- those with educational level of tertiary or above, who were more likely to have higher level of anti-discrimination attitude and better knowledge on the existence of legislations (as mentioned in sections 3.1.1 and 3.1.2), tended to consider the public's concerns adequate for pregnant women, people of different sexes and marital status, yet they tended to consider the public's concerns inadequate for those with disabilities, and people of different ages, family status, races and sexual orientation.

(Ref.: Tables 6a & b)

**Table 6a: Public's concerns towards persons of different background in receiving equal opportunities - perceived level of adequacy (summary table of sub-group analysis)**

Different (diff.) Background	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Pregnant women	+	-	+	+	-						+
Diff. sexes			+	+	+		-				+
Diff. marital status	+	-	-	+	+	-	-				+
Diff. ages	+	-	+	+	+	-	-				-
Disabilities	+	-	+	+	-	+		+	+	+	-
Diff. family status	+	-	+	-	-		-			+	-
Diff. races	+		-		-	+		+	+		-
Diff. sexual orientation	+		-	+		+					-

“+” indicates the group with higher proportion of very / quite adequate.

“-” indicates the group with higher proportion of very / quite inadequate.

**Table 6b: Public's concerns towards persons of different background in receiving equal opportunities - perceived level of adequacy (summary table of sub-group analysis)**

Different (diff.) Background	Working status		Occupation			Marital status			Length of residence in HK		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Pregnant women	+					+	-	-	+		
Diff. sexes	+			+		+		-	+		
Diff. marital status	+					+		-	+		-
Diff. ages						+		-	+		-
Disabilities			-		+				+		-
Diff. family status			-	-	+	+					-
Diff. races			-	-	+	-	+		+		-
Diff. sexual orientation	+		-	-	+	-		+	+		-

“+” indicates the group with higher proportion of very / quite adequate.

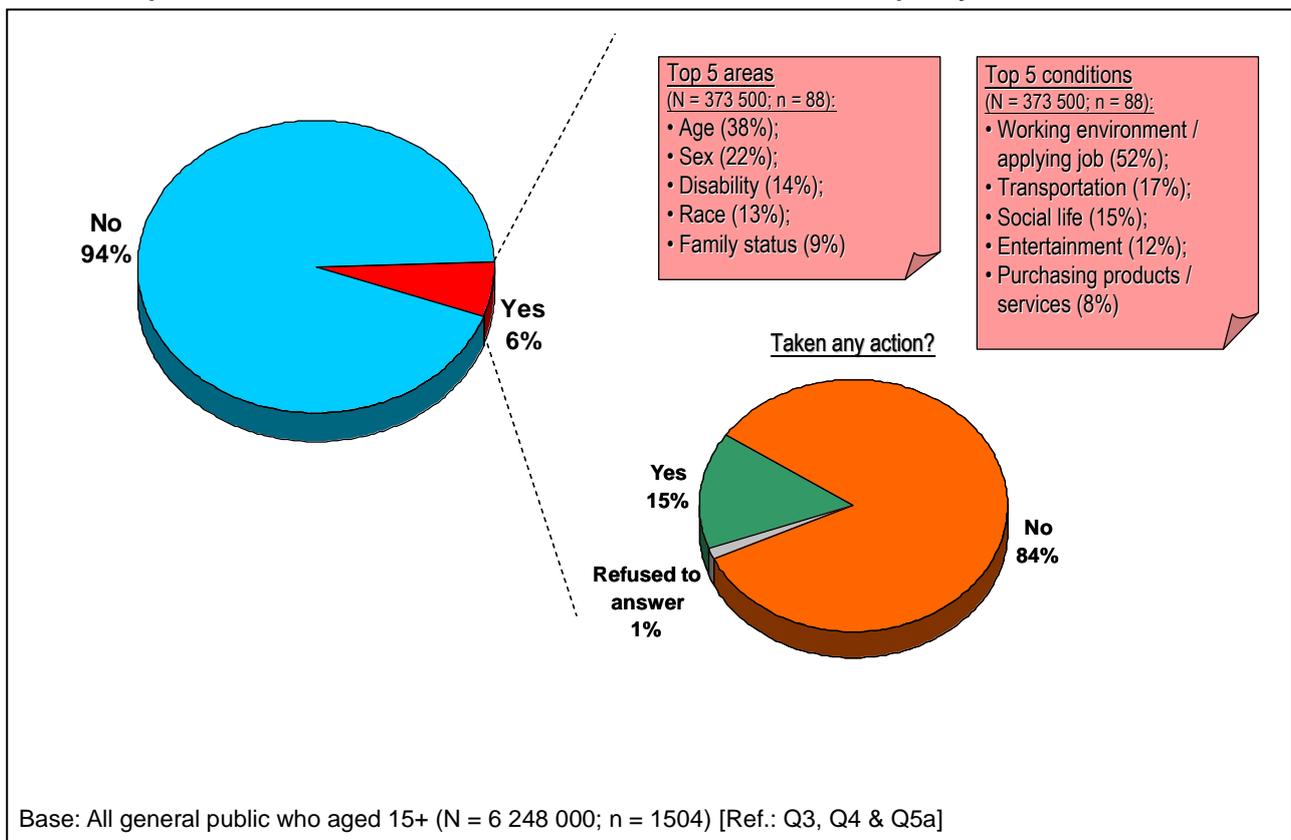
“-” indicates the group with higher proportion of very / quite inadequate.

### 3.1.4 Experience of Discrimination / Harassment / Vilification in the Past Year

It was found that 6% of the general public claimed that they have experienced discrimination, harassment or vilification on the grounds of EOC's ambit or age / sexual orientation in the past year before enumeration. Among them, relatively more mentioned the areas relating to age (38%) and sex (22%); many were encountered in the working environment / when applying job (52%); and the majority (84%) did not take any action against such act (the most frequently mentioned reason was "did not think it could help").

(Ref.: Chart 6)

Chart 6: Experience of discrimination / harassment / vilification in the past year



### 3.2 AWARENESS AND PERCEPTION TOWARDS EOC AND ITS WORK

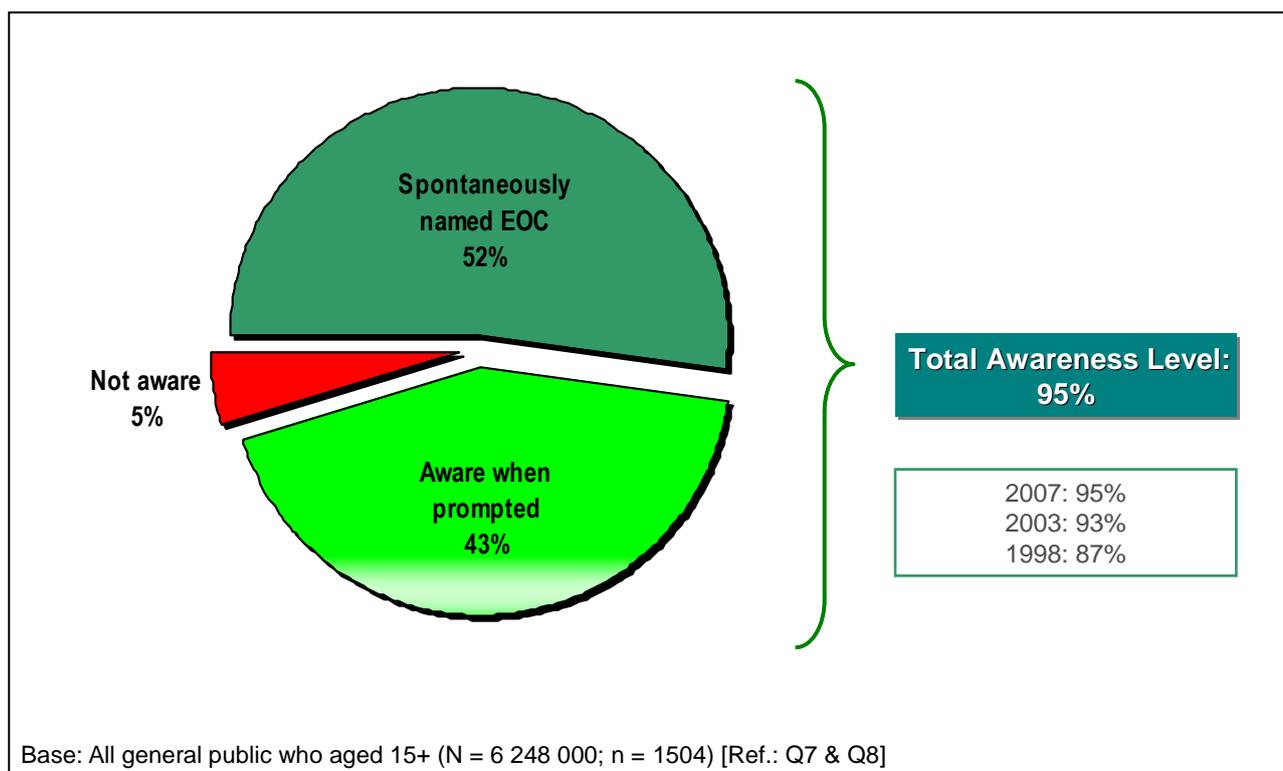
#### 3.2.1 Awareness of EOC

##### *Overall analysis*

Without prompting, 52% of the general public could name EOC as the organization in Hong Kong which work towards the promotion of EO; and the total awareness level was much higher at 95% after prompted (as compared to 95% in 2007, 93% in 2003 and 87% in 1998).

(Ref.: Chart 7)

Chart 7: Awareness of EOC



##### *Sub-group analysis*

When analyzed by demographic characteristics, it was observed that the males (57%), those who aged 15 – 19 (61%), 20 – 29 (58%), 30 – 39 (64%), 40 – 49 (57%), those with educational level of tertiary or above (66%), those who were working (58%), those who were single (59%) and those who were born in HK (56%) were more likely to be able to name EOC spontaneously, as compared with their counterparts.

Moreover, the higher the occupational level, the higher were the proportions who could name EOC spontaneously (ranged from 49% for skilled & manual worker to 67% for manager / administrator / professional / associate professional).

(Ref.: Tables A27a & b in Appendix A)

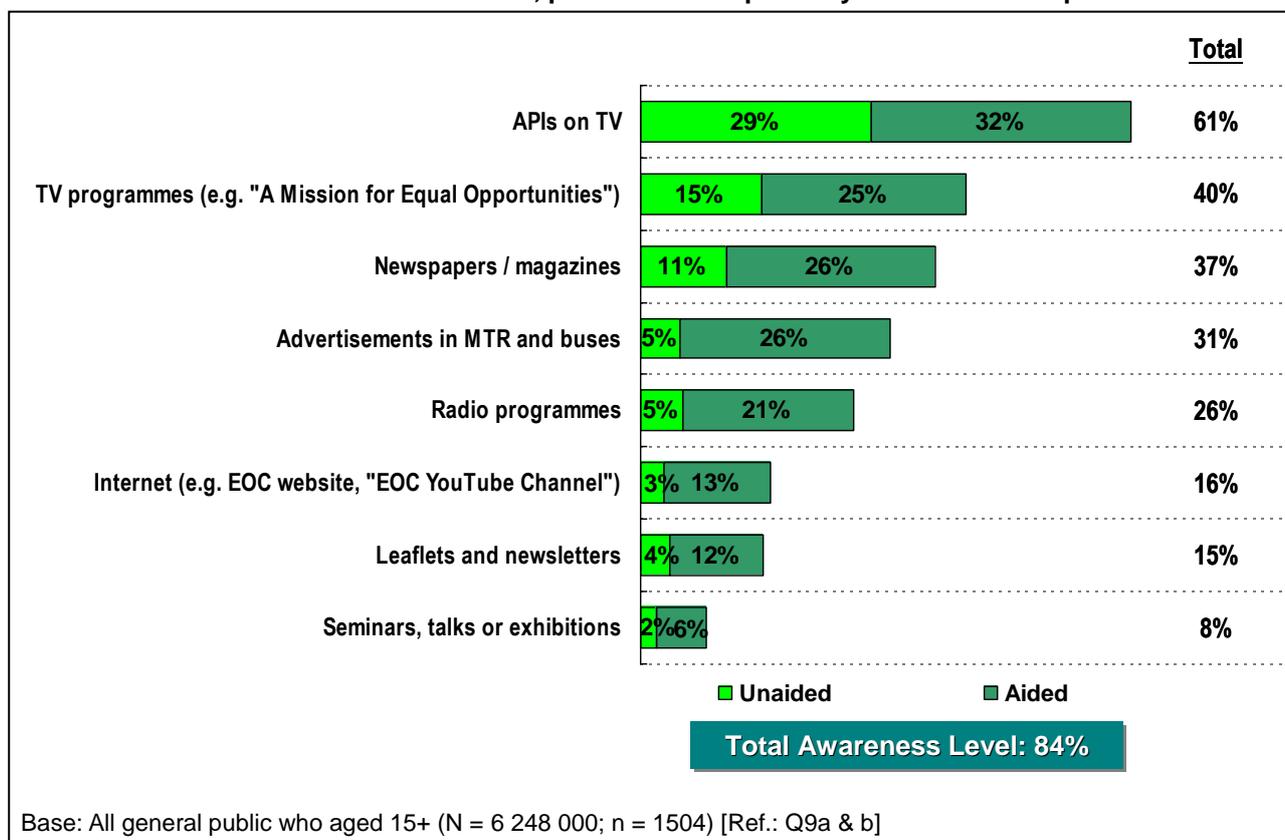
### 3.2.2 Awareness of EOC’s Educational, Promotional or Publicity Activities in the Past 12 Months

#### Overall analysis

When asked on the awareness of EOC’s educational, promotional or publicity activities in the past 12 months before enumeration, 48% of the general public were aware of one or more items spontaneously, 36% more were aware after prompted, constituting a total awareness level of 84%. Specifically, relatively more of the public were aware of APIs on TV (61%), TV programmes (e.g. “A Mission for Equal Opportunities”) (40%) and the promotions on newspapers / magazines (37%).

(Ref.: Chart 8)

Chart 8: Awareness of EOC’s educational, promotional or publicity activities in the past 12 months



***Sub-group analysis***

When analyzed by demographic characteristics, it was observed that relatively higher proportions of those who aged 50 – 59 (90%), those with educational level of secondary / matriculation (85%) and tertiary or above (85%) were aware of EOC’s educational, promotional or publicity activities. On the other hand, relatively higher proportions of those who aged 20 – 29 (26%), those with educational level of primary or below (23%) and those who resided in HK for less than 10 years (27%) were not aware.

*(Ref.: Tables A28a & b in Appendix A)*

When comparing the correct responses for legislations in protecting people from discrimination between those who were aware and not aware of EOC’s educational, promotional or publicity activities, it was observed that, higher percentages of those who were aware of EOC’s educational, promotional or publicity activities could give correct answers than those who were not aware (72% vs. 64% for “race discrimination”; 72% vs. 60% for “disability discrimination”; 65% vs. 52% for “sex discrimination”; 31% vs. 27% for “family status discrimination” and 52% vs. 45% for “sexual orientation discrimination”), except for “age discrimination” that the results were similar (42% vs. 44%).

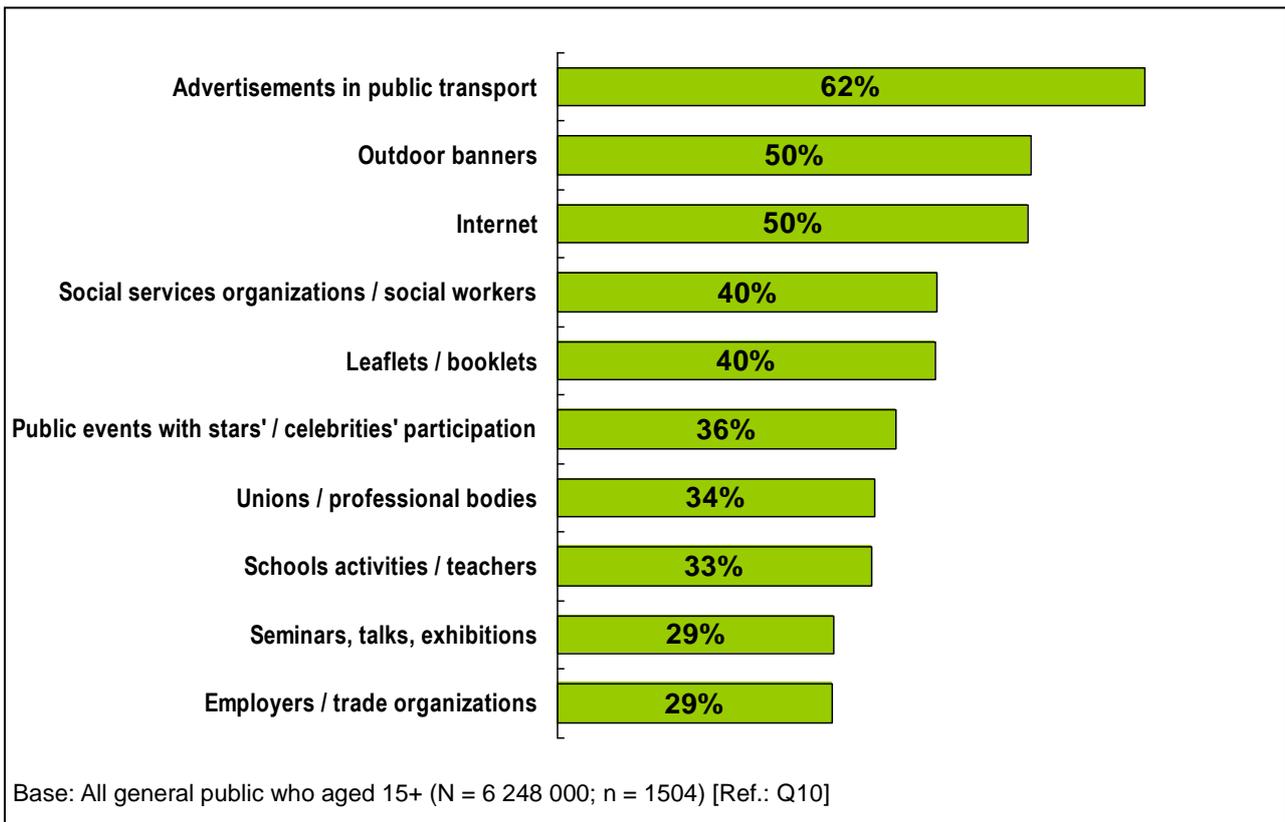
*(Ref.: Tables A29a – f in Appendix A)*

### 3.2.3 Perceived Effective Channels in Delivering Equal Opportunities Message (apart from TV, radio & newspapers / magazines)

Apart from TV, radio and newspapers / magazines, the top 3 channels which the general public considered effective in delivering EO message were: advertisements in public transport (62%), outdoor banners (50%) and internet (50%).

(Ref.: Chart 9)

Chart 9: Perceived effective channels in delivering EO message (apart from TV, radio & newspapers / magazines)



Further investigating the perceived effective channels between different sub-groups, it was observed that those with educational level of tertiary or above, who were more likely to have higher level of anti-discrimination attitude and better knowledge on the existence of legislations (as mentioned in sections 3.1.1 and 3.1.2), tended to consider the different channels effective.

For those who aged 50 – 59 and 60 or above, who have not enough knowledge on the existence of some legislations (as mentioned in section 3.1.2), to enhance their cognition of anti-discrimination, EOC may consider delivering EO message to them via the channels which they tended to consider effective, including: advertisements in public transport, outdoor banners, leaflets / booklets and unions / professional bodies.

(Ref.: Table 7)

**Table 7: Perceived effective channels in delivering EO message (apart from TV, radio & newspapers / magazines) – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Ad. In public transport	64	61	51	56	61	65	72	61	52	61	68
Outdoor banner	50	51	45	45	47	55	58	46	39	50	54
Internet	52	48	79	74	62	50	38	22	19	46	68
Social serv. org / social worker	39	41	59	46	43	37	37	34	26	37	51
Leaflet / booklet	39	41	33	33	38	41	45	44	37	40	41
Pulbic event	36	36	54	40	39	34	36	27	17	37	41
Union / prof. body	34	34	27	30	40	37	39	26	17	31	44
School	33	33	64	50	38	30	30	14	11	33	43
Seminar, talk, exhibition	31	28	40	36	30	27	24	27	17	29	35
Employer / trade organization	27	31	20	33	40	35	31	12	9	28	38

 indicates the group with higher proportion of responses.

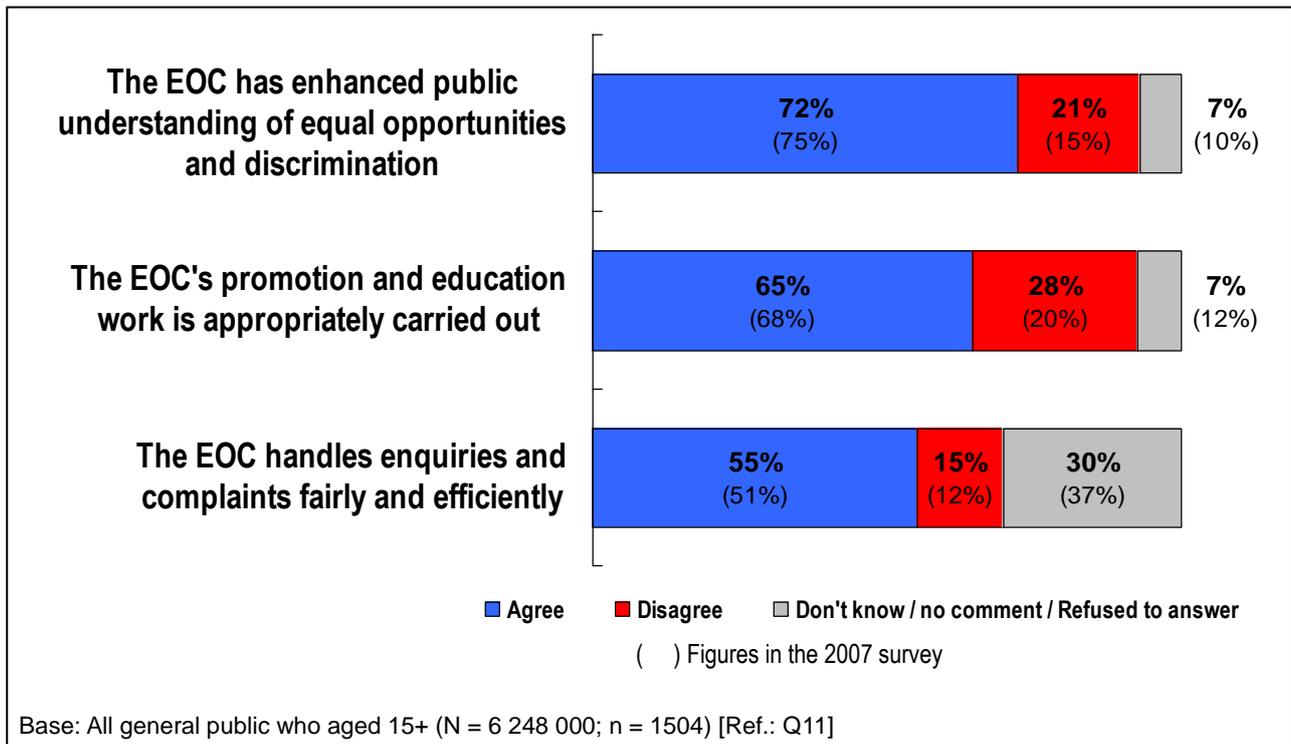
### 3.2.4 Agreement on the Statements which Described the Work of EOC

#### Overall analysis

Respondents were asked on their agreement level of 3 statements which described the work of EOC. While most of the general public agreed that EOC has enhanced public understanding of EO and discrimination (72%), and its promotion and education work is appropriately carried out (65%), the level of agreement on its work in handling enquiries and complaints fairly and efficiently (55%) was relatively lower (which may due to a considerable proportion who claimed “don’t know / no comment” (30%)). The corresponding agreement levels of the 3 statements in the 2007 survey were 75%, 68% and 51% respectively.

(Ref.: Chart 10)

Chart 10: Agreement on the statements which described the work of EOC



### ***Sub-group analysis***

#### The EOC has enhanced public understanding of equal opportunities and discrimination

Of all general public, 72% agreed with this statement and 21% disagreed. It was observed that slightly higher proportions of the males (74%), those who aged 15 – 19 (77%), 20 – 29 (76%), those with educational level of secondary / matriculation (74%), tertiary or above (74%), those who were working (75%), those who were working as manager / administrator / professional / associate professional (76%), clerk / service worker & shop sales worker (77%), those who were single (76%), married (72%) and those who were born in HK (74%) agreed.

Moreover, the corresponding percentage was higher among those who were aware of EOC's educational, promotional or publicity activities (75%) than those who were not aware (58%).

On the other hand, relatively higher proportion of those who were separated / divorced / widowed (29%) disagreed.

*(Ref.: Tables A30a – c in Appendix A)*

#### The EOC's promotion and education work is appropriately carried out

Of all general public, 65% agreed with this statement and 28% disagreed. It was observed that slightly higher proportions of those who aged 20 – 29 (69%), 30 – 39 (67%), those with educational level of secondary / matriculation (65%), tertiary or above (67%), those who were working (66%) and those who were single (68%) agreed.

Moreover, the corresponding percentage was higher among those who were aware of EOC's educational, promotional or publicity activities (68%) than those who were not aware (49%).

On the other hand, slightly higher proportions of the males (30%), those who aged 15 – 19 (32%), 50 – 59 (33%), those who were separated / divorced / widowed (35%) and those who were born in HK (29%) disagreed.

*(Ref.: Tables A31a – c in Appendix A)*

The EOC handles enquiries and complaints fairly and efficiently

Of all general public, 55% agreed with this statement and 15% disagreed. It was observed that relatively higher proportions of the males (57%), those who aged 15 – 19 (63%), 20 – 29 (62%), those who were working as clerk / service worker & shop sales worker (58%), skilled & manual worker (56%), those who were single (60%) and those who resided in HK for less than 10 years (64%) agreed.

Moreover, the corresponding percentage was higher among those who were aware of EOC’s educational, promotional or publicity activities (57%) than those who were not aware (46%).

On the other hand, slightly higher proportions of those who aged 30 – 39 (19%) and those who were born in HK (16%) disagreed.

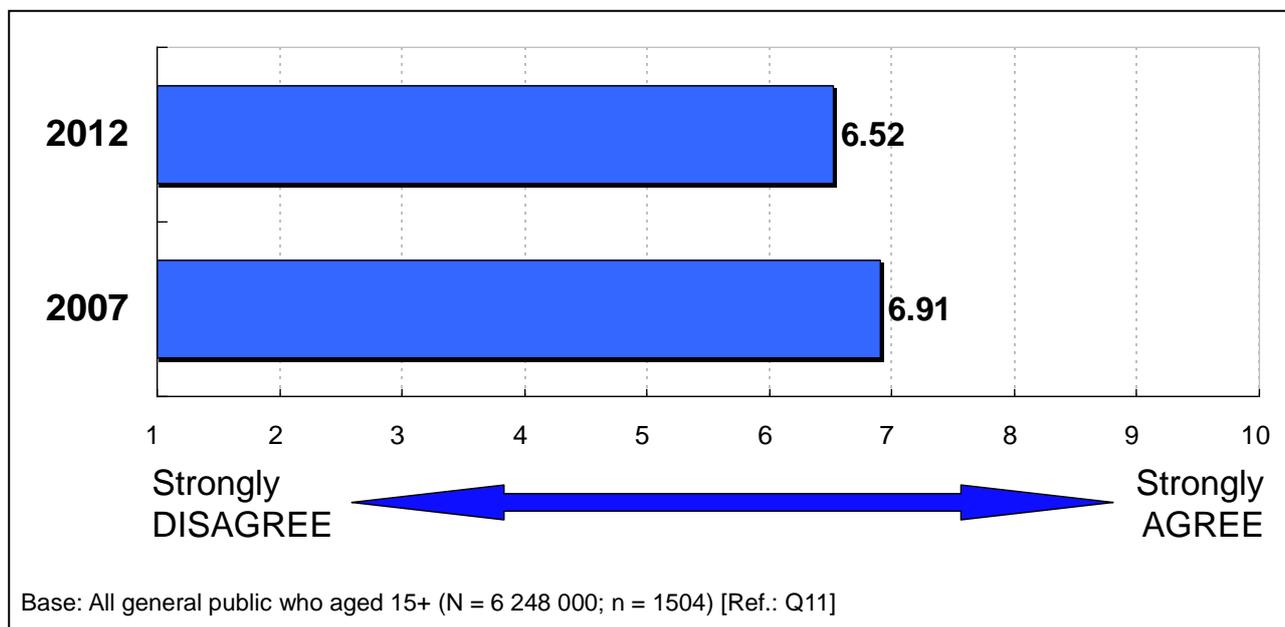
*(Ref.: Tables A32a – c in Appendix A)*

**Index**

Based on the results obtained from the 3 statements, an average mean score was computed to indicate the overall view of the general public about EOC’s work, and presented in a scale of 1 – 10. The average mean score in both the 2012 and 2007 surveys were well above the mid-point value of 5.5, yet decreased slightly in 2012.

*(Ref.: Chart 11)*

**Chart 11: Average mean score of the agreement level on the 3 statements which described the work of EOC**



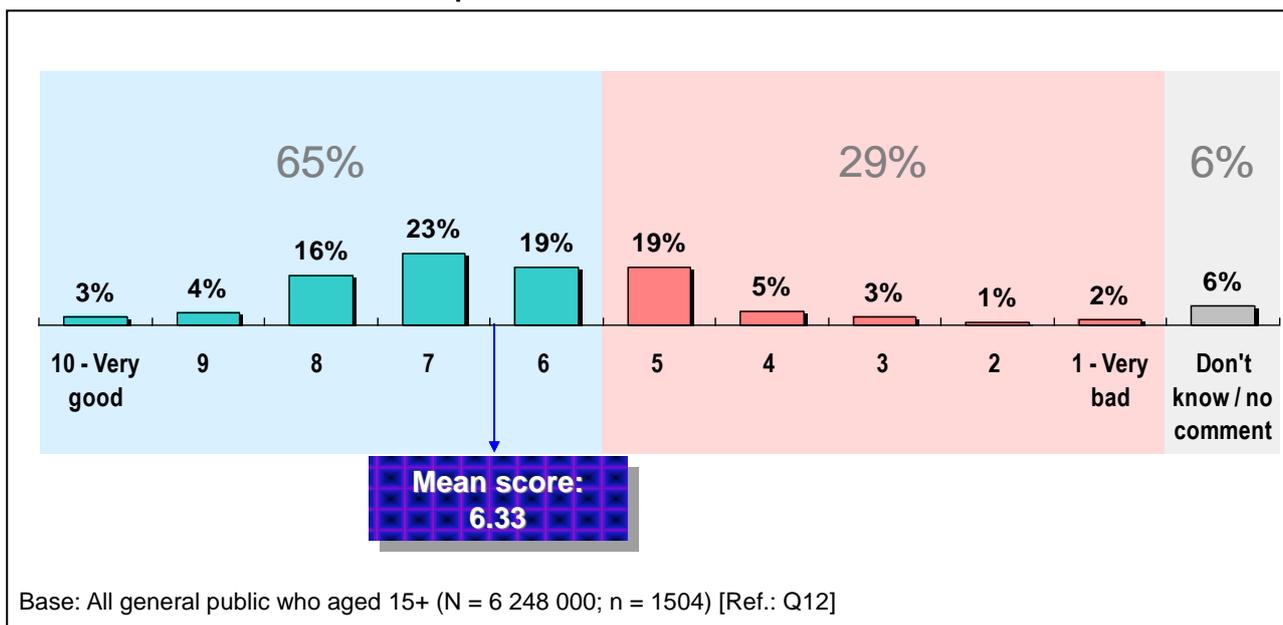
### 3.2.5 Evaluation on the Overall Performance of EOC

#### Overall analysis

When asked to evaluate the overall performance of EOC, expressed in a scale of 1 – 10, where 1 denotes “very bad” and 10 denotes “very good”, the average score obtained from the general public was 6.33, indicating that the public’s view on EOC’s performance tended to be positive.

(Ref.: Chart 12)

Chart 12: Evaluation on the overall performance of EOC



#### Sub-group analysis

Of all general public, 65% gave favourable scores of 6 – 10 and 29% gave lower scores of 1 – 5. It was observed that relatively higher proportions of those who aged 15 – 19 (74%), 20 – 29 (70%), those who were working (66%), those who were working as clerk / service worker & shop sales worker (69%), skilled & manual worker (67%), those who were single (70%) and those who resided in HK for less than 10 years (67%) gave favourable scores. In addition, the higher the educational level, the higher were the proportions who gave favourable scores (ranged from 57% for primary or below to 68% for tertiary or above).

Moreover, the corresponding percentage was higher among those who were aware of EOC’s educational, promotional or publicity activities (67%) than those who were not aware (53%).

On the other hand, slightly higher proportions of those who aged 30 – 39 (32%), those who were working as manager / administrator / professional / associate professional (33%), those who were separated / divorced / widowed (32%) and those who were born in HK (31%) gave lower scores of 1 – 5.

*(Ref.: Tables A33a – c in Appendix A)*

It was observed that those who aged 20 – 29, who have higher level of anti-discrimination attitude, better knowledge of the existence of legislations and were more likely to consider the public's concerns on EO adequate in many aspects (as mentioned in sections 3.1.1, 3.1.2 and 3.1.3), tended to give higher rating on the overall performance of EOC.

Moreover, those who resided in HK for less than 10 years, who were more likely to consider the public's concerns on EO adequate in many aspects (as mentioned in section 3.1.3), tended to give favourable scores.

Conversely, those sub-groups who gave lower scores were more likely to consider public's concerns on EO inadequate in many aspects.

### 3.3 OPINION ON FORTHCOMING EQUAL OPPORTUNITIES ISSUES

#### 3.3.1 Opinions towards the Existing Situation of the Aspects which were Not Within EOC's Ambit

Respondents were also asked about their opinions towards the existing situation on the aspects which were not within EOC's ambit.

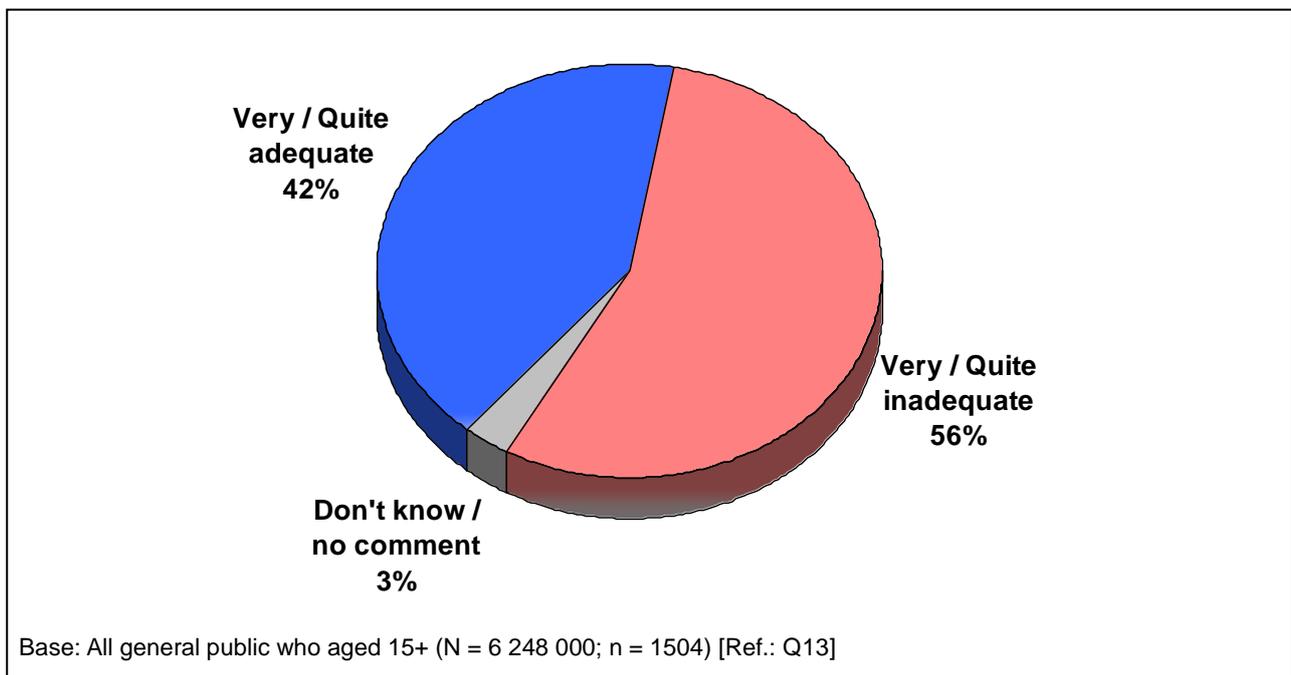
##### 3.3.1.1 Perceived adequacy of the existing facilities and services provided for people with disabilities

#### **Overall analysis**

The survey revealed that more than half of the general public (56%) considered the existing facilities and services provided for people with disabilities very / quite inadequate, whilst fewer (42%) considered very / quite adequate.

(Ref.: Chart 13)

**Chart 13: Perceived adequacy of the existing facilities and services provided for people with disabilities**



### Sub-group analysis

When analyzed by demographic characteristics, it was observed that relatively higher proportions of the females (58%), those who aged 15 – 19 (61%) and 30 – 39 (61%) considered inadequate. Moreover, the higher the educational level, the higher were the proportions who considered so (ranged from 48% for primary or below to 63% for tertiary or above).

(Ref.: Table A34 in Appendix A)

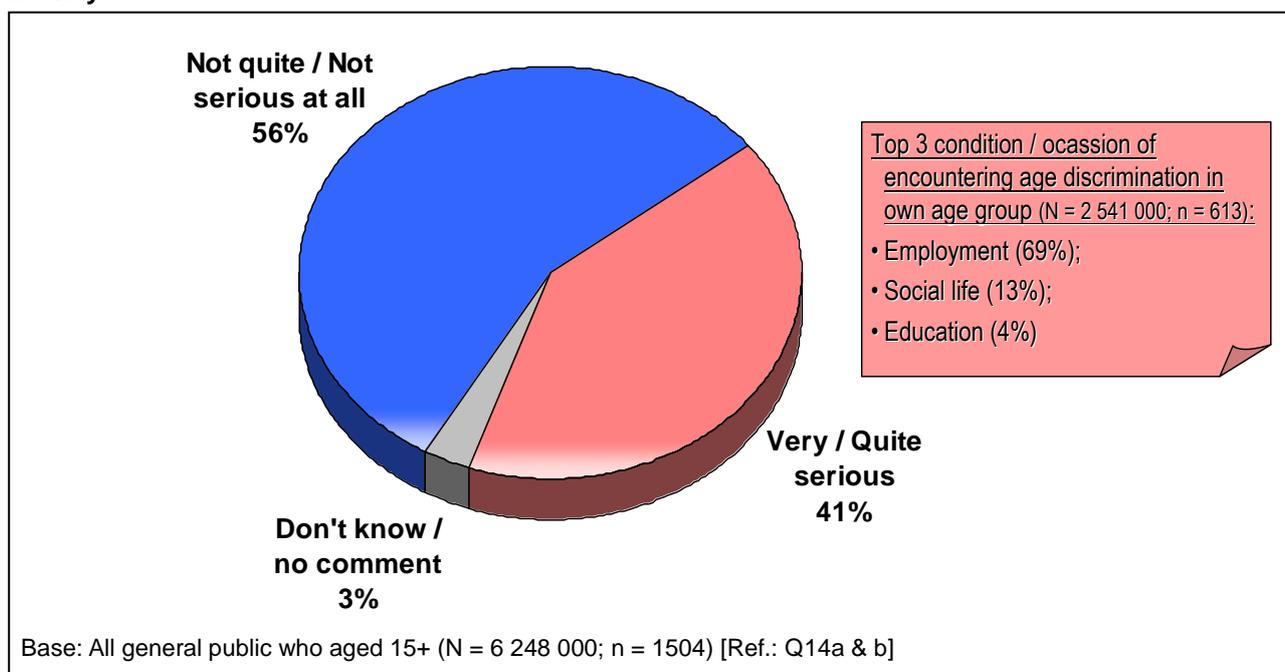
#### 3.3.1.2 Perceived seriousness of the existing situation of age discrimination in the Hong Kong society

### Overall analysis

Concerning the existing situation of age discrimination in the Hong Kong society, more than half of the general public (56%) considered not quite / not serious at all. Among the 41% who considered the situation very / quite serious, most of them claimed that the condition / occasion of encountering age discrimination in own age group was “employment” (69%).

(Ref.: Chart 14)

Chart 14: Perceived seriousness of the existing situation of age discrimination in the Hong Kong society



### Sub-group analysis

When analyzed by demographic characteristics, it was observed that relatively higher proportions of the females (42%), those who aged 40 – 49 (46%) and 50 – 59 (50%) considered the situation serious.

(Ref.: Table A35 in Appendix A)

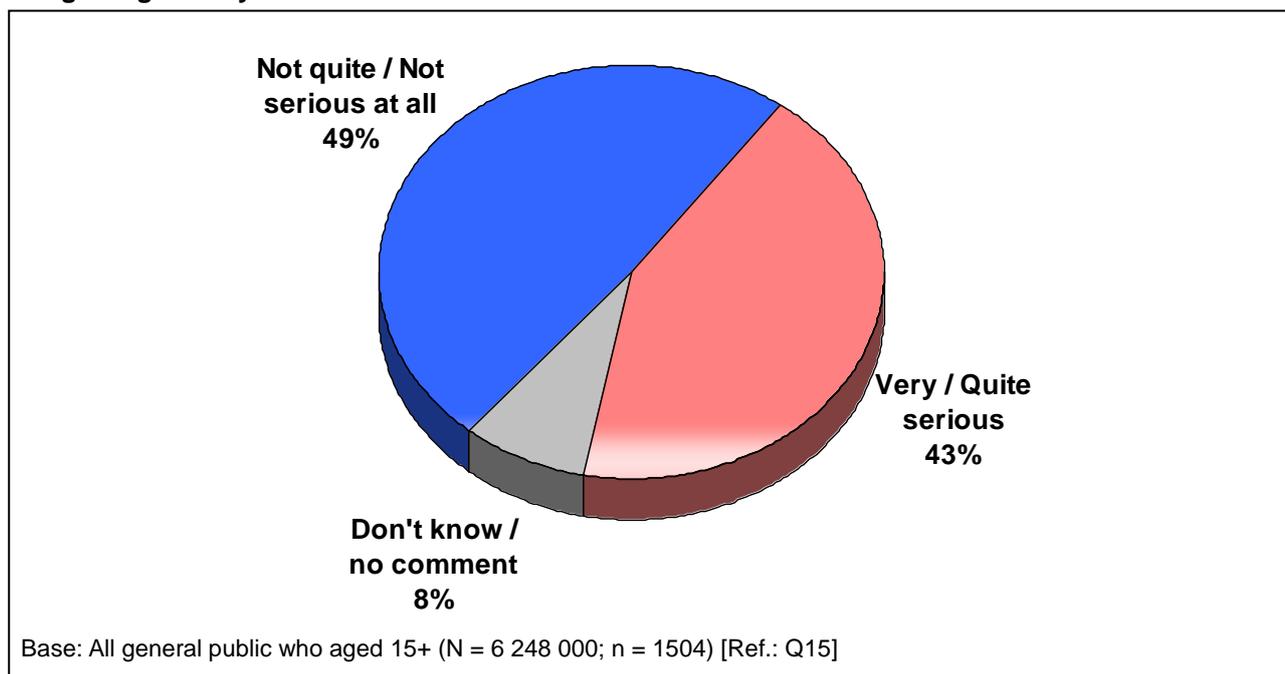
### 3.3.1.3 Perceived seriousness of the existing situation of sexual orientation discrimination in the Hong Kong society

#### **Overall analysis**

For the existing situation of sexual orientation discrimination in the Hong Kong society, nearly half of the general public (49%) considered not quite / not serious at all, whilst fewer (43%) considered the opposite.

(Ref.: Chart 15)

**Chart 15: Perceived seriousness of the existing situation of sexual orientation discrimination in the Hong Kong society**



### Sub-group analysis

When analyzed by demographic characteristics, while there was no significant difference between the two sexes, it was observed that relatively higher proportions of those who aged 15 – 19 (61%), 20 – 29 (51%) and 30 – 39 (50%) considered the situation serious. Moreover, the higher the educational level, the higher were the proportions who considered so (ranged from 25% for primary or below to 47% for tertiary or above).

(Ref.: Table A36 in Appendix A)

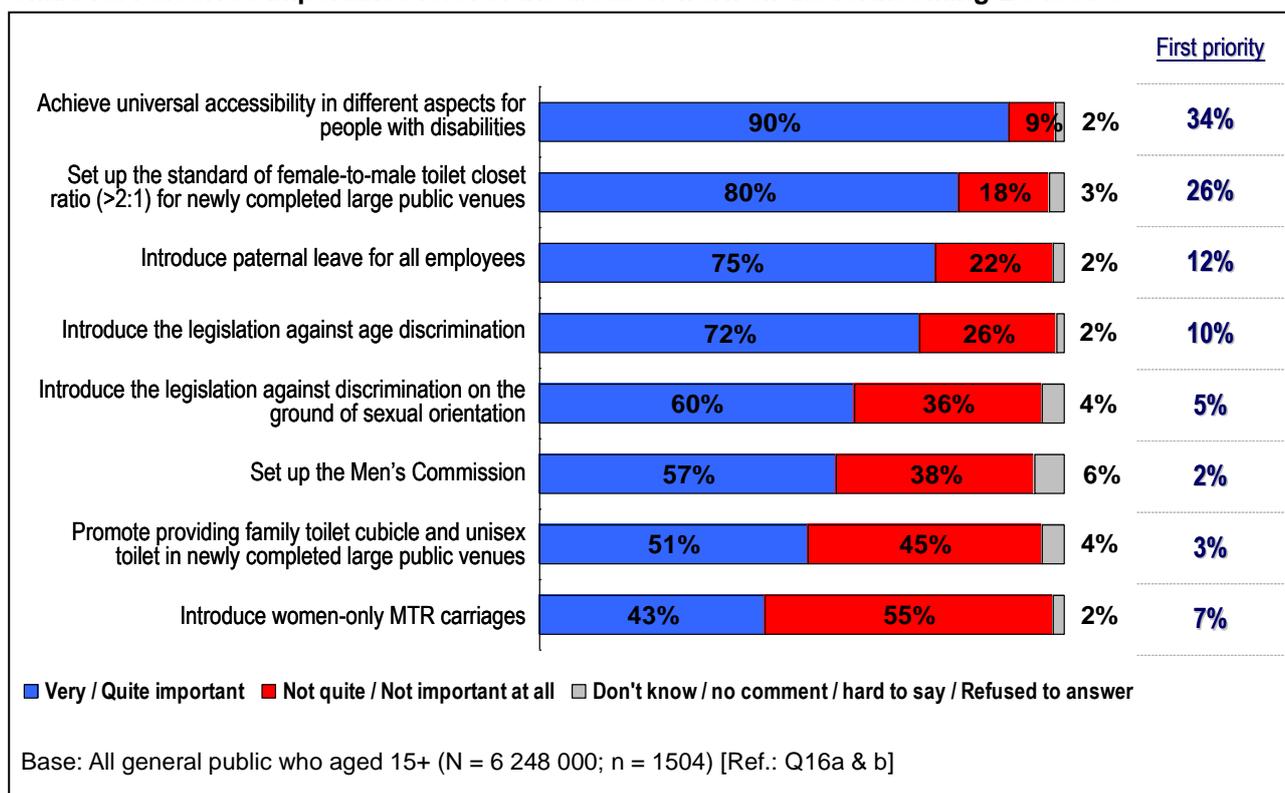
### 3.3.2 Perceived Importance Level of the Areas of Work on the Forthcoming Equal Opportunities Issues

#### Overall analysis

Regarding the forthcoming EO issues, the top area of work that the general public considered very / quite important (90%) and ranked to be the first priority (34%) amongst all issues was “achieving universal accessibility in different aspects for people with disabilities”. It was followed by “setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues” and “introducing paternal leave for all employees” (80% and 75% considered very / quite important respectively).

(Ref.: Chart 16)

Chart 16: Perceived importance level of the areas of work on the forthcoming EO issues



Among those who considered “setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues” very / quite important (N = 4 984 700; n = 1 195), relatively more thought that the reasonable female-to-male toilet closet ratio was “3:1” (43%) and “2:1” (41%). A few said “4:1” (8%), “5:1” (2%) and “5:2” (1%) respectively.

### ***Sub-group analysis***

#### Achieving universal accessibility in different aspects for people with disabilities

Of all general public, 90% considered this area of work very / quite important. It was observed that slightly higher proportions of those who aged 15 – 19 (96%), those with educational level of secondary / matriculation (90%) and tertiary or above (90%) considered so, as compared with their counterparts.

#### Setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues

Of all general public, 80% considered this area of work very / quite important. It was observed that relatively higher proportions of the females (88%) and those who aged 50 – 59 (85%) considered so, as compared with their counterparts.

#### Introducing paternal leave for all employees

Of all general public, 75% considered this area of work very / quite important. While there was no significant difference between the two sexes, it was observed that relatively higher proportions of those who aged 20 – 29 (81%) and 30 – 39 (84%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered important (ranged from 61% for primary or below to 83% for tertiary or above).

#### Introducing the legislation against age discrimination

Of all general public, 72% considered this area of work very / quite important. While there was no significant difference between different age groups, it was observed that slightly higher proportions of those with educational level of secondary / matriculation (74%) and tertiary or above (74%) considered so, as compared with their counterparts.

#### Introducing the legislation against discrimination on the ground of sexual orientation

Of all general public, 60% considered this area of work very / quite important. It was observed that relatively higher proportions of the males (63%), those who aged 15 – 19 (78%) and 20 – 29 (75%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered important (ranged from 42% for primary or below to 68% for tertiary or above).

Setting up the Men's Commission

Of all general public, 57% considered this area of work very / quite important. While there was no significant difference between the two sexes, it was observed that relatively higher proportions of those who aged 15 – 19 (63%), 20 – 29 (61%) and 30 – 39 (63%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered important (ranged from 48% for primary or below to 59% for tertiary or above).

Promoting to provide family toilet cubicle and unisex toilet in newly completed large public venues

Of all general public, 51% considered this area of work very / quite important. It was observed that relatively higher proportions of the females (55%), those who aged 20 – 29 (55%) and 30 – 39 (58%) considered so, as compared with their counterparts.

Introducing women-only MTR carriages

Of all general public, 43% considered this area of work very / quite important. It was observed that relatively higher proportions of the females (48%), those who aged 20 – 29 (47%), 30 – 39 (51%), those with educational level of secondary / matriculation (44%) and tertiary or above (44%) considered so, as compared with their counterparts.

*(Ref.: Tables A37 – A44 in Appendix A)*

In summary, some salient differences between sub-groups were observed:

- those who aged 20 – 29 and those with educational level of tertiary or above, who have higher level of anti-discrimination attitude and better knowledge of the existence of legislations (as mentioned in sections 3.1.1 and 3.1.2), tended to consider many areas of work important;
- females tended to attach importance to those areas of work which were more related to them, including: female-to-male toilet closet ratio, family toilet cubicle & unisex toilet, and women-only MTR carriages.

(Ref.: Table 8)

**Table 8: Perceived importance level of the areas of work on the forthcoming EO issues – summary table of sub-group analysis**

Areas of Work	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Universal accessibility			+							+	+
Female-to-male toilet closet ratio	-	+	-				+				
Paternal leave				+	+		-	-	-		+
Legislation for age discrimination									-	+	+
Legislation for sexual orientation discrimination	+		+	+		-		-	-		+
Men's Commission			+	+	+						+
Family toilet cubicle & unisex toilet	-	+		+	+	-					
Women-only MTR carriages	-	+	-	+	+		-	-		+	+

“+” indicates the group with higher proportion of perceiving the area of work very / quite important.

“-” indicates the group with higher proportion of perceiving the area of work not quite / not important at all.

### **3.3.3 Other Comments or Recommendations on the Work of the EOC or on the Equal Opportunities Issues**

Respondents were finally asked for comments or recommendations on the work of the EOC or on the EO issues. The majority of respondents (87%) claimed that they had no other comments or recommendations, while only a few gave suggestions, such as:

- “more promotion on equal opportunities” (6%);
- “more promotion on the responsibilities of EOC” (1%);
- “more TV shows to review the cases relating to discrimination” (1%);
- “to encourage corporations providing more facilities to achieve universal accessibility” (1%); and
- “to introduce more legislation against discrimination” (1%).

### **3.4 OBSERVATIONS IN THE GENERAL PUBLIC SURVEY**

Overall speaking, the general public demonstrated positive attitude towards EO. The overall index of anti-discrimination attitude was 63 (in a scale of 0 – 100, where 0 denotes the lowest tendency and 100 denotes the highest).

The general public showed better knowledge on the existing legislations for race, disability and sex discrimination (62% - 71%), while relatively few could correctly indicate that anti-discrimination ordinance on the ground of family status was enacted, and sexual orientation and age have not been legislated (30% - 51%).

When people were asked whether adequate public’s concerns had been found with respect to persons of different background in receiving EO, their perceived levels of adequacy were not high (27% - 55%). Males, those who aged 20 – 29 and those with shorter length of residence in Hong Kong tended to consider that there was adequate public’s concerns about the disadvantaged groups, whilst those who were born in HK considered the opposite.

It was found that 6% of the general public experienced incidents of discrimination, harassment or vilification in the past year. Yet, the majority (84%) of the victims did not take any action against such act.

When people were asked if they were aware of any organization in Hong Kong that was involved in promoting EO and eliminating discrimination, 52% of the general public could

name EOC spontaneously and it came up to 95% upon prompting, which was as high as that in the 2007 survey. Besides, the majority of general public (84%) were aware of one or more EOC's educational, promotional or publicity activities in the past 12 months before enumeration.

Most of the general public agreed that EOC has enhanced public understanding of EO and discrimination (72%) and carried out promotion and education work appropriately (65%), while relatively fewer recognized its work in handling enquiries and complaints fairly and efficiently (55%; a considerable proportion of respondents (30%) did not give opinion). The average mean score for the 3 aspects was 6.52 (in a scale of 1 – 10) (6.91 in the 2007 survey).

Public's view on the overall performance of EOC tended to be positive. In a scale of 1-10, 65% gave favourable scores of 6 – 10 and 29% gave lower scores of 1 – 5 (mean score was 6.33).

It was observed that those who were aware of EOC's educational, promotional or publicity activities tended to have better knowledge on the existence of legislations, recognize the work of EOC and give higher rating on the overall performance of EOC. Furthermore, those who have higher level of anti-discrimination attitude and those who considered adequate public's concerns about the disadvantaged groups also tended to give favourable scores to EOC. Conversely, those who gave lower scores were more likely to consider inadequate public's concerns about the disadvantaged groups.

To deliver EO messages to the general public, apart from TV, radio and newspapers / magazines, advertisements in public transport, outdoor banners and internet were perceived effective for people with lower level of anti-discrimination attitude.

For the forthcoming EO issues, while 56% of the general public considered the existing facilities and services provided for people with disabilities inadequate, slightly lower proportion considered the existing situation of age (41%) and sexual orientation (43%) discrimination in the Hong Kong society serious. For the forthcoming areas of work, the general public attached importance to the work on "achieving universal accessibility in different aspects for people with disabilities", "setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues" and "introducing paternal leave for all employees".

## 4 Survey Findings – Users

### 4.1 ATTITUDE AND KNOWLEDGE TOWARDS EQUAL OPPORTUNITIES

#### 4.1.1 Overall Extent of Anti-discrimination Attitude on the Grounds of EOC’s Ambit

To estimate the overall extent of anti-discrimination attitude of EOC’s service recipients, similar to the general public, respondents were asked the same set of statements:

Sex	(S) As child care work is suitable for female, I agree that kindergarten should not employ male teachers
	(SH) If a male staff shows a pornographic poster at his own desk, even though he knows he has female colleagues, this is sexual harassment
	(S) A female clinic doctor refuses male patients for her own reason. I think it is not a problem
	(S) It is not a problem for a swimming pool to employ male lifeguard only
Pregnancy	(P) If a student is pregnant before marriage, expulsion from school should be resulted
Marital status	(M) A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers.
Family status	(F) If a restaurant worries that customers may be disturbed by baby’s crying, it has the right to refuse serving customers with baby
Disability	(D) If property owner worried that wheelchair will damage the floor tile, he/she has the right to state on the advertisement that he/she refuse tenants using wheelchair
	(D) I don’t want to live near a half-way house for discharged mental patients
	(DH) It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law
Race	(R) I cannot accept sitting next to Indians / Pakistanis in public transport
	(RH) If calling a dark skin people as “black ghost”, that makes him/her feels embarrassing, he/she can sue to the court and ask for compensation

S – Sex P – Pregnancy M – Marital status D – Disability F – Family status R – Race  
 SH – Sexual Harassment DH – Disability Harassment RH – Racial Harassment

The survey revealed that users demonstrated positive attitude in most of the statements. The top 3 statements that the users showed positive attitude were:

- 92% disagreed “I cannot accept sitting next to Indians / Pakistanis in public transport” (*race discrimination*);
- 88% disagreed “A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers” (*marital status discrimination*); and
- 87% disagreed “As child care work is suitable for female, I agree that kindergarten should not employ male teachers” (*sex discrimination*).

The corresponding proportions among the general public were 90%, 82% and 67% respectively.

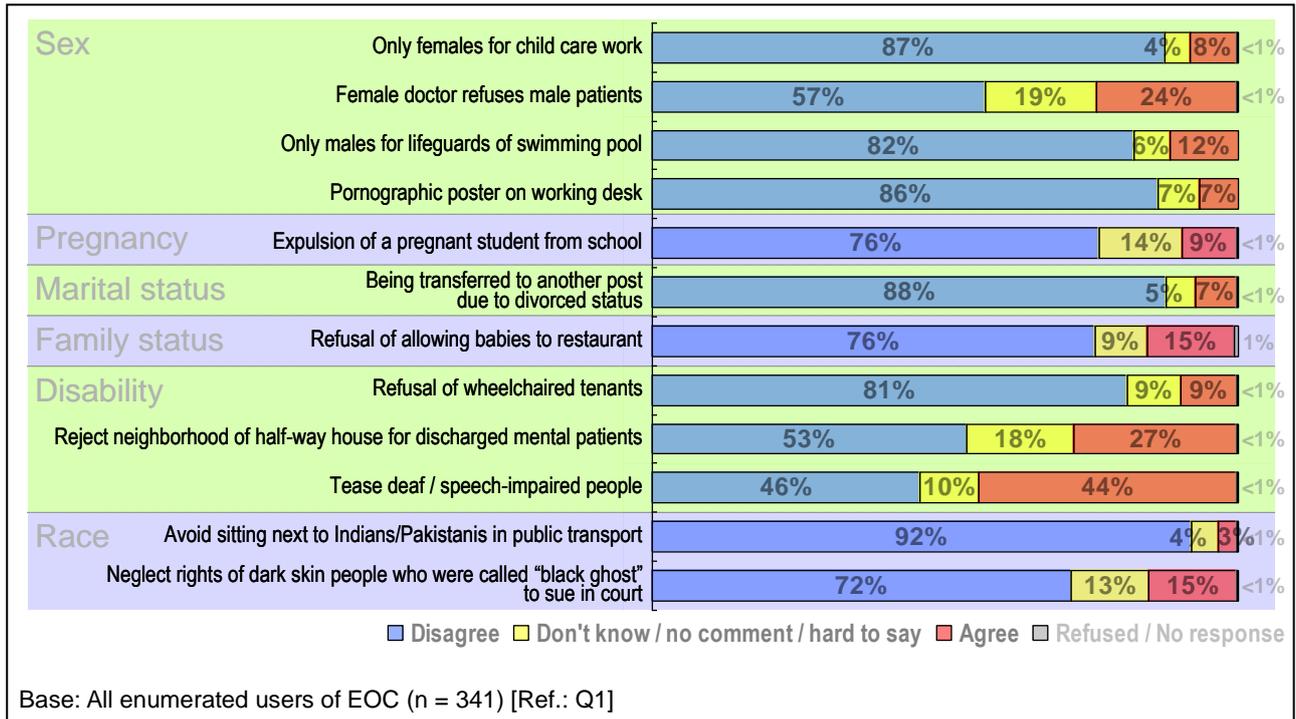
On the other hand, the bottom 3 statements were:

- 46% disagreed “It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law” (*disability harassment*);
- 53% disagreed “I don’t want to live near a half-way house for discharged mental patients” (*disability discrimination*); and
- 57% disagreed “A female clinic doctor refuses male patients for her own reason. I think it is not a problem” (*sex discrimination*).

The corresponding proportions among the general public were 40%, 62% and 65% respectively.

(Ref.: Chart 17)

Chart 17: Overall extent of anti-discrimination attitude on the grounds of EOC's ambit

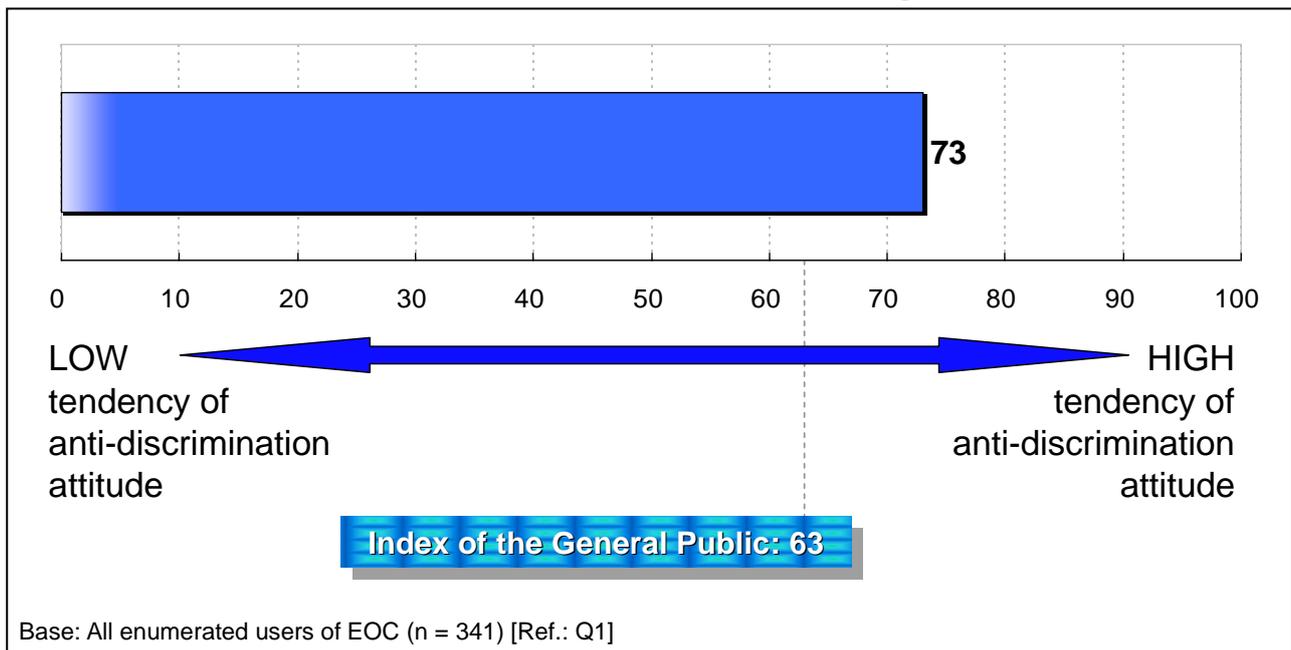


**Index**

Similar to the analysis in the survey of the general public, an overall index was computed based on the results of the 12 statements, and presented in a scale of 0 – 100, where 0 denotes low tendency of anti-discrimination attitude and 100 denotes high tendency. The index of EOC’s users was 73, which was higher than that of the general public (63), and illustrating a direction towards high tendency of anti-discrimination attitude.

(Ref.: Chart 18)

**Chart 18: Index of Overall extent of anti-discrimination attitude on the grounds of EOC’s ambit**



Respondents of the user survey were also segmented into 3 groups according to their indices of overall extent of anti-discrimination attitude:

- High tendency (score 65 – 100);
- Neutral (score 35 – 64); and
- Low tendency (score 0 – 34).

Of all users, 77% fell under the high tendency group, 24% were neutral, and none of them fell under the low tendency group.

When analyzed by their working status, it was observed that those who were working (81%) were more likely to fall under the high tendency group, as compared to those who were not working (71%).

Analyzed by age, relatively higher proportion of those who age 20 – 29 (87%) fell under the high tendency group, as compared to other age groups (73% - 80%). The corresponding high tendency proportions in different age groups were much higher than those of the general public (28% - 51%). Quite consistently, the highest proportion was found in the age group 20 – 29 (87% in the user survey and 51% in the general public survey).

(Ref.: Table 9a & b)

**Table 9a: Index of Overall extent of anti-discrimination attitude on the grounds of EOC’s ambit – analyzed by working status\*\***

	Working (%)	Non-working (%)
High tendency (score 65 – 100)	81	71
Neutral (score 35 – 64)	19	29
Low tendency (score 0 – 34)	-	-
Mean score	75	71
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q1]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table 9b: Index of Overall extent of anti-discrimination attitude on the grounds of EOC’s ambit – analyzed by age**

	Age				
	15 – 19 (%)	20 – 29 (%)	30 – 39 (%)	40 – 49 (%)	50+ (%)
High tendency (score 65 – 100)	73	87	80	76	79
Neutral (score 35 – 64)	28	13	20	24	21
Low tendency (score 0 – 34)	-	-	-	-	-
Mean score	71	76	74	75	72
Base (n):	153	45	64	54	19*

Base: All enumerated users of EOC (n = 341) [Ref.: Q1]

Note: All “refused” and “no response” cases were not shown.

\* Caution: small base

#### 4.1.2 Knowledge / Understanding of Equal Opportunities on the Grounds of EOC's Ambit

In the user survey, 12 items were tested among users to find out their knowledge / understanding of EO:

Sexual harassment?	A man keep staring at a woman in MTR, even though the woman voiced out for feeling uncomfortable and asked him to stop (Yes)
	A male security guard studiously used the toilet without closing the door when a female security guard made patrol to washrooms (Yes)
	A female colleague teases the body shape of another female colleague (Yes)
The definition of Disability?	Dysgraphia (Yes)
	Broken the leg, and need to use wheelchair for a month (No)
	Cancer (Yes)
	Hepatitis B (Yes)
The definition of Family Status?	A mother, single parent, looks after her 3 years old son (Yes)
	A staff looks after his/her mother who has kidney disease (Yes)
	A foreign domestic helper handles housework (No)
Disability / Racial Vilification?	Show banners about serious contempt for AIDS patients in a public event (Yes)
	Taunted foreign domestic helpers with friends (No)

#### Overall analysis

The results showed that users had better understanding on disability vilification, sexual harassment and the definition of family status. The top 3 items that users answered correctly were:

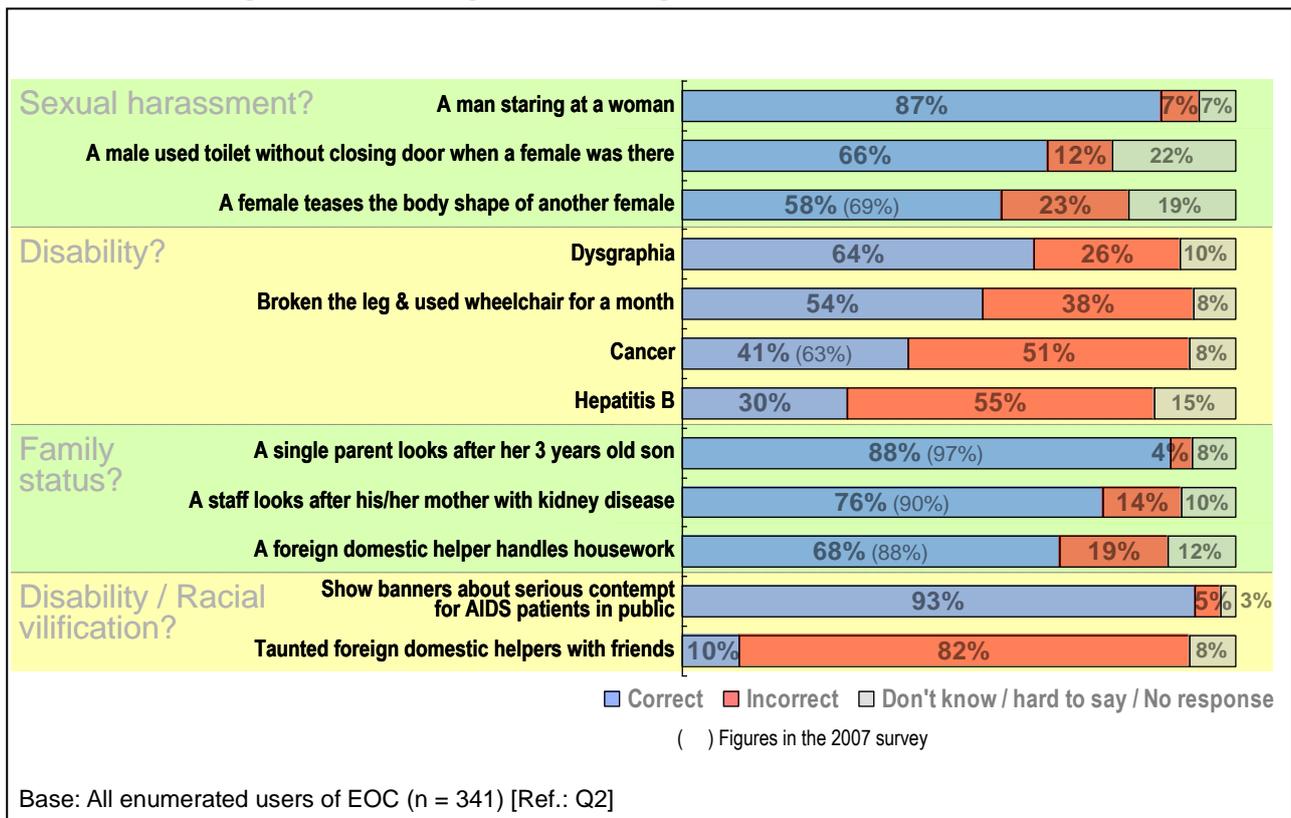
- 93% know that “show banners about serious contempt for AIDS patients in a public event” is *disability vilification*;
- 88% know that “a mother, single parent, looks after her 3 years old son” is within *the definition of family status* (corresponding figure in 2007 was 97%); and
- 87% know that “a man keep staring at a woman in MTR, even though the woman voiced out for feeling uncomfortable and asked him to stop” could be a case of *sexual harassment*.

On the other hand, the bottom 3 items were:

- 10% correctly indicated that “taunted foreign domestic helpers with friends” is not *racial vilification*;
- 30% know that “Hepatitis B” is within *the definition of disability*; and
- 41% know that “cancer” is within *the definition of disability* (corresponding figure in 2007 was 63%).

(Ref.: Chart 19)

Chart 19: Knowledge / understanding of EO on the grounds of EOC’s ambit



### **Sub-group analysis**

For the following items, it was found that relatively higher proportions of the working group than the non-working group gave correct answers:

- “A man keep staring at a woman in MTR, even though the woman voiced out for feeling uncomfortable and asked him to stop” is Sexual Harassment (88% vs. 86%)
- “A male security guard studiously used the toilet without closing the door when a female security guard made patrol to washrooms” is Sexual Harassment (70% vs. 61%)
- “A female colleague teases the body shape of another female colleague” is Sexual Harassment (71% vs. 43%)
- “Dysgraphia” is a definition of Disability of the Discrimination Ordinance (70% vs. 57%)
- “Cancer” is a definition of Disability of the Discrimination Ordinance (65% vs. 12%)
- “Hepatitis B” is a definition of Disability of the Discrimination Ordinance (48% vs. 9%)
- “A mother, single parent, looks after her 3 years old son” is the definition of Family Status (94% vs. 83%)
- “A staff looks after his/her mother who has kidney disease” is the definition of Family Status (88% vs. 62%)
- “A foreign domestic helper handles housework” is not the definition of Family Status (79% vs. 57%)
- “Taunted foreign domestic helpers with friends” is not Racial Vilification (14% vs. 7%)

For the item relating to “Broken the leg, and need to use wheelchair for a month” as the definition of disability, relatively higher proportion of the non-working group (67%) than the working group (43%) gave the correct answer.

For the item relating to “Showing banners about serious contempt for AIDS patients in a public event” as Disability Vilification, the proportions of correct answers among working (92%) and non-working (94%) groups were similar.

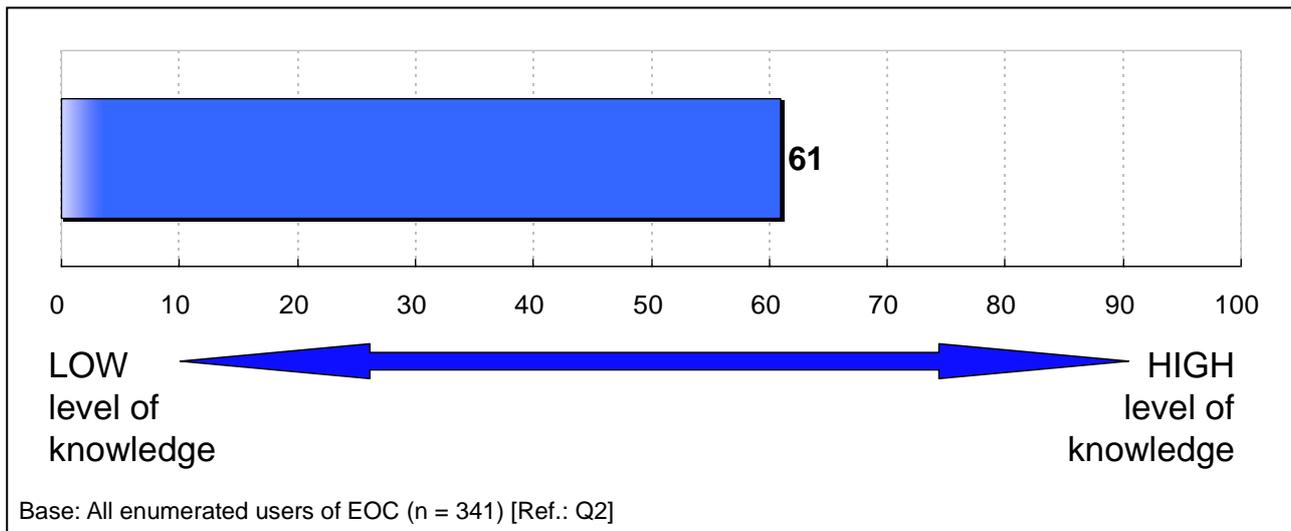
*(Ref.: Tables A45 – A56 in Appendix A)*

**Index**

Based on the results of the 12 items, an overall index was computed to estimate the knowledge level of EOC’s users on various Discrimination Ordinances, and presented in a scale of 0 – 100, where 0 denotes low level of knowledge and 100 denotes high level. The index was 61, illustrating the users were in general having good knowledge of the EO issues.

(Ref.: Chart 20)

**Chart 20: Index of knowledge / understanding of EO on the grounds of EOC’s ambit**



The users were segmented into 3 groups according to their indices of knowledge / understanding of EO:

- High level of knowledge (score 65 – 100);
- Medium level of knowledge (score 35 – 64); and
- Low level of knowledge (score 0 – 34).

Of all users, 49% fell under the high knowledge group, 42% in the medium group, and 9% fell under the low knowledge group.

When analyzed by their working status, again, those who were working (68%) were more likely to fall under the high knowledge group, as compared to those who were not working (27%).

(Ref.: Table A57 in Appendix A)

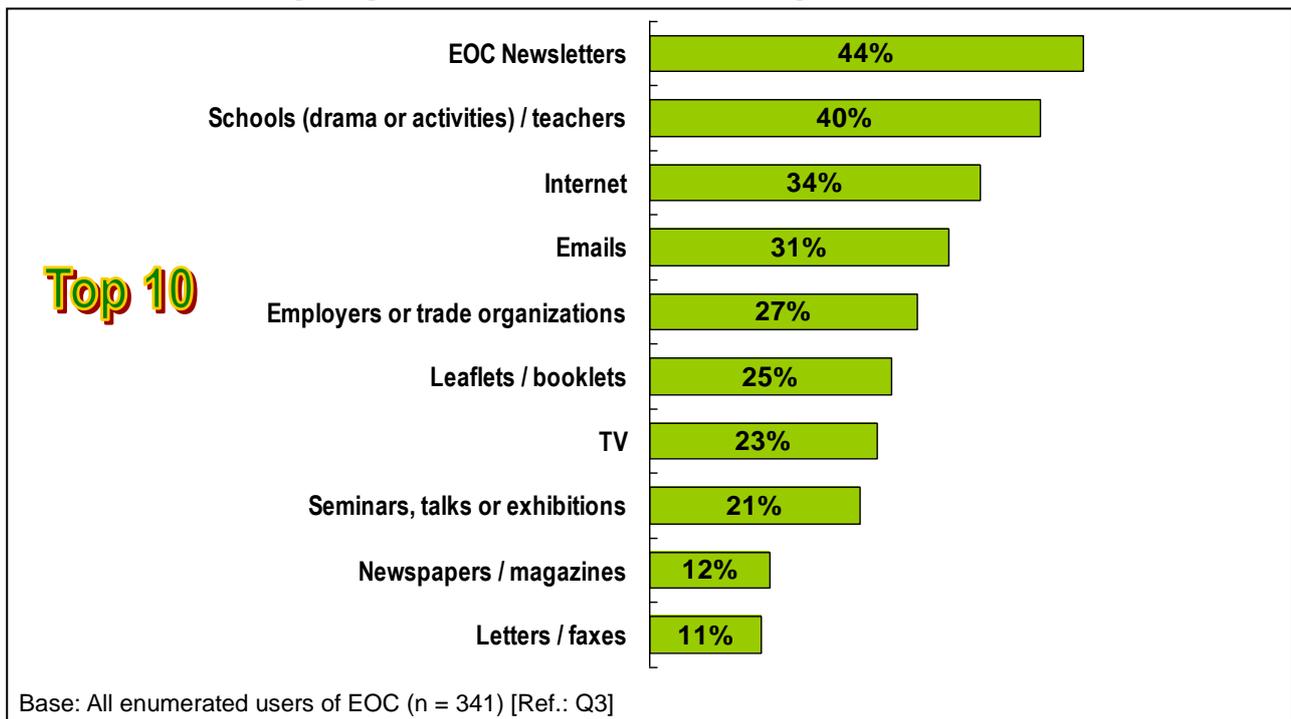
## 4.2 OPINION ON EOC'S TRAINING COURSES, SEMINARS OR ACTIVITIES

### 4.2.1 Channels of Getting the Information of EOC's Training Courses, Seminars or Activities

The major channels for users obtaining information of EOC's training courses, seminars or activities were not traditional mass media. The top 3 channels were: EOC Newsletters (44%), schools (drama or activities) / teachers (40%) and internet (34%).

(Ref.: Chart 21)

Chart 21: Channels of getting the information of EOC's training courses, seminars or activities

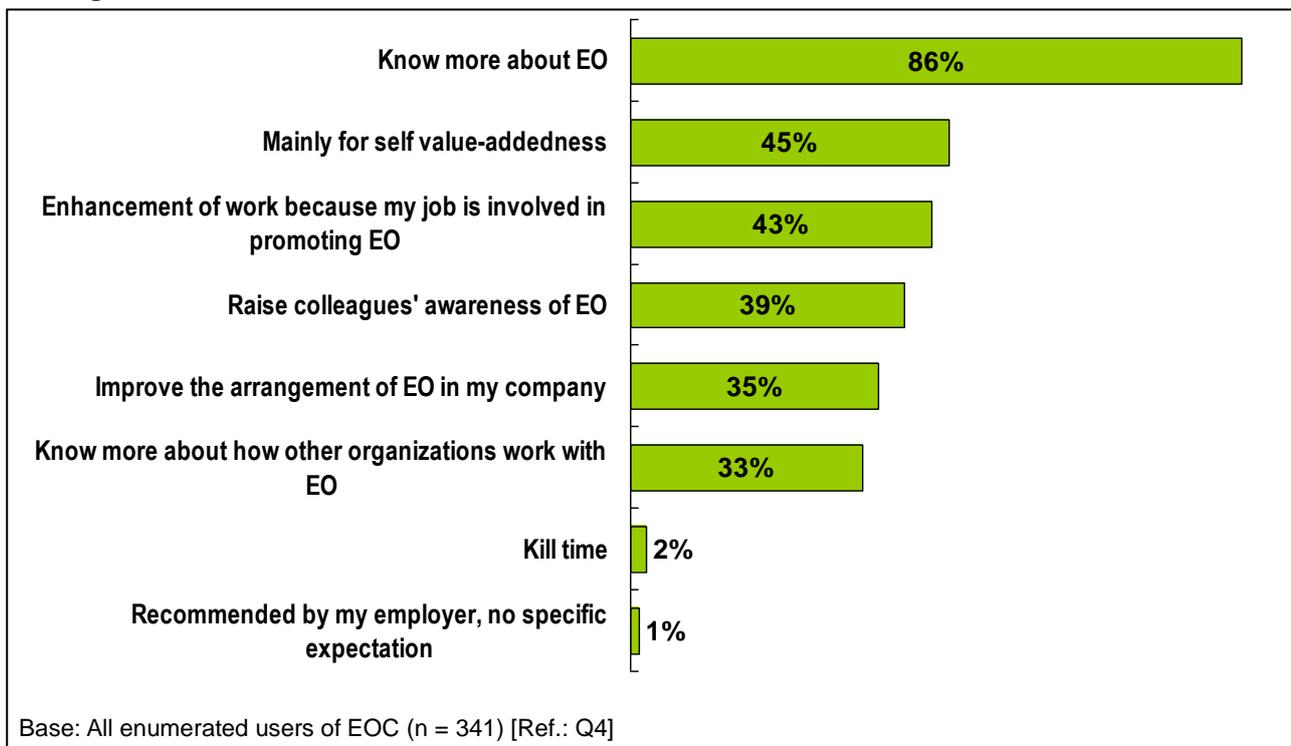


#### 4.2.2 Reasons of Attending / Achievements which were Expected to be Obtained from EOC’s Training Courses, Seminars or Activities

When asked about their reasons of attending / achievements which were expected to be obtained from EOC’s training courses, seminars or activities, 86% of the users said they wanted to know more about EO. Other common mentions included: “mainly for self value-addedness” (45%), “enhancement of work because my job is involved in promoting EO” (43%) and “raise colleagues’ awareness of EO” (39%).

(Ref.: Chart 22)

Chart 22: Reasons of attending / achievements which were expected to be obtained from EOC’s training courses, seminars or activities



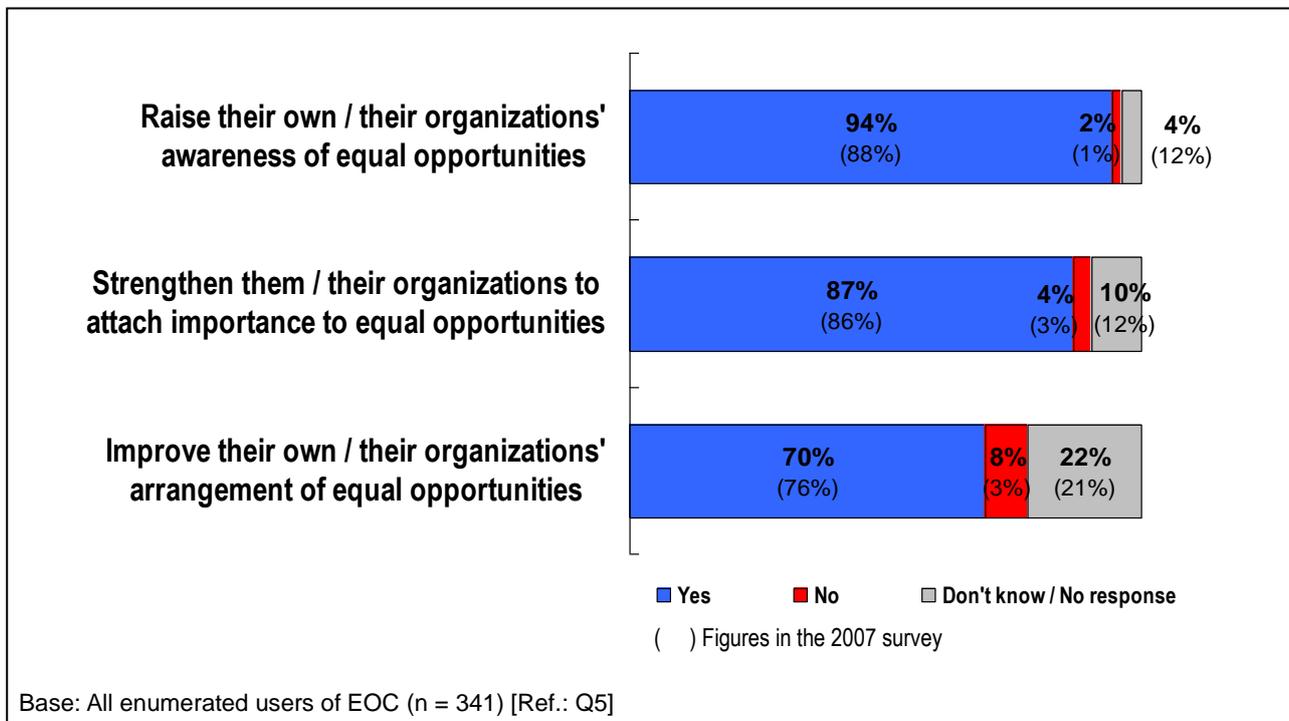
### 4.2.3 Whether Considered EOC’s Training Courses, Seminars or Activities Could Bring Benefits in Different Aspects

#### Overall analysis

In terms of the benefits brought from EOC’s training courses, seminars or activities, the majority of users considered that they could raise their own / their organizations’ awareness of EO (94%), strengthen them / their organizations to attach importance to EO (87%) and improve their own / their organizations’ arrangement of EO (70%). The corresponding figures in 2007 were 88%, 86% and 76% respectively.

(Ref.: Chart 23)

Chart 23: Whether considered EOC’s training courses, seminars or activities could bring benefits in different aspects



#### Sub-group analysis

For all of the 3 aspects, relatively higher proportions of the working group (80% - 97%) recognized the benefits brought from EOC’s training courses, seminars or activities, as compared to the non-working group (56% - 91%).

(Ref.: Tables A58 – A60 in Appendix A)

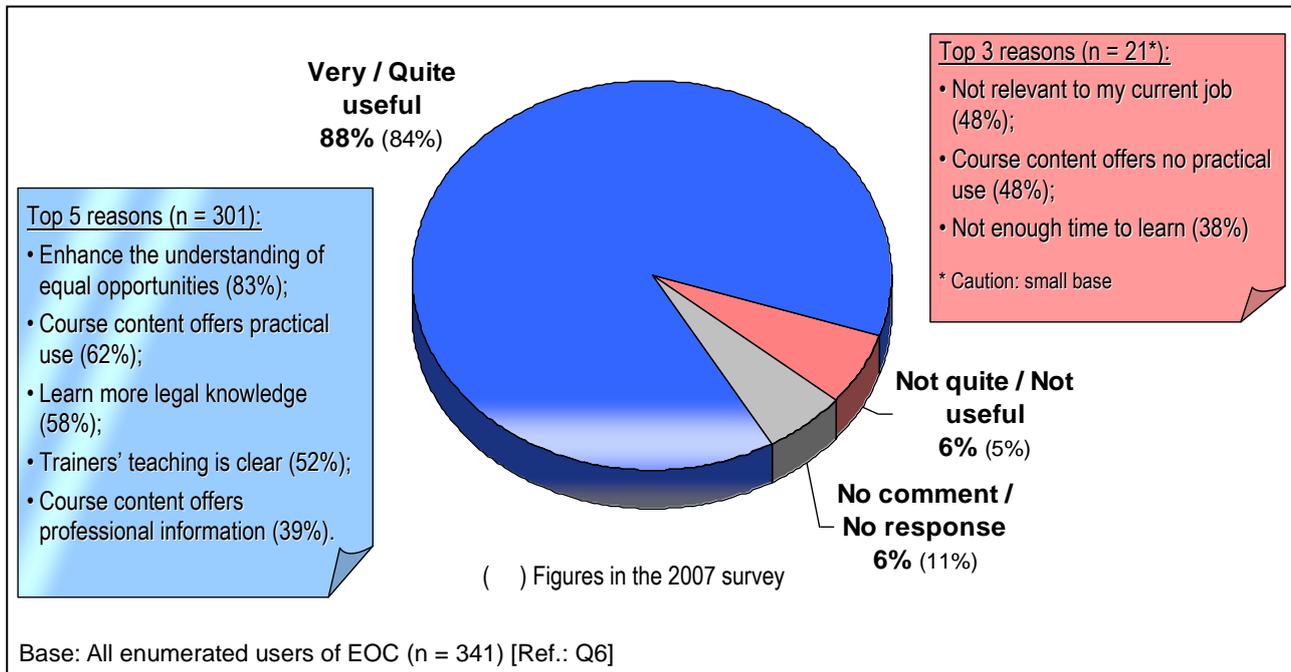
#### 4.2.4 Perceived Usefulness of EOC’s Training Courses, Seminars or Activities

##### Overall analysis

Nearly nine-tenths of the users (88%) considered that EOC’s training courses, seminars or activities were very / quite useful (corresponding figure in 2007 was 84%). Among them, the frequently quoted reasons were “enhance the understanding of EO” (83%), “course content offers practical use” (62%) and “learn more legal knowledge” (58%).

(Ref.: Chart 24)

Chart 24: Perceived usefulness of EOC’s training courses, seminars or activities



##### Sub-group analysis

The percentage of considering very / quite useful was relatively higher among the working (93%) than non-working (83%) group.

(Ref.: Table A61 in Appendix A)

### 4.3 PERCEPTION TOWARDS EOC AND ITS WORK

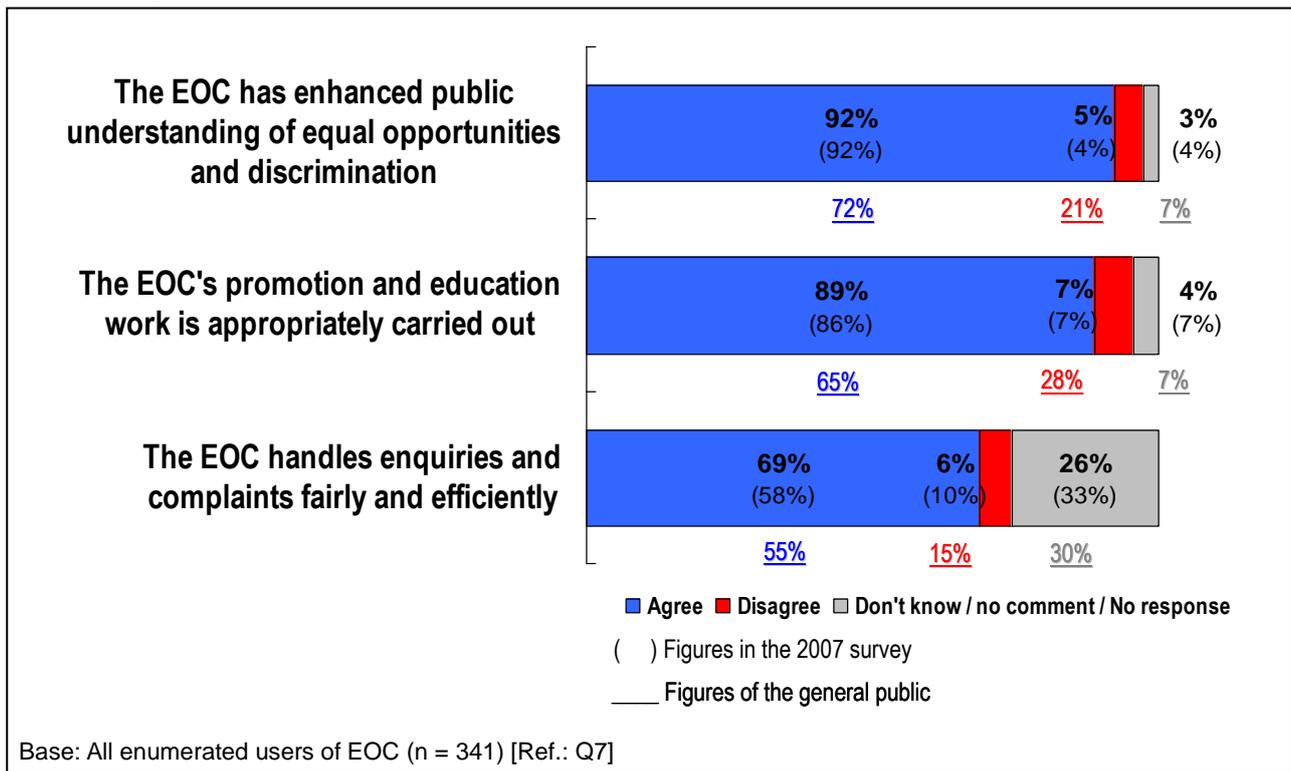
#### 4.3.1 Agreement on the Statements which Described the Work of EOC

##### Overall analysis

The same 3 statements which described the work of EOC which were asked in the survey of the general public were also asked among users. The results showed that most users agreed on EOC’s work relating to enhancing public understanding of EO (92%), promotion and education work (89%), and handling enquiries and complaints (69%). Their agreement levels were distantly higher than those of the general public (72%, 65% and 55% respectively). The corresponding figures in 2007 were 92%, 86% and 58% respectively.

(Ref.: Chart 25)

Chart 25: Agreement on the statements which described the work of EOC



**Sub-group analysis**

The agreement levels among the working and non-working groups were similar for the statements “The EOC has enhanced public understanding of equal opportunities and discrimination” (92% and 93% respectively) and “The EOC’s promotion and education work is appropriately carried out” (88% and 90% respectively). For the statement “The EOC handles enquiries and complaints fairly and efficiently”, relatively higher proportion of the non-working group (74%) agreed (vs. 64% for the working group).

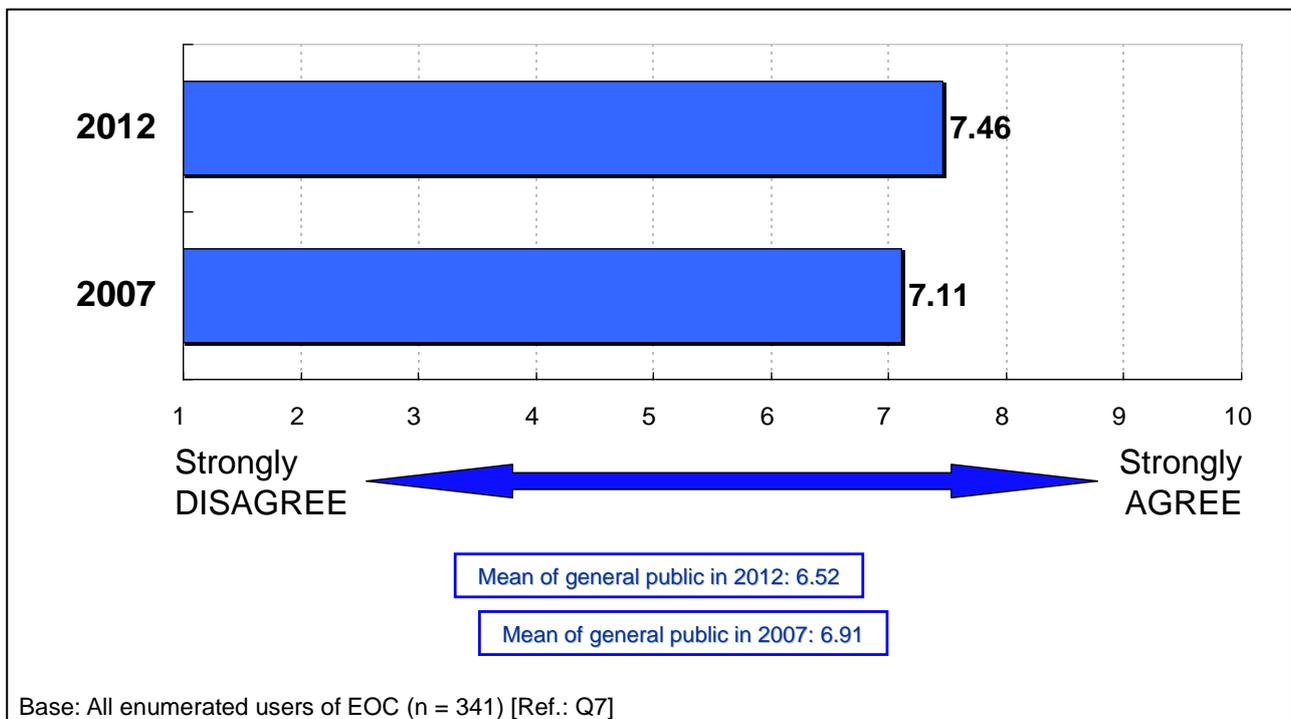
(Ref.: Tables A62 – A64 in Appendix A)

**Index**

Similar to the analysis in the survey of the general public, based on the results obtained from the 3 statements, an average mean score was computed to indicate the overall view of the users about EOC’s work, and presented in a scale of 1 – 10. The average mean score in both the 2012 and 2007 surveys were well above the mid-point value of 5.5, and increased slightly in 2012.

(Ref.: Chart 26)

**Chart 26: Average mean score of the agreement level on the 3 statements which described the work of EOC**



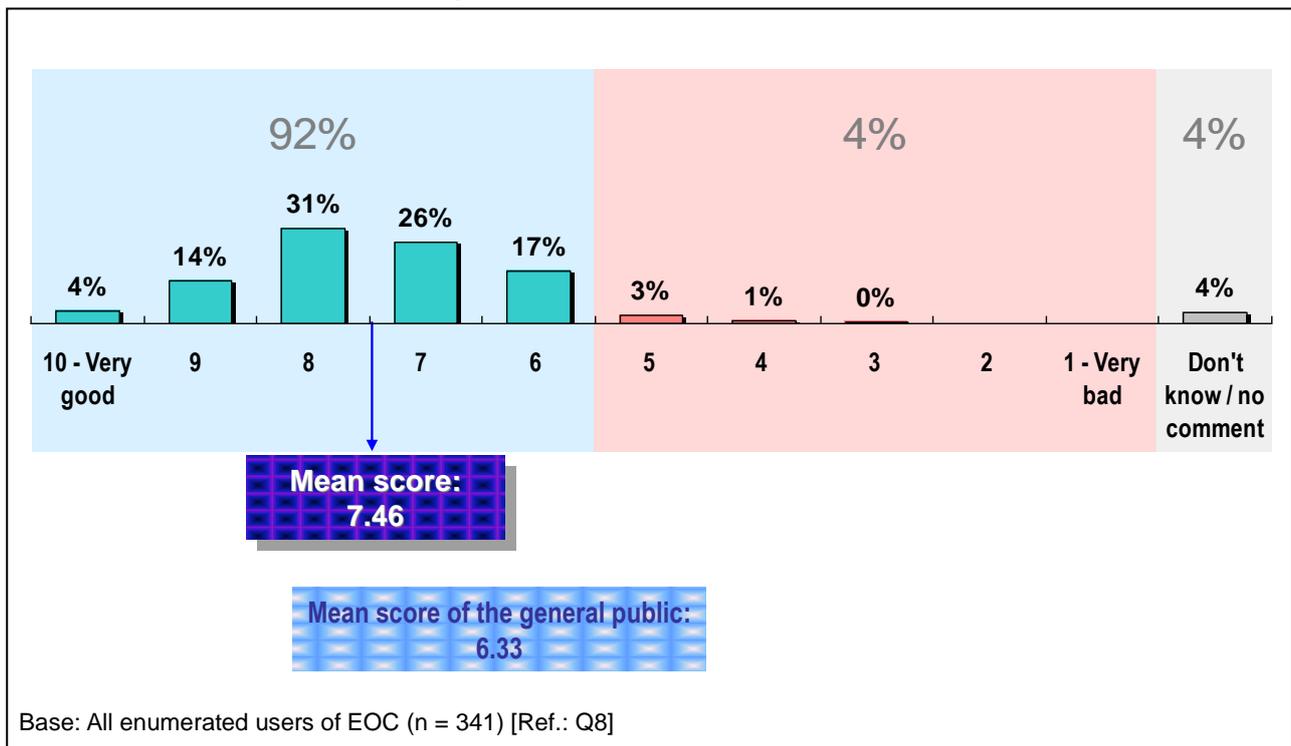
### 4.3.2 Evaluation on the Overall Performance of EOC

#### Overall analysis

Similar to the general public, users were asked to evaluate the overall performance of EOC, using a scale of 1 – 10. The average score obtained from the users was 7.46, which was higher than that of the general public (6.33). In fact, 92% of the users gave favourable scores of 6 – 10, as compared to 65% of the general public.

(Ref.: Chart 27)

Chart 27: Evaluation on the overall performance of EOC



#### Sub-group analysis

When analyzed by their working status, slightly higher proportion of the non-working group (94%) than the working group (90%) gave favourable scores of 6 – 10.

(Ref.: Table A65 in Appendix A)

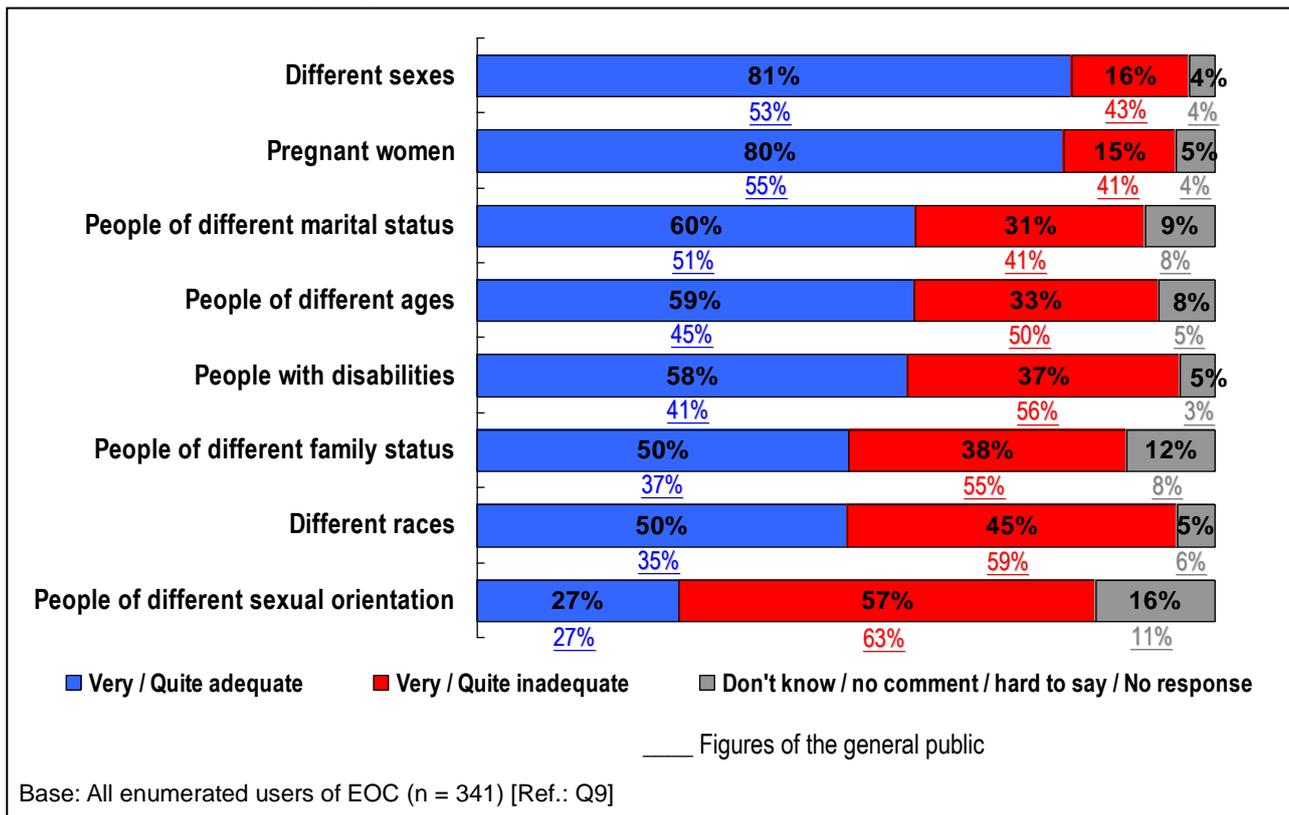
## 4.4 OTHER OPINIONS

### 4.4.1 Public’s concerns towards Persons of Different Background in Receiving Equal Opportunities – Perceived Level of Adequacy

When users were asked whether adequate public’s concerns had been found with respect to persons of different background in receiving EO, the perceived levels of adequacy are quite different from the findings of the general public, in most of the aspects, the proportions of considering “very / quite adequate” were higher than those of “very / quite inadequate”, except for the concern on people of different sexual orientation. In fact, the majority of users considered that public’s concerns on different sexes (81%) and pregnant women (80%) in receiving EO were very / quite adequate.

(Ref.: Chart 28)

**Chart 28: Public’s concerns towards persons of different background in receiving equal opportunities - perceived level of adequacy**



Among those who considered “very / quite inadequate” for different aspects, when asked to provide examples for reference, many of them claimed that there was no specified aspect. Some of them provided examples relating to public awareness / promotion and public education, job application and social life.

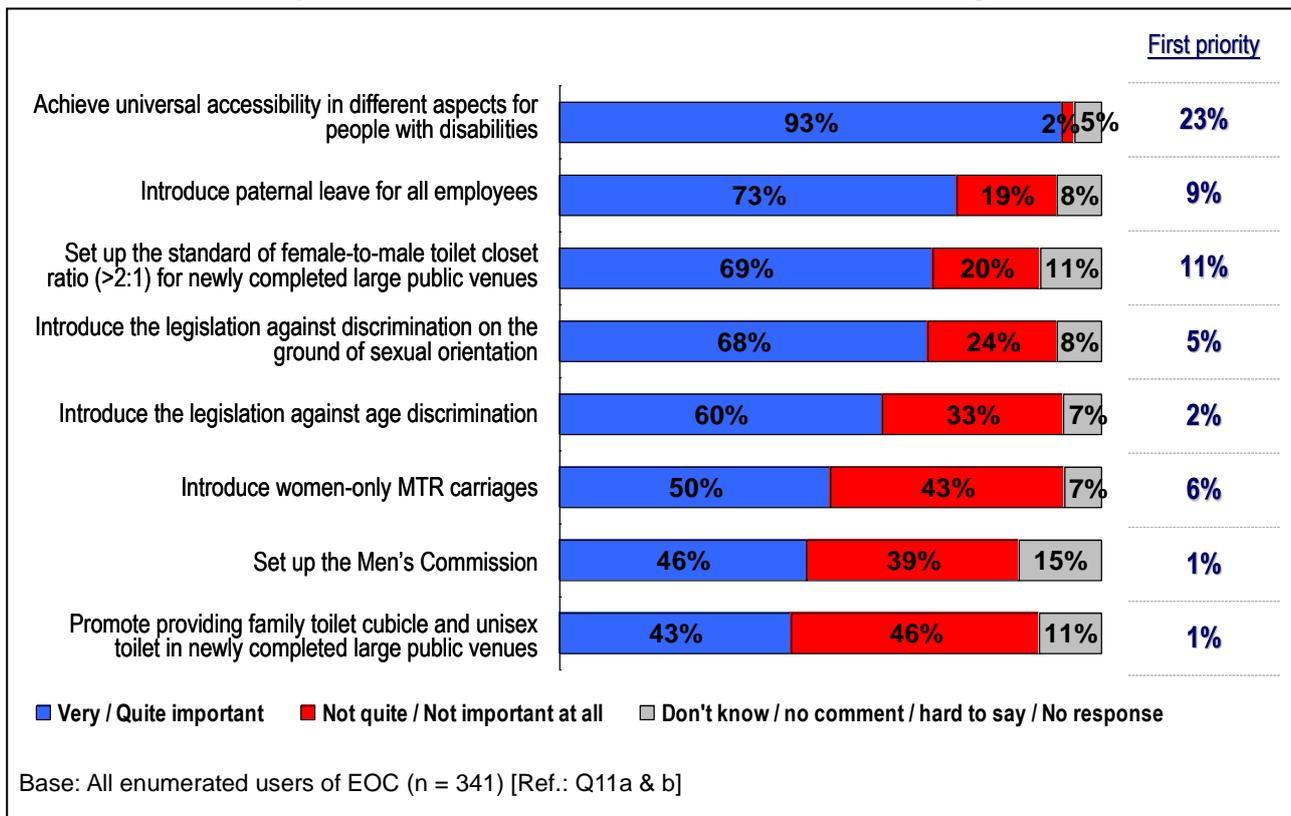
(Ref.: Table A66 in Appendix A)

#### 4.4.2 Perceived Importance Level of the Areas of Work on the Forthcoming Equal Opportunities Issues

Similar to the general public, concerning the forthcoming EO issues, the top 3 areas of work that the users considered very / quite important were: “achieving universal accessibility in different aspects for people with disabilities” (93%), “introducing paternal leave for all employees” (73%) and “setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues” (69%).

(Ref.: Chart 29)

Chart 29: Perceived importance level of the areas of work on the forthcoming EO issues



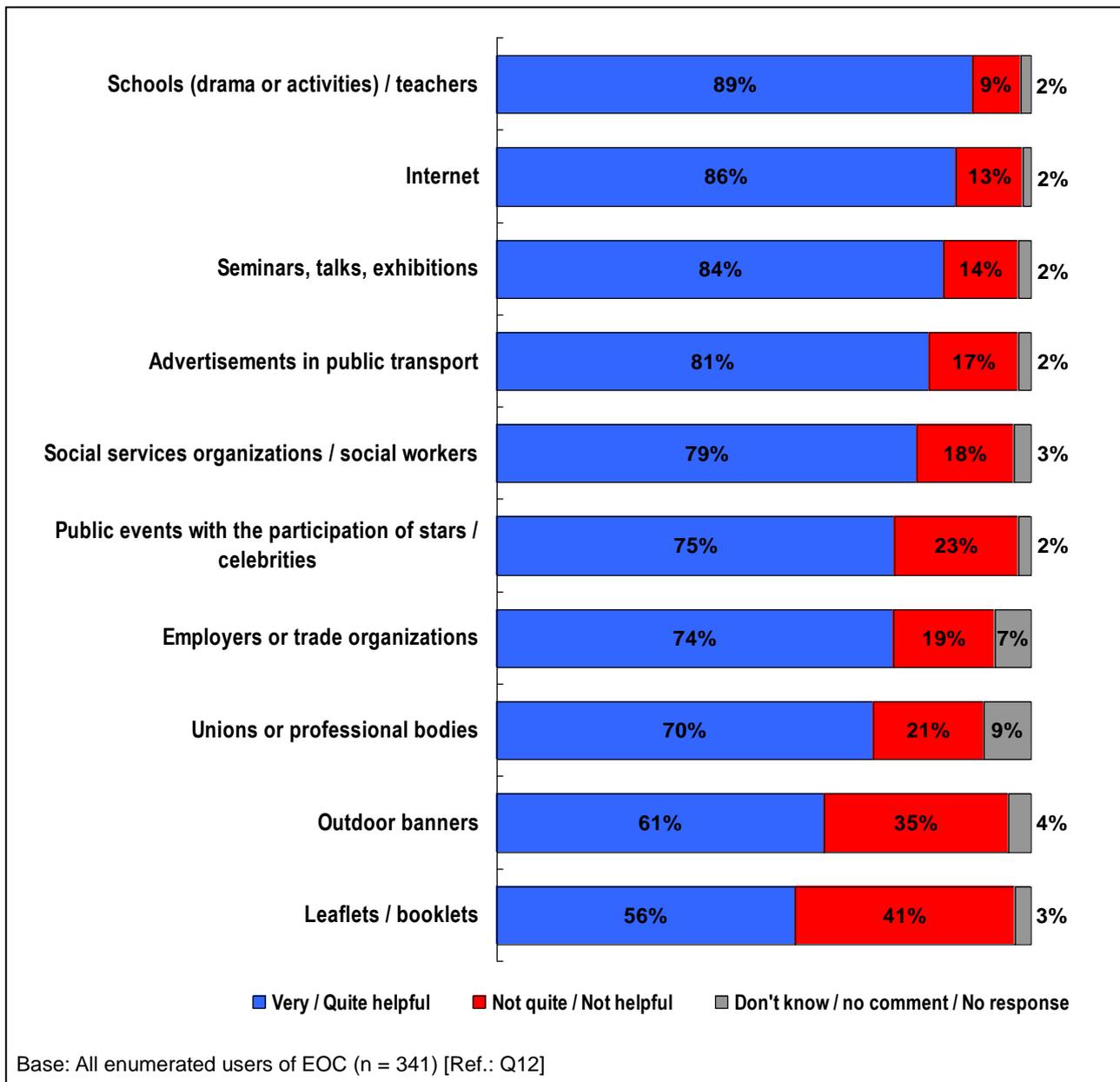
Among those who considered “setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues” very / quite important (n = 235), relatively more thought that the reasonable female-to-male toilet closet ratio was “3:1” (50%), followed by “2:1” (12%) and “4:1” (11%). A few said “5:2” (6%) and “5:1” (2%) respectively.

#### 4.4.3 Perceived Helpfulness of Different Channels in Enhancing the Public’s Understanding of Equal Opportunities or the Work of EOC

Users were asked to comment on the helpfulness of a list of channels in enhancing the public’s understanding of EO or the work of EOC. The top 3 channels that the majority of users considered very / quite helpful were: schools (drama or activities) / teachers (89%), internet (86%) and seminars, talks, exhibitions (84%). Conversely, the bottom 2 channels that relatively more users considered not quite / not helpful were outdoor banners (35%) and leaflets / booklets (41%). This illustrated that printing materials may not be useful as perceived by EOC’s users.

(Ref.: Chart 30)

Chart 30: Perceived helpfulness of different channels in enhancing the public’s understanding of EO or the work of EOC



#### **4.4.4 Other Comments or Recommendations on the Work of the EOC or on the Equal Opportunities Issues**

Respondents were finally asked for comments or recommendations on the work of the EOC or on the EO issues. The majority of respondents (85%) claimed that they had no other comments or recommendations, while only a few gave suggestions, such as:

- “to organize public events with public’s participation (e.g. volunteer activities, carnivals, etc.)” (3%);
- “more activities (e.g. exhibitions, games, quiz, etc.)” (2%);
- “more promotions via mass media (e.g. TV shows, advertisements, newspapers / magazines)” (2%);
- “to organize more school activities” (2%);
- “more talks and seminars” (2%); and
- “more assistance for employers in delivering EO messages in the company” (2%).

#### **4.5 OBSERVATIONS IN THE USER SURVEY**

Overall, EOC’s users demonstrated a direction towards high tendency of anti-discrimination attitude. The overall index was 73 (in a scale of 0 – 100, where 0 denotes the lowest tendency and 100 denotes the highest), which was higher than that of the general public (63).

The users showed better understanding on disability vilification (93%), sexual harassment (58% - 87%) and the definition of family status (68% - 88%), while relatively few gave correct answers relating to racial vilification (10%) and the definition of disability (30% - 64%). The overall index of knowledge / understanding of EO was 61 (in a scale of 0 – 100).

The majority of users appreciated EOC’s training courses, seminars or activities which brought benefits to them (70% - 94%) (76% - 88% in the 2007 survey) and were useful (88%) (84% in the 2007 survey).

The agreement levels on the statements which described the work of EOC among users (69% - 92%) were distantly higher than those of the general public (55% - 72%). The average mean score for the 3 statements was 7.46 (in a scale of 1 – 10), which was higher than that of the general public (6.52) as well as that of the users in the 2007 survey (7.11).

Users' evaluation on the overall performance of EOC was higher than that of the general public. 92% gave favourable scores of 6 – 10 and 4% gave lower scores of 1 – 5 (vs. respective 65% and 29% for the general public). The mean score was 7.46 (vs. 6.33 for the general public).

It was observed that the working group have higher level of anti-discrimination attitude as well as better knowledge / understanding of EO than the non-working group. In addition, higher proportion of the working group (80% - 97%) recognized the benefits brought from EOC's training courses, seminars or activities and considered them useful than the non-working group (56% - 91%). Yet, in terms of the agreement levels on the work of EOC and evaluation on the overall performance of EOC, slightly higher proportion of the non-working than working group gave favourable scores of 6 – 10. It was speculated that people with higher level of anti-discrimination attitude would have greater expectation on the performance of EOC and therefore tended to give lower scores.

Quite different from the findings of the general public, more users considered adequate public's concerns about the disadvantaged groups (50% - 81%) than the general public (35% - 55%), except for people of different sexual orientation that users and the general public shared the same view (only 27% for both considered adequate). Users' perceived top 3 important areas of work on the forthcoming EO issues were consistent with those of the general public. They included "achieving universal accessibility in different aspects for people with disabilities", "setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues" and "introducing paternal leave for all employees".

To enhance public's understanding of EO or the work of EOC, the top 3 channels which users considered useful were schools / teachers, internet and seminars / talks / exhibitions. The similarity with the general public was that internet was one of the top 3 useful / effective channels (86% for users and 50% for the general public). In terms of the differences, while more than 80% of the users considered schools / teachers and seminars / talks / exhibitions useful, only around 30% of the general public perceived them as effective channels.

## 5 Conclusion & Recommendations

In conclusion, the survey revealed that both the general public and EOC's users demonstrated positive attitude towards EO. The overall index of anti-discrimination attitude was 63 for the general public and 73 for the users, which illustrated that EOC's training courses, seminars and activities were effective in raising the awareness and understanding of EO. In fact, the majority of users considered that EOC's training courses, seminars or activities were useful and brought benefits to them.

The level of awareness of EOC (95%) was as high as that in the 2007 survey. Besides, the majority of general public (84%) were aware of one or more EOC's educational, promotional or publicity activities in the past 12 months before enumeration, mainly through traditional channels such as EOC's Announcement of Public Interests (APIs) on TV, TV programmes and the promotions on newspapers / magazines. The findings also revealed that other prevalent useful / effective channels included advertisements in public transport, outdoor banners and internet. The top 3 channels which users considered useful were schools / teachers, internet and seminars / talks / exhibitions. The similarity with the general public was that internet was one of the useful / effective channels.

The agreement levels on the 3 statements (EOC has enhanced public understanding of EO and discrimination, carried out promotion and education work appropriately, and handled enquiries and complaints fairly and effectively) which described the work of EOC among users (69% - 92%) were distantly higher than those of the general public (55% - 72%). The average mean score was 7.46 (in a scale of 1 – 10), which was higher than that of the general public (6.52) as well as that of the users in the 2007 survey (7.11). This matched with results of evaluating on the overall performance of EOC that the users' mean score was 7.46 (in a scale of 1-10) which also far exceeded that of the general public (6.33). All these mean scores were well above the mid-point value of 5.5, which showed that EOC's work and overall performance was recognized by the general public and users.

It was found that 6% of the general public experienced incidents of discrimination, harassment or vilification on the grounds of EOC's ambit or age / sexual orientation in the past year. Among them, relatively more mentioned the areas relating to age (38%) and sex (22%); many were encountered in the working environment / when applying job (52%); and the majority (84%) did not take any action against such act.

For the forthcoming EO issues, the general public's perceived top 3 important areas of work was consistent with those of the users. They included "achieving universal accessibility in different aspects for people with disabilities", "setting up the standard of female-to-male

toilet closet ratio (>2:1) for newly completed large public venues” and “introducing paternal leave for all employees”.

## **Recommendations**

Based on findings of the surveys on the general public and users, recommendations on the advancement of the EOC’s work against discrimination within its ambit as well as strategic planning advice on forthcoming EO issues and other areas of anti-discrimination work the public expect the EOC to move onto are summarized below.

- (a) As relatively more of the general public are aware of EOC’s APIs on TV, TV programmes and promotions in newspaper / magazines and the users consider schools / teachers and seminars / talks / exhibitions are useful channels, EOC is encouraged to keep on using these traditional media as means of promotion and education. Besides, EOC may consider using more advertisements in public transport and internet, as these channels are perceived as useful / effective among both the general public and the users.
- (b) More users considered adequate public’s concerns about the disadvantaged groups than the general public. Such phenomenon may be due to the fact that users have received more EO messages and updated information than the general public. Limited by restricted resources and ever increasing needs of the community, more up-to-date channels of communication via internet should be employed in reaching the mass of people and proactively conveying EO messages of more substances than merely slogans. Apart from existing channels via EOC website and email, multiple means of communication should be employed: common social networking such as Facebook; multi-media sharing such as YouTube; and professional networking such as LinkedIn. All of the messages are transmitted away with great speeds and they can proliferate extensively through personal networking.
- (c) In connection with the afore-mentioned means of communication, EOC’s training courses, seminars or activities should be adapted to provide different promotional and educational forms such as video clips, games, quizzes and competitions. Disseminated via multiple means of communication, they are utilized as self-help and user-friendly study programmes which aim to “train the trainers” and/or educate the target groups who can manage the learning process on one’s own pace.
- (d) As the users showed poorer understanding in racial vilification and the definition of disability, promotional and educational programmes should be formulated to raise public’s awareness and understanding in these areas. Furthermore, since relatively fewer people recognize how EOC handles enquiries and complaints fairly

and efficiently, TV programmes such as “A Mission for EO” docu-drama series should be timely produced based on EOC’s successfully handled complaint cases.

- (e) For the forthcoming EO issues, top 3 important areas of work considered by both the general public and the users are “achieving universal accessibility in different aspects for people with disabilities”, “setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues” and “introducing paternal leave for all employees”. The EOC should prioritize its works to advocate persistently on these areas so that relevant stakeholders will take necessary actions to redress the issues.
- (f) It reveals that in the past year, 6% of the general public have experienced incidents of discrimination, harassment or vilification which mainly occur in the workplace environment. Among them, discriminatory incidents on the grounds of age and sexual orientation are not within EOC’s ambit. To combat the discrimination, over 60% of the general public and the users have viewed the importance of introducing legislation in these two areas. Therefore, in response to areas of anti-discrimination work the public expect the EOC to move onto, EOC is suggested to undertake research studies on introducing the legislation against discrimination on the grounds of age and sexual orientation.
- (g) Legislation of anti-discrimination on the grounds of sexual orientation has been debated for many years in Hong Kong. To tackle the issue, the Government has launched public education campaigns to confront sexual orientation discrimination, issued non-binding declarations against sexual orientation discrimination in the workplace, and established the Gender Identity and Sexual Orientation Unit in handling complaints of sexual orientation and gender identity discrimination. However, both the general public and EOC users in this survey perceive that public concerns about people of different sexual orientation in receiving EO are inadequate, and the introduction of legislation against sexual orientation discrimination appears as a forthcoming EO issue of priority. In this respect, the Government might need to get an overhaul of its existing policies against sexual orientation discrimination, and furthermore, launch comprehensive consultation processes in order to measure public opinions on legislation to combat discrimination on the grounds of sexual orientation.

**Appendix A**  
**- Tables (sub-group analysis) -**

**Table A1: Agreement on “(Sex) As child care work is suitable for female, I agree that kindergarten should not employ male teachers” – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	65	70	68	68	74	68	68	60	59	66	73
Don't know / no comment / hard to say	2	2	-	1	2	-	3	3	4	2	<1
Agree	34	28	32	31	24	32	29	37	38	32	27
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1i]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A2: Agreement on “(Sex) A female clinic doctor refuses male patients for her own reason. I think it is not a problem” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	65	65	59	63	61	67	69	67	60	67	63
Don't know / no comment / hard to say	2	3	-	1	3	2	4	4	5	2	3
Agree	33	32	40	36	36	31	28	29	35	31	34
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1ix]

Note: All “refused” cases were not shown.

**Table A3: Agreement on “(Sex) It is not a problem for a swimming pool to employ male lifeguard only” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	63	65	58	65	67	70	71	51	45	64	71
Don't know / no comment / hard to say	2	1	-	<1	2	1	1	2	2	2	<1
Agree	35	34	42	35	31	28	28	47	53	34	29
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1xi]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A4: Agreement on “(Sexual Harassment) If a male staff shows a pornographic poster at his own desk, even though he knows he has female colleagues, this is sexual harassment” – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Agree	75	83	80	85	82	84	80	67	60	80	85
Don't know / no comment / hard to say	3	2	-	1	1	1	2	6	8	2	1
Disagree	23	15	20	15	16	15	18	27	32	18	15
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1vii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A5: Agreement on “(Pregnancy) If a student is pregnant before marriage, expulsion from school should be resulted” – analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	75	76	75	80	76	80	77	67	66	74	81
Don't know / no comment / hard to say	4	3	-	1	2	2	5	10	11	4	2
Agree	21	21	25	20	22	19	18	23	23	23	16
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1iii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A6: Agreement on “(Marital Status) A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers.” – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	77	87	82	84	80	85	87	77	75	83	85
Don't know / no comment / hard to say	4	2	1	1	2	2	3	5	7	3	1
Agree	19	11	17	14	18	13	10	17	18	15	14
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1v]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A7: Agreement on “(Family Status) If a restaurant worries that customers may be disturbed by baby’s crying, it has the right to refuse serving customers with baby” – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	80	85	78	80	82	85	80	88	90	83	80
Don't know / no comment / hard to say	2	2	1	1	2	2	2	2	1	2	1
Agree	19	13	21	20	16	13	18	11	10	15	19
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1viii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A8: Agreement on “(Disability) If property owner worried that wheelchair will damage the floor tile, he/she has the right to state on the advertisement that he/she refuse tenants using wheelchair” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	70	72	64	71	71	75	72	68	72	68	75
Don't know / no comment / hard to say	2	3	2	1	2	<1	3	5	5	3	1
Agree	29	26	35	28	27	25	25	28	23	30	24
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1ii]

Note: All “refused” cases were not shown.

**Table A9: Agreement on “(Disability) I don't want to live near a half-way house for discharged mental patients” – analyzed by sub-groups**

(%)	Gender**		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	66	58	73	63	56	63	64	60	58	62	64
Don't know / no comment / hard to say	3	3	1	1	2	2	4	6	4	3	2
Agree	31	39	26	36	41	36	33	35	38	36	34
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1vi]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A10: Agreement on “(Disability Harassment) It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	42	38	49	37	45	39	38	38	38	41	39
Don't know / no comment / hard to say	3	4	3	2	1	3	4	9	9	4	2
Agree	54	58	48	61	54	59	58	53	53	55	59
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1x]

Note: All “refused” cases were not shown.

**Table A11: Agreement on “(Race) I cannot accept sitting next to Indians / Pakistanis in public transport” – analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	90	90	91	90	90	91	92	86	87	88	93
Don't know / no comment / hard to say	1	1	-	-	2	1	1	1	1	1	1
Agree	9	9	9	10	9	8	7	12	12	11	6
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1iv]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A12: Agreement on “(Racial Harassment) If calling a dark skin people as “black ghost”, that makes him/her feels embarrassing, he/she can sue to the court and ask for compensation” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Agree	58	54	80	74	61	51	48	43	40	55	63
Don't know / no comment / hard to say	4	6	1	1	4	4	5	12	13	5	3
Disagree	38	40	19	25	35	45	47	46	47	40	35
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q1xii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A13: Race discrimination (under legislation) – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Correct	75	67	87	82	76	71	68	54	47	71	79
Incorrect	21	27	11	16	21	24	27	34	39	24	19
Don't know	5	6	3	2	3	4	5	11	14	5	3
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6iv]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A14: Disability discrimination (under legislation) – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Correct	73	67	86	81	74	76	64	51	49	70	77
Incorrect	22	24	12	16	18	20	29	35	37	23	18
Don't know	5	9	3	4	8	4	7	13	14	7	6
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6ii]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A15: Sex discrimination (under legislation) – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Correct	65	60	78	67	73	68	59	44	40	63	70
Incorrect	28	31	17	28	19	24	35	43	46	30	22
Don't know	7	9	5	5	8	8	6	13	14	7	8
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6i]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A16: Family status discrimination (under legislation) – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Correct	31	29	36	31	34	36	25	23	24	30	33
Incorrect	54	54	54	58	49	51	59	53	53	56	50
Don't know	15	17	10	11	17	14	16	23	23	15	17
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6iii]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A17: Sexual orientation discrimination (not under legislation) – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Correct	55	47	56	59	51	49	48	47	47	48	57
Incorrect	33	37	38	35	35	40	35	30	30	41	28
Don't know	12	16	6	6	14	11	17	22	22	12	15
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6vi]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A18: Age discrimination (not under legislation) – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Correct	48	38	52	47	38	38	42	45	50	41	43
Incorrect	44	51	42	45	52	53	51	40	32	50	48
Don't know	9	11	7	9	10	9	8	15	18	9	9
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6v]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A19a: Pregnant women – analyzed by sub-groups**

(%)	Gender**		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	57	53	64	61	52	57	51	50	48	55	57
Very / quite inadequate	38	44	35	38	46	40	43	41	43	42	40
Don't know / no comment / hard to say	5	4	1	1	3	3	6	8	9	4	3
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2iii]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A19b: Pregnant women – analyzed by sub-groups**

(%)	Working status		Occupation			Marital status			Length of residence in HK		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	56	53	57	55	56	59	52	53	63	52	55
Very / quite inadequate	40	42	40	42	38	39	43	44	29	42	42
Don't know / no comment / hard to say	4	5	3	3	6	2	5	3	7	6	3
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2iii]

Note: All "refused" cases were not shown.

**Table A20a: Different sexes – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	55	52	59	59	59	54	46	47	42	54	56
Very / quite inadequate	42	43	40	40	39	43	49	43	44	43	42
Don't know / no comment / hard to say	4	5	1	2	2	3	5	10	14	4	2
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2i]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A20b: Different sexes – analyzed by sub-groups**

(%)	Working status		Occupation			Marital status			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	56	50	54	59	53	57	52	42	70	47	54
Very / quite inadequate	42	43	45	39	43	40	44	49	24	44	44
Don't know / no comment / hard to say	3	7	2	2	5	3	5	9	6	9	3
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2i]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A21a: People of different marital status – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	54	49	55	62	59	50	45	41	41	49	58
Very / quite inadequate	39	43	45	36	36	45	45	41	40	44	38
Don't know / no comment / hard to say	7	8	-	2	4	5	10	17	19	7	5
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2ii]

Note: All "refused" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A21b: People of different marital status – analyzed by sub-groups**

(% )	Working status		Occupation			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	54	47	55	55	53	57	49	38	66	46	51
Very / quite inadequate	40	42	40	41	40	39	42	54	28	41	43
Don't know / no comment / hard to say	6	10	5	5	8	4	10	8	6	12	6
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2ii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A22a: People of different ages – analyzed by sub-groups**

(% )	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	48	43	66	51	49	43	38	40	43	46	45
Very / quite inadequate	47	52	34	47	48	55	55	50	45	50	52
Don't know / no comment / hard to say	5	4	-	2	3	2	7	10	12	4	3
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2vii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A22b: People of different ages – analyzed by sub-groups**

(%)	Working status		Occupation			Marital status**			Length of residence in HK		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	46	45	45	47	47	52	42	34	54	47	44
Very / quite inadequate	51	49	52	51	49	46	52	59	41	47	52
Don't know / no comment / hard to say	3	6	3	3	4	2	6	7	6	6	4
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2vii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A23a: People with disabilities – analyzed by sub-groups**

(%)	Gender**		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	47	36	45	45	35	43	38	43	45	42	37
Very / quite inadequate	51	61	55	53	64	56	59	51	49	55	62
Don't know / no comment / hard to say	2	3	-	2	1	1	3	6	6	3	1
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2iv]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A23b: People with disabilities – analyzed by sub-groups**

(%)	Working status		Occupation**			Marital status			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	41	41	33	43	48	41	41	43	61	45	38
Very / quite inadequate	57	55	66	55	49	58	56	55	35	52	60
Don't know / no comment / hard to say	2	3	1	2	3	2	3	2	4	4	2
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2iv]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A24a: People of different family status – analyzed by sub-groups**

(%)	Gender**		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	39	35	50	39	38	40	30	33	33	38	36
Very / quite inadequate	53	57	50	57	58	55	61	50	46	55	59
Don't know / no comment / hard to say	7	8	-	4	4	5	9	18	21	7	5
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2v]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A24b: People of different family status – analyzed by sub-groups**

(%)	Working status		Occupation			Marital status			Length of residence in HK		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	37	37	38	33	42	39	36	32	35	37	37
Very / quite inadequate	58	53	58	61	52	56	56	56	48	51	57
Don't know / no comment / hard to say	5	11	4	6	6	5	9	12	17	12	6
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2v]

Note: All “refused” cases were not shown.

**Table A25a: Different races – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	38	33	30	36	29	40	34	38	40	38	29
Very / quite inadequate	58	60	69	62	66	57	59	50	45	57	68
Don't know / no comment / hard to say	4	8	1	2	5	3	7	13	15	6	3
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2vi]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A25b: Different races – analyzed by sub-groups**

(%)	Working status		Occupation**			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	36	34	30	36	47	31	38	32	58	40	32
Very / quite inadequate	60	57	67	61	48	66	56	57	34	50	64
Don't know / no comment / hard to say	4	9	3	3	4	4	7	11	8	10	4
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2vi]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A26a: People of different sexual orientation – analyzed by sub-groups**

(%)	Gender**		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	29	24	21	32	23	30	25	26	28	27	25
Very / quite inadequate	62	63	77	67	68	62	63	50	46	62	70
Don't know / no comment / hard to say	9	12	2	2	8	7	12	23	24	11	5
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2viii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A26b: People of different sexual orientation – analyzed by sub-groups**

(% )	Working status		Occupation			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Very / quite adequate	29	24	29	28	32	23	28	30	43	27	25
Very / quite inadequate	64	61	65	66	56	71	58	52	47	55	66
Don't know / no comment / hard to say	7	15	5	6	12	5	13	16	11	17	8
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q2viii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A27a: Awareness of EOC – analyzed by sub-groups**

(% )	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Spontaneously named EOC	57	49	61	58	64	57	46	36	23	51	66
Aware when prompted	40	45	37	33	32	39	52	58	67	46	30
Not aware	3	6	2	9	4	4	2	6	11	4	4
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q7 & Q8]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A27b: Awareness of EOC – analyzed by sub-groups**

(% )	Working status**		Occupation**			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Spontaneously named EOC	58	46	67	56	49	59	50	36	53	42	56
Aware when prompted	38	48	31	40	45	37	45	58	25	52	42
Not aware	4	5	2	4	7	4	5	7	22	6	3
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q7 & Q8]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A28a: Awareness of EOC’s educational, promotional or publicity activities in the past 12 months – analyzed by sub-groups**

(% )	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Aware of one or more items	85	82	81	74	86	86	90	83	77	85	85
Not aware of any	15	18	20	26	14	14	10	18	23	16	16
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q9a & b]

Note: All “refused” cases were not shown.

**Table A28b: Awareness of EOC’s educational, promotional or publicity activities in the past 12 months – analyzed by sub-groups**

(% )	Working status		Occupation			Marital status			Length of residence in HK		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Aware of one or more items	83	85	84	83	81	80	86	84	73	83	84
Not aware of any	17	15	16	17	19	20	14	16	27	17	16
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q9a & b]

Note: All “refused” cases were not shown.

**Table A29a: Race discrimination (under legislation) – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months\*\***

	Aware (%)	Not aware (%)
Correct	72	64
Incorrect	23	29
Don't know	5	7
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6iv]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A29b: Disability discrimination (under legislation) – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months\*\***

	Aware (%)	Not aware (%)
Correct	72	60
Incorrect	22	31
Don't know	7	9
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6ii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A29c: Sex discrimination (under legislation) – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months\*\***

	Aware (%)	Not aware (%)
Correct	65	52
Incorrect	28	36
Don't know	7	13
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6i]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A29d: Family status discrimination (under legislation) – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months**

	Aware (%)	Not aware (%)
Correct	31	27
Incorrect	54	53
Don't know	15	20
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6iii]

Note: All “refused” cases were not shown.

**Table A29e: Sexual orientation discrimination (not under legislation) – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months**

	Aware (%)	Not aware (%)
Correct	52	45
Incorrect	35	39
Don't know	14	15
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6vi]

Note: All “refused” cases were not shown.

**Table A29f: Age discrimination (not under legislation) – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months**

	Aware (%)	Not aware (%)
Correct	42	44
Incorrect	48	45
Don't know	10	11
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q6v]

Note: All “refused” cases were not shown.

**Table A30a: Agreement on “The EOC has enhanced public understanding of equal opportunities and discrimination” – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Agree (score 6 – 10)	74	71	77	76	73	75	73	65	59	74	74
Disagree (score 1 – 5)	22	19	22	21	23	18	20	21	21	20	22
Don't know / no comment / hard to say	4	9	1	3	4	8	7	14	20	6	4
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11ii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A30b: Agreement on “The EOC has enhanced public understanding of equal opportunities and discrimination” – analyzed by sub-groups**

(%)	Working status**		Occupation**			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Agree (score 6 – 10)	75	69	76	77	71	76	72	55	71	67	74
Disagree (score 1 – 5)	20	21	20	21	20	21	20	29	12	21	21
Don't know / no comment / hard to say	5	9	4	2	10	3	8	15	17	11	5
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11ii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A30c: Agreement on “The EOC has enhanced public understanding of equal opportunities and discrimination” – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months\*\***

	Aware (%)	Not aware (%)
Agree (score 6 – 10)	75	58
Disagree (score 1 – 5)	20	25
Don't know / no comment / hard to say	5	16
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11ii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A31a: Agreement on “The EOC’s promotion and education work is appropriately carried out” – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Agree (score 6 – 10)	65	64	66	69	67	66	59	63	58	65	67
Disagree (score 1 – 5)	30	27	32	29	29	27	33	22	23	29	28
Don't know / no comment / hard to say	5	9	2	3	4	7	8	14	19	6	5
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11iii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A31b: Agreement on “The EOC’s promotion and education work is appropriately carried out” – analyzed by sub-groups**

(%)	Working status**		Occupation			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Agree (score 6 – 10)	66	63	65	67	66	68	64	51	67	63	65
Disagree (score 1 – 5)	29	27	30	29	26	29	27	35	21	26	29
Don't know / no comment / hard to say	5	10	5	4	8	3	9	13	12	11	6
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11iii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A31c: Agreement on “The EOC’s promotion and education work is appropriately carried out” – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months\*\***

	Aware (%)	Not aware (%)
Agree (score 6 – 10)	68	49
Disagree (score 1 – 5)	26	36
Don't know / no comment / hard to say	6	15
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11iii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A32a: Agreement on “The EOC handles enquiries and complaints fairly and efficiently” – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Agree (score 6 – 10)	57	54	63	62	53	50	51	57	53	56	55
Disagree (score 1 – 5)	15	14	16	15	19	16	13	10	13	14	17
Don't know / no comment / hard to say	28	32	20	23	27	34	36	32	34	31	28
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11i]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A32b: Agreement on “The EOC handles enquiries and complaints fairly and efficiently” – analyzed by sub-groups**

(%)	Working status		Occupation			Marital status**			Length of residence in HK		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Agree (score 6 – 10)	55	57	50	58	56	60	53	48	64	54	55
Disagree (score 1 – 5)	16	13	17	17	11	15	14	14	8	12	16
Don't know / no comment / hard to say	30	30	33	25	33	25	33	36	28	34	29
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11i]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A32c: Agreement on “The EOC handles enquiries and complaints fairly and efficiently” – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months\*\***

	Aware (%)	Not aware (%)
Agree (score 6 – 10)	57	46
Disagree (score 1 – 5)	14	18
Don't know / no comment / hard to say	29	36
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q11i]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A33a: Evaluation on the overall performance of EOC – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Score 6 – 10	66	64	74	70	65	63	65	61	57	65	68
Score 1 – 5	30	28	24	28	32	30	30	26	26	30	28
Don't know / no comment	4	8	2	2	4	7	6	13	17	5	4
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q12]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A33b: Evaluation on the overall performance of EOC – analyzed by sub-groups**

(%)	Working status**		Occupation**			Marital status**			Length of residence in HK**		
	Working	Non-working	Mgr & admin / prof. / asso. prof	Clerk / serv. Worker & shop sales	Skilled & manual worker	Single	Married	Separated / divorced / widowed	< 10 yrs	10 yrs+	Since born
Score 6 – 10	66	63	63	69	67	70	63	54	67	63	65
Score 1 – 5	30	28	33	29	25	27	30	32	16	27	31
Don't know / no comment	4	9	4	2	8	3	7	14	17	10	4
Base (n):	758	717	262	311	185	556	874	60	80	345	1 076

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q12]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A33c: Evaluation on the overall performance of EOC – analyzed by Awareness of EOC’s educational, promotional or publicity activities in the past 12 months\*\***

	Aware (%)	Not aware (%)
Score 6 – 10	67	53
Score 1 – 5	28	32
Don't know / no comment	5	15
Base (n):	1 262	242

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q12]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A34: Perceived adequacy of the existing facilities and services provided for people with disabilities – analyzed by sub-groups**

(%)	Gender**		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite adequate	45	39	40	44	37	43	40	44	45	44	36
Very / Quite inadequate	52	58	61	53	61	56	58	49	48	53	63
Don't know / no comment	2	3	-	3	3	1	2	6	7	3	1
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q13]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A35: Perceived seriousness of the existing situation of age discrimination in the Hong Kong society – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Not quite / Not serious at all	59	54	69	67	58	52	47	55	50	55	60
Very / Quite serious	39	42	31	31	40	46	50	39	41	42	38
Don't know / no comment	3	4	-	2	2	2	4	6	9	2	3
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q14a]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A36: Perceived seriousness of the existing situation of sexual orientation discrimination in the Hong Kong society – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Not quite / Not serious at all	49	49	38	47	45	48	55	52	56	49	47
Very / Quite serious	44	43	61	51	50	44	36	32	25	44	47
Don't know / no comment	7	9	1	2	5	8	9	16	20	7	6
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q15]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A37: Perceived importance of “achieving universal accessibility in different aspects for people with disabilities” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	89	91	96	89	87	89	92	88	83	90	90
Not quite / Not important at all	10	8	4	11	11	10	7	7	11	9	9
Don't know / no comment / hard to say	1	2	-	-	1	1	1	5	6	1	1
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16ai]

Note: All “refused” cases were not shown.

**Table A38: Perceived importance of “setting up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues” – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	71	88	55	76	82	83	85	81	80	79	81
Not quite / Not important at all	26	11	42	23	16	14	13	14	13	18	18
Don't know / no comment / hard to say	4	2	3	1	2	2	2	5	7	2	1
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16avi]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A39: Perceived importance of “introducing paternal leave for all employees” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	75	76	78	81	84	78	70	66	61	74	83
Not quite / Not important at all	23	22	22	19	15	19	28	29	32	24	16
Don't know / no comment / hard to say	2	2	-	1	1	3	1	5	7	2	1
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16aiv]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A40: Perceived importance of “introducing the legislation against age discrimination” – analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	72	73	74	72	74	74	74	69	59	74	74
Not quite / Not important at all	27	25	26	28	25	25	25	29	37	25	26
Don't know / no comment / hard to say	1	2	-	1	1	1	2	3	4	1	1
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16aii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A41: Perceived importance of “introducing the legislation against discrimination on the ground of sexual orientation” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	63	58	78	75	65	53	58	48	42	59	68
Not quite / Not important at all	35	37	21	25	33	44	37	43	46	38	30
Don't know / no comment / hard to say	3	5	1	<1	2	3	5	9	12	3	2
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16aiii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A42: Perceived importance of “setting up the Men’s Commission” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	57	57	63	61	63	54	52	53	48	57	59
Not quite / Not important at all	39	36	38	38	35	39	41	37	40	38	37
Don't know / no comment / hard to say	4	7	-	2	3	7	8	9	12	5	4
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16av]

Note: All “refused” cases were not shown.

**Table A43: Perceived importance of “promoting to provide family toilet cubicle and unisex toilet in newly completed large public venues” – analyzed by sub-groups**

(%)	Gender**		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	47	55	49	55	58	48	49	48	55	50	51
Not quite / Not important at all	49	41	46	43	38	50	47	44	37	46	46
Don't know / no comment / hard to say	4	4	5	2	3	2	4	7	7	4	3
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16avii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A44: Perceived importance of “introducing women-only MTR carriages” – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / Quite important	37	48	40	47	51	43	41	36	38	44	44
Not quite / Not important at all	61	50	60	53	47	55	58	60	57	55	55
Don't know / no comment / hard to say	3	2	1	<1	2	2	2	4	5	2	2
Base (n):	691	813	104	263	230	280	292	335	173	839	481

Base: All general public who aged 15+ (N = 6 248 000; n = 1504) [Ref.: Q16aviii]

Note: All “refused” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A45: Whether considered “A man keep staring at a woman in MTR, even though the woman voiced out for feeling uncomfortable and asked him to stop” as Sexual Harassment – analyzed by working status**

	Working (%)	Non-working (%)
Correct	88	86
Incorrect	8	6
Don't know / hard to say	4	8
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2i]

Note: All “refused” and “no response” cases were not shown.

**Table A46: Whether considered “A male security guard studiously used the toilet without closing the door when a female security guard made patrol to washrooms” as Sexual Harassment – analyzed by working status**

	Working (%)	Non-working (%)
Correct	70	61
Incorrect	11	12
Don't know / hard to say	19	27
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2iii]

Note: All “refused” and “no response” cases were not shown.

**Table A47: Whether considered “A female colleague teases the body shape of another female colleague” as Sexual Harassment – analyzed by working status\*\***

	Working (%)	Non-working (%)
Correct	71	43
Incorrect	12	35
Don't know / hard to say	17	21
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2ii]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A48: Whether considered “Dysgraphia” as the definition of Disability – analyzed by working status**

	Working (%)	Non-working (%)
Correct	70	57
Incorrect	22	31
Don't know / hard to say	9	12
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2iv]

Note: All “refused” and “no response” cases were not shown.

**Table A49: Whether considered “Broken the leg, and need to use wheelchair for a month” as the definition of Disability – analyzed by working status\*\***

	Working (%)	Non-working (%)
Correct	43	67
Incorrect	49	26
Don't know / hard to say	8	7
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2v]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A50: Whether considered “Cancer” as the definition of Disability – analyzed by working status\*\***

	Working (%)	Non-working (%)
Correct	65	12
Incorrect	29	77
Don't know / hard to say	6	11
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2vi]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A51: Whether considered “Hepatitis B” as the definition of Disability – analyzed by working**

**status\*\***

	Working (%)	Non-working (%)
Correct	48	9
Incorrect	39	75
Don't know / hard to say	14	16
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2vii]

Note: All "refused" and "no response" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A52: Whether considered "A mother, single parent, looks after her 3 years old son" as the definition of Family Status – analyzed by working status\*\***

	Working (%)	Non-working (%)
Correct	94	83
Incorrect	3	5
Don't know / hard to say	4	12
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2viii]

Note: All "refused" and "no response" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A53: Whether considered "A staff looks after his/her mother who has kidney disease" as the definition of Family Status – analyzed by working status\*\***

	Working (%)	Non-working (%)
Correct	88	62
Incorrect	8	23
Don't know / hard to say	4	16
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2ix]

Note: All "refused" and "no response" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A54: Whether considered "A foreign domestic helper handles housework" as the definition of Family Status – analyzed by working status\*\***

	Working (%)	Non-working (%)
Correct	79	57
Incorrect	13	26
Don't know / hard to say	7	18
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2x]

Note: All "refused" and "no response" cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table A55: Whether considered "Showing banners about serious contempt for AIDS patients in a**

**public event” as Disability Vilification – analyzed by working status**

	Working (%)	Non-working (%)
Correct	92	94
Incorrect	5	4
Don't know / hard to say	3	3
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2xii]

Note: All “refused” and “no response” cases were not shown.

**Table A56: Whether considered “Taunted foreign domestic helpers with friends” as Racial Vilification – analyzed by working status\*\***

	Working (%)	Non-working (%)
Correct	14	7
Incorrect	75	89
Don't know / hard to say	11	5
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2xi]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A57: Index of knowledge / understanding of EO on the grounds of EOC’s ambit – analyzed by working status\*\***

	Working (%)	Non-working (%)
High level of knowledge (score 65 – 100)	68	27
Medium level of knowledge (score 35 – 64)	29	58
Low level of knowledge (score 0 – 34)	3	14
Mean score	68	53
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q2]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A58: Whether considered EOC’s training courses, seminars or activities could “raise your / your organization’s awareness of EO” – analyzed by working status**

	Working (%)	Non-working (%)
Yes	97	91
No	1	3
Don't know	2	6
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q5j]

Note: All “refused” and “no response” cases were not shown.

**Table A59: Whether considered EOC’s training courses, seminars or activities could “strengthen you /**

**your organization to attach importance to EO” – analyzed by working status**

	Working (%)	Non-working (%)
Yes	89	84
No	3	5
Don't know	8	10
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q5ii]

Note: All “refused” and “no response” cases were not shown.

**Table A60: Whether considered EOC’s training courses, seminars or activities could “improve your / your organization’s arrangement of EO” – analyzed by working status\*\***

	Working (%)	Non-working (%)
Yes	80	56
No	4	13
Don't know	14	30
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q5iii]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A61: Perceived usefulness of EOC’s training courses, seminars or activities – analyzed by working status\*\***

	Working (%)	Non-working (%)
Very / Quite useful	93	83
Not quite / Not useful	3	10
No comment	3	5
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q6]

Note: All “refused” and “no response” cases were not shown.

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table A62: Agreement on “The EOC has enhanced public understanding of equal opportunities and discrimination” – analyzed by working status**

	Working (%)	Non-working (%)
Agree (score 6 – 10)	92	93
Disagree (score 1 – 5)	5	5
Don't know / no comment / hard to say	3	1
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q7ii]

Note: All “refused” and “no response” cases were not shown.

**Table A63: Agreement on “The EOC’s promotion and education work is appropriately carried out” – analyzed by working status**

	Working (%)	Non-working (%)
Agree (score 6 – 10)	88	90
Disagree (score 1 – 5)	7	7
Don't know / no comment / hard to say	5	3
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q7iii]

Note: All “refused” and “no response” cases were not shown.

**Table A64: Agreement on “The EOC handles enquiries and complaints fairly and efficiently” – analyzed by working status**

	Working (%)	Non-working (%)
Agree (score 6 – 10)	64	74
Disagree (score 1 – 5)	7	5
Don't know / no comment / hard to say	30	20
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q7i]

Note: All “refused” and “no response” cases were not shown.

**Table A65: Evaluation on the overall performance of EOC – analyzed by working status**

	Working (%)	Non-working (%)
Score 6 – 10	90	94
Score 1 – 5	5	3
Don't know / no comment	4	3
Base (n):	184	154

Base: All enumerated users of EOC (n = 341) [Ref.: Q8]

Note: All “refused” and “no response” cases were not shown.

**Table A66: Among those who considered “very / quite inadequate” for different aspects, when asked to provide examples for reference, the common mentions were listed below.**

<p>Different sexes (n = 54)</p> <ul style="list-style-type: none"><li>- relating to public awareness / promotion and public education (11%; n = 6);</li><li>- relating to job application (7%; n = 4);</li><li>- no specific aspect (57%; n = 31)</li></ul> <p>Pregnant women (n = 52)</p> <ul style="list-style-type: none"><li>- relating to public awareness / promotion and public education (14%; n = 7);</li><li>- relating to job application (12%; n = 6);</li><li>- no specific aspect (65%; n = 34)</li></ul> <p>People of different marital status (n = 106)</p> <ul style="list-style-type: none"><li>- relating to public awareness / promotion and public education (9%; n = 9);</li><li>- relating to job application (6%; n = 6);</li><li>- relating to social life (6%; n = 6);</li><li>- no specific aspect (72%; n = 76)</li></ul> <p>People of different ages (n = 113)</p> <ul style="list-style-type: none"><li>- relating to job application (20%; n = 22);</li><li>- relating to public awareness / promotion and public education (9%; n = 10);</li><li>- relating to legislation (5%; n = 6);</li><li>- no specific aspect (58%; n = 66)</li></ul> <p>People with disabilities (n = 126)</p> <ul style="list-style-type: none"><li>- relating to social facilities (17%; n = 21);</li><li>- relating to job application (10%; n = 13);</li><li>- relating to social life (6%; n = 7);</li><li>- relating to public awareness / promotion and public education (5%; n = 6);</li><li>- no specific aspect (62%; n = 78)</li></ul> <p>People of different family status (n = 128)</p> <ul style="list-style-type: none"><li>- relating to public awareness / promotion and public education (13%; n = 16);</li><li>- relating to working environment (8%; n = 10);</li><li>- relating to job application (6%; n = 7);</li><li>- no specific aspect (71%; n = 91)</li></ul> <p>Different races (n = 153)</p> <ul style="list-style-type: none"><li>- relating to job application (10%; n = 15);</li><li>- relating to social life (9%; n = 13);</li><li>- relating to public awareness / promotion and public education (7%; n = 11);</li><li>- relating to traditional concept (3%; n = 4);</li><li>- no specific aspect (65%; n = 100)</li></ul> <p>People of different sexual orientation (n = 193)</p> <ul style="list-style-type: none"><li>- relating to public awareness / promotion and public education (12%; n = 24);</li><li>- relating to social life (12%; n = 23);</li><li>- relating to legal matters (9%; n = 17);</li><li>- relating to job application (3%; n = 5);</li><li>- relating to traditional concept (3%; n = 5);</li><li>- reported by media (2%; n = 4);</li><li>- no specific aspect (58%; n = 112)</li></ul>
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**Appendix B**  
**- Questionnaires -**

	Sup :	Case :
	Edit :	Check :

## Equal Opportunities Awareness Survey 2012

**Restricted when entered with data**

Tel. code: \_\_\_\_\_

Name of respondent: \_\_\_\_\_ Contact tel.: \_\_\_\_\_

Interviewer no.: \_\_\_\_\_ Date: \_\_\_\_\_

Time started: \_\_\_\_\_ Time ended: \_\_\_\_\_

### Introduction:

Hello! May I know if this is the residential telephone number \_\_\_\_\_?

Hello! My name is \_\_\_\_\_, an interviewer of Mercado Solutions Associates Ltd. We have been commissioned by the Equal Opportunities Commission to conduct an opinion survey on equal opportunities, and would like to conduct an interview with your household. The information you provide will be treated with strict confidence and will be used for aggregate analysis only. Thank you for your co-operation.

### Screening

S1. We wish to invite one of your household members to conduct the interview by a random selection method. May I know how many members are there in your household, who aged 15 or above? I mean those who live here at least 5 nights a week. Please include live-in domestic helpers.

Record the no. of person(s): \_\_\_\_\_ **[If more than 1, ask S2; if not, invite this member for interview.]**

S2. May I know who has just passed the birthday?

(If the respondent does not understand: that means... today is the \_\_\_ of \_\_\_\_\_, so whose birthday is the last birthday?)

I am the one → **[Read out]** Thank you for your co-operation. **[Start the interview]**

Others → **[Read out]** I would like to conduct the interview with this member. Is he/she here? Can I talk to him/her? **[Repeat the introduction & start the interview]**

**[If the selected respondent is not at home or not available, interviewer should make appointment or call again later]** May I know his/her name? When should I call him/her again?

**[If the respondent refuses to conduct the interview, read out]** Your opinion is very important to the Equal Opportunities Commission. Our interview doesn't take long time. And don't worry, the information you provide will be treated with strict confidence and will be used for aggregate analysis only.

## Main Questionnaire

Q1. Do you agree with the following statements? **[Rotate to read out i - xii] [Probe]** Do you strongly agree, agree, disagree or strongly disagree?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / no comment / hard to say [Do not read out]	Refused to answer [Do not read out]
i. <sup>(S)</sup> As child care work is suitable for female, I agree that kindergarten should not employ male teachers [ ]	4	3	2	1	8	7
ii. <sup>(D)</sup> If property owner worried that wheelchair will damage the floor tile, he/she has the right to state on the advertisement that he/she refuse tenants using wheelchair [ ]	4	3	2	1	8	7
iii. <sup>(P)</sup> If a student is pregnant before marriage, expulsion from school should be resulted [ ]	4	3	2	1	8	7
iv. <sup>(R)</sup> I cannot accept sitting next to Indians / Pakistanis in public transport [ ]	4	3	2	1	8	7
v. <sup>(M)</sup> A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers. [ ]	4	3	2	1	8	7
vi. <sup>(D)</sup> I don't want to live near a half-way house for discharged mental patients [ ]	4	3	2	1	8	7
vii. <sup>(SH)</sup> If a male staff shows a pornographic poster at his own desk, even though he knows he has female colleagues, this is sexual harassment [ ]	4	3	2	1	8	7
viii. <sup>(F)</sup> If a restaurant worries that customers may be disturbed by baby's crying, it has the right to refuse serving customers with baby [ ]	4	3	2	1	8	7
ix. <sup>(S)</sup> A female clinic doctor refuses male patients for her own reason. I think it is not a problem [ ]	4	3	2	1	8	7
x. <sup>(DH)</sup> It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law [ ]	4	3	2	1	8	7
xi. <sup>(S)</sup> It is not a problem for a swimming pool to employ male lifeguard only [ ]	4	3	2	1	8	7
xii. <sup>(RH)</sup> If calling a dark skin people as "black ghost", that makes him/her feels embarrassing, he/she can sue to the court and ask for compensation [ ]	4	3	2	1	8	7

S – Sex    P – Pregnancy    M – Marital status    D – Disability    F – Family status    R – Race  
SH – Sexual Harassment    DH – Disability Harassment    RH – Racial Harassment

Q2. Do you think the public's concern on whether the following persons receive equal opportunity adequate or not? **[Rotate to read out i - viii]**

**[Probe]** Do you think the concern is very adequate, quite adequate, quite inadequate or very inadequate?

	Very adequate	Quite adequate	Quite inadequate	Very inadequate	Don't know / no comment / hard to say [Do not read out]	Refused to answer [Do not read out]
<input type="checkbox"/> i. Different sexes	4	3	2	1	8	7
<input type="checkbox"/> ii. People of different marital status	4	3	2	1	8	7
<input type="checkbox"/> iii. Pregnant women	4	3	2	1	8	7
<input type="checkbox"/> iv. People with disabilities	4	3	2	1	8	7
<input type="checkbox"/> v. People of different family status (such as persons who need to take care of children or elderly)	4	3	2	1	8	7
<input type="checkbox"/> vi. Different races	4	3	2	1	8	7
<input type="checkbox"/> vii. People of different ages	4	3	2	1	8	7
<input type="checkbox"/> viii. People of different sexual orientation	4	3	2	1	8	7

Q3. In the past year, have you been discriminated against or treated unfairly on the grounds of the above mentioned status, or encountered sexual harassment, racial or disability harassment or vilification? <b>[If yes]</b> In which area(s)?	<b>[MA]</b>	
(pls. specify): _____	Sex discrimination 01	
	Sexual harassment 02	
	Marital status discrimination 03	
	Pregnancy discrimination 04	
	Disability discrimination 05	
	Disability harassment 06	
	Disability vilification 07	
	Family status discrimination 08	
	Race discrimination 09	
	Racial harassment 10	
	Racial vilification 11	
	Age discrimination 12	
	Sexual orientation discrimination 13	
	None of the above 99	] <b>Skip to Q6</b>
	Refused to answer 97	

Q4. In which condition(s) did you encounter? For example, work, school, housing, transportation, purchasing products or services, social life, etc.?	[MA]	
Others (pls. specify): _____		
Refused to answer	97	

Q5. a. Did you make complaint to related parties, or report to related government organization, or take legal action?	[SA]	
	No	2
	Yes	1
	Refused to answer	7
		→ Ask b
		⌋ Skip to Q6
b. Why didn't you do so? [If replied "troublesome" only, probe: why do you think so?]	[MA]	
Others (pls. specify): _____		
Refused to answer	97	

Q6. As far as you know, is there any legislation to protect people from the following discrimination in Hong Kong currently? **[Rotate to read out i - vi]**

	Yes	No	Don't know [Do not read out]	Refused to answer [Do not read out]
[ ] i. Sex discrimination	1	2	8	7
[ ] ii. Disability discrimination	1	2	8	7
[ ] iii. Family status discrimination	1	2	8	7
[ ] iv. Race discrimination	1	2	8	7
[ ] v. Age discrimination	1	2	8	7
[ ] vi. Sexual orientation discrimination	1	2	8	7

<p>Q7. As far as you know, are there any organizations in Hong Kong which work towards the promotion of equality of opportunities between people, and elimination of discrimination or harassment in the society? <b>[If yes]</b> Which organization(s)? <b>[Do not read out]</b> Any others?</p>	<b>[MA]</b>	
Equal Opportunities Commission (EOC)	01	<b>→ Skip to Q9</b>
Home Affairs Bureau	02	
Constitutional and Mainland Affairs Bureau	03	
Education Bureau	04	
Committee on the Promotion of Civic Education	05	
Labour and Welfare Bureau	06	
Labour Department	07	
Women's Commission	08	
Office of the Ombudsman	09	
Transport Complaints Unit / Transport Advisory Committee	10	
Elderly Commission	11	
Housing Department / Housing Authority / Housing Society	12	
Consumer Council	13	
Hospital Authority	14	
Police Force	15	
Others (pls. specify): _____		
Don't know	98	
None	99	

<p>Q8. Before this interview, have you heard of the "Equal Opportunities Commission", that is the "EOC"?</p>	<b>[SA]</b>	
Yes	1	
No	2	



Q10. Apart from TV, radio and newspapers / magazines, do you think the following channels are effective or not in delivering the message of equal opportunity to you? <b>[Read out one by one]</b>		<b>[MA]</b>	
	Internet	01	
	Advertisements in public transport	02	
	Outdoor banners	03	
	Leaflets / booklets	04	
	Seminars, talks, exhibitions	05	
	Employers or trade organizations	06	
	Unions or professional bodies	07	
	Schools activities or teachers	08	
	Social services organizations or social workers	09	
Public events with the participation of stars or celebrities	10		
Any other effective channels? (pls. specify): _____			
Apart from TV, radio and newspapers / magazines, none of the above is effective		99	
No comment		98	

Q11. Do you agree with the following statements which described the work of EOC? If using scores 1 – 10 to indicate, where 1 denotes Strongly disagree; and 10 denotes Strongly agree, which score would you give? <b>[Rotate to read out i - iii]</b>													
		Strongly agree				Strongly disagree				Don't know / no comment / hard to say [Do not read out]	Refused to answer [Do not read out]		
			•	•	•	•	•	•	•	•			
[ ]	i. The EOC handles enquiries and complaints fairly and efficiently	10	9	8	7	6	5	4	3	2	1	98	97
[ ]	ii. The EOC has enhanced public understanding of equal opportunity and discrimination	10	9	8	7	6	5	4	3	2	1	98	97
[ ]	iii. The EOC's promotion and education work is appropriately carried out	10	9	8	7	6	5	4	3	2	1	98	97

Q12. In general, please use scores 1 – 10 to evaluate the work of EOC, where 10 denotes “very good” and 1 denotes “very bad”, which score would you give?	
Don't know / no comment	98

Q13. Do you think that the existing facilities and services provided for people with disabilities adequate or not? <b>[Probe the level]</b>	<b>[SA]</b>	
Very adequate	4	
Quite adequate	3	
Quite inadequate	2	
Very inadequate	1	
Don't know / no comment	9	

Q14. a. Do you think the existing situation of age discrimination in the Hong Kong society serious or not? <b>[Probe the level]</b>	<b>[SA]</b>	
Very serious	4	→ Ask b
Quite serious	3	
Not quite serious	2	
Not serious at all	1	
Don't know / no comment	9	
b. In your age group, which aspect(s) of age discrimination would be encountered? <b>[Do not read out]</b>	<b>[MA]</b>	
Employment	01	
Education	02	
Medical	03	
Social life	04	
Others (pls. specify): _____		

Q15. Do you think the existing situation of sexual orientation discrimination in the Hong Kong society serious or not? <b>[Probe the level]</b>	<b>[SA]</b>	
Very serious	4	
Quite serious	3	
Not quite serious	2	
Not serious at all	1	
Don't know / no comment	9	

Q16. a. Concerning the forthcoming equal opportunity issues, do you think the following areas of work important or not? **[Rotate to read out i - viii]**

**[Probe]** Do you think it is very important, quite important, not quite important or not important at all?

b. **[Ask those items which were considered “important” in a only]** Among... **[Read out those which were 4 / 3 in a]**, which one do you think should be put at the first priority?

	a.						b.
	Very important	Quite important	Not quite important	Not important at all	Don't know / no comment / hard to say [Do not read out]	Refused to answer [Do not read out]	First priority
[ ] i. To achieve universal accessibility* in different aspects for people with disabilities (e.g. access to facilities, services and information)	4	3	2	1	8	7	1
[ ] ii. Introduce the legislation against age discrimination	4	3	2	1	8	7	2
[ ] iii. Introduce the legislation against discrimination on the ground of sexual orientation	4	3	2	1	8	7	3
[ ] iv. Introduce paternal leave for all employees	4	3	2	1	8	7	4
[ ] v. Set up the Men's Commission	4	3	2	1	8	7	5
[ ] vi. Set up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues (i.e. no. of female closet is more than the double of male closet)	4	3	2	1	8	7	6
<b>[If considered important, probe]</b> What do you think the female-to-male toilet closet ratio should be?	↓	↓					
[ ] vii. Promote providing family toilet cubicle and unisex toilet in newly completed large public venues	4	3	2	1	8	7	7
[ ] viii. Introduce women-only MTR carriages	4	3	2	1	8	7	8

\* [explain if necessary] It means an uninterrupted path of travel to or within a building providing access to all required goods, services and facilities.

Q17. Apart from the above mentioned, what other comments or recommendations do you have on the work of the EOC or on the equal opportunity?

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## Background Information

X1.	Record the gender:	Male	1	<b>[SA]</b>
		Female	2	

**[Read out]** Finally, for conducting statistical analysis, would you tell me...

X2.	Your age? <b>[SA]</b>			
	15 – 19	1	40 – 49	5
	20 – 24	2	50 – 59	6
	25 – 29	3	60 or above	7
	30 – 39	4	Refused to answer	9

X3.	Your highest educational attainment is... ? <b>[Read out]</b>			<b>[SA]</b>
		Primary or below	1	
		Junior secondary (Form 1 to 3)	2	
		Senior secondary (Form 4 to 5)	3	
		Matriculation (Form 6 to 7 / technical college)	4	
		Tertiary or degree (non-degree / associate degree / degree)	5	
		Master / doctor degree	6	
		Refused to answer	9	

X4.	Your marital status is... ? <b>[Read out]</b>			<b>[SA]</b>
		Single	1	
		Married	2	
		Separated / divorced / widowed	3	
		Refused to answer	9	

X5.	Were you born in Hong Kong? <b>[If not]</b> In which country were you born?			<b>[SA]</b>
		Hong Kong	01	<b>→ Skip to X7</b>
		Mainland China	02	
		The Philippines	03	
		Indonesia	04	
		Thailand	05	
	Others (pls. specify): _____			
		Refused to answer	97	

X6.	How many years have you been living in Hong Kong? <b>[Read out]</b>		<b>[SA]</b>	
			Less than 1 year	1
			1 – 3 years	2
			4 – 6 years	3
			7 – 9 years	4
			10 years or above	5
			Refused to answer	9

X7.	Your occupation is... ? <b>[SA]</b>			
	[Record] _____			
	Manager & administrator	01	Plant & machine operator and assembler	08
	Professional	02	Elementary occupations	09
	Associate professional	03	Student	10
	Clerk	04	Housewife / home-maker	11
	Service worker & shop sales worker	05	Unemployed	12
	Skilled agricultural & fishery worker	06	Retired	13
	Craft & related worker	07	Refused to answer	97
				<b>End of interview</b>

X8.	Would you tell me your average monthly personal income? <b>[Read out] [SA]</b>			
	\$4,999 or below	01	\$25,000 - \$29,999	06
	\$5,000 - \$9,999	02	\$30,000 - \$34,999	07
	\$10,000 - \$14,999	03	\$35,000 - \$39,999	08
	\$15,000 - \$19,999	04	\$40,000 or above	09
	\$20,000 - \$24,999	05	Refused to answer	97

**~ Thank you for your co-operation! ~**

**[Read out]** Another staff of our company may contact you later to re-confirm the interview that I have done or to clarify some other questions. He/she will only ask a few questions and will not take a long time. Thank you for your cooperation.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

 平等機會委員會 EQUAL OPPORTUNITIES COMMISSION	For office use only	
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## 平等機會意識意見調查 2012

## Equal Opportunities Awareness Survey 2012

### 敬請 閣下回答以下問卷

平等機會委員會 (平機會) 現正進行上述統計調查，目的是搜集曾參與平機會活動的人士對平等機會意識和平機會工作的意見。

調查中收集的資料將會絕對保密，而且只會用作綜合分析的用途。感謝您的合作。如對問卷有任何疑問，可致電平機會 2106 2255 查詢。

### We sincerely invite you to complete the following questionnaire

The Equal Opportunities Commission (EOC) is conducting the captioned survey. The survey aims to collect views from participants who have joined EOC's activities on equal opportunities issues and EOC's work.

Please be assured that the information collected from the survey will be kept strictly confidential and will be analyzed on an aggregate basis. Thank you for your co-operation. For any enquiries regarding the questionnaire, please call EOC at 2106 2255.

【以下問題，請在所選答案的  加 “✓”】

【For the following questions, Please “✓” the answer chosen in the box 】

Q1 請問你是否同意以下句子的說法？  
Do you agree with the following statements?

	非常 同意 Strongly agree	同意 Agree	不同意 Disagree	非常 不同意 Strongly disagree	不知道 /沒有意見 /很難說 Don't know /no comment /hard to say	拒絕回答 Refused to answer
i. 幼兒工作適合女性，我贊成幼稚園不聘用男教師 As child care work is suitable for female, I agree that kindergarten should not employ male teachers	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
ii. 業主如果擔心輪椅會弄花單位內的地板，有權在招租單張說明拒絕坐輪椅的租客 If property owner worried that wheelchair will damage the floor tile, he/she has the right to state on the advertisement that he/she refuse tenants using wheelchair	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
iii. 如果學生未婚懷孕，學校應該將她開除 If a student is pregnant before marriage, expulsion from school should be resulted	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
iv. 我不能夠接受在公共交通工具上，與印巴籍人士同坐 I cannot accept sitting next to Indians / Pakistanis in public transport	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
v. 某婚姻介紹所知道一位客戶服務員剛離婚，為免影響公司形象，我贊成公司主管將她調職到無須接觸客戶的職位 A marriage match-making agency noted a customer service staff has divorced. To avoid affecting the company image, I agree with the manager transferring the staff to another post of serving no customers.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
vi. 我不想自己屋苑附近有精神病康復者中途宿舍 I don't want to live near a half-way house for discharged mental patients	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7

	非常 同意 Strongly agree	同意 Agree	不同意 Disagree	非常 不同意 Strongly disagree	不知道 /沒有意見 /很難說 Don't know /no comment /hard to say	拒絕回答 Refused to answer
vii. 男職員明知公司有女職員，仍在自己的工作檯張貼色情海報，是屬於性騷擾 If a male staff shows a pornographic poster at his own desk, even though he knows he has female colleagues, this is sexual harassment	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
viii. 餐廳因為不想嬰孩的哭聲影響食客，有權拒絕帶著嬰孩的人士光顧 If a restaurant worries that customers may be disturbed by baby's crying, it has the right to refuse serving customers with baby	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
ix. 某診所女醫生因為私人理由，拒絕接受男病人投診，我認為沒有問題 A female clinic doctor refuses male patients for her own reason. I think it is not a problem	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
x. 扮聾啞人士做手語，取笑他們，是不尊重的行為，但並無違法 It is misesteem to play jokes with deaf / speech-impaired people by acting their sign language, but it is not an offense against the law	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
xi. 某泳池指明只招聘男救生員，並無問題 It is not a problem for a swimming pool to employ male lifeguard only	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
xii. 稱呼一名黑種人為“黑鬼”，令對方感覺難堪，對方可以告上法庭，要求賠償 If calling a dark skin people as “black ghost”, that makes him/her feels embarrassing, he/she can sue to the court and ask for compensation	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7

Q2 根據你對各項歧視條例的認識，以下的行為會否屬於...？

According to your understanding of the various Discrimination Ordinance, are the following... ?

	是 Yes	否 No	不知道 /很難說 Don't know /hard to say
<b>性騷擾？</b> <b>sexual harassment?</b>			
i. 男乘客在港鐵內注視住一名女乘客的身體，即使女乘客出言表示感到受冒犯，要求停止，但男乘客仍然一直注視 A man keep staring at a woman in MTR, even though the woman voiced out for feeling uncomfortable and asked him to stop	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
ii. 一名女同事嘲笑另一名女同事的身材 A female colleague teases the body shape of another female colleague	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
iii. 一名男保安員趁女保安員巡邏至洗手間時上廁不關門 A male security guard studiously used the toilet without closing the door when a female security guard made patrol to washrooms	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
<b>殘疾的定義？</b> <b>the definition of disability?</b>			
iv. 讀寫障礙 Dysgraphia	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
v. 跌傷腳，要坐一個月輪椅 Broken the leg, and need to use wheelchair for a month	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
vi. 癌症 Cancer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
vii. 乙型肝炎 Hepatitis B	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
<b>家庭崗位的定義？</b> <b>the definition of family status?</b>			
viii. 一名單親母親需要照顧 3 歲的兒子 A mother, single parent, looks after her 3 years old son	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
ix. 一名職員需要照顧患有腎病的母親 A staff looks after her/her mother who has kidney disease	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
x. 一名外籍傭工需要處理家務 A foreign domestic helper handles housework	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
<b>殘疾/種族中傷？</b> <b>Disability / Racial Vilification?</b>			
xi. 在朋友間嘲諷外籍家庭傭工 Taunted foreign domestic helpers with friends	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
xii. 在公開活動高舉嚴重鄙視愛滋病患者的橫額 Show banners about serious contempt for AIDS patients in a public event	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8

Q3 你從甚麼渠道獲悉平機會舉辦的課程、講座或活動資料？

From which channel(s) did you get the information of EOC's training courses, seminars or activities?

[可選多項 Can choose more than one answer]

---

<input type="checkbox"/> 1	電視 TV	<input type="checkbox"/> 11	互聯網 Internet
<input type="checkbox"/> 2	電台 Radio	<input type="checkbox"/> 12	僱主或貿易組織 Employers or trade organizations
<input type="checkbox"/> 3	報紙/雜誌 Newspapers / magazines	<input type="checkbox"/> 13	工會或專業團體 Unions or professional bodies
<input type="checkbox"/> 4	港鐵廣告 Advertisements in MTR	<input type="checkbox"/> 14	學校 (戲劇或活動)/老師 Schools (drama or activities) / teachers
<input type="checkbox"/> 5	巴士廣告 Advertisements in buses	<input type="checkbox"/> 15	社會服務機構/社工 Social services organizations / social workers
<input type="checkbox"/> 6	平機會通訊 EOC Newsletters	<input type="checkbox"/> 16	朋友/其他機構的推介 Recommendations by friends / other organizations
<input type="checkbox"/> 7	單張/小冊子 Leaflets / booklets		其他 (請註明) Others (please specify) : _____
<input type="checkbox"/> 8	信件/傳真 Letters / faxes		
<input type="checkbox"/> 9	講座、座談會或展覽 Seminars, talks or exhibitions		
<input type="checkbox"/> 10	電郵 Emails		

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Q4 你希望從平機會舉辦的課程、講座或活動中獲得甚麼？  
 What would you expect to obtain from EOC's training courses, seminars or activities?  
 [可選多項 Can choose more than one answer]

- 
- 1 提高個人對平等機會的認識  
 Know more about equal opportunities
- 
- 2 加強同事對平等機會的重視  
 Raise colleagues' awareness of equal opportunities
- 
- 3 因為促進平等機會和我的工作有關，希望課程或活動能幫助我的工作  
 Enhancement of work because my job is involved in promoting equal opportunities
- 
- 4 了解其他機構對保障平等機會的安排  
 Know more about how other organizations work with equal opportunities
- 
- 5 改善公司對保障平等機會的安排  
 Improve the arrangement of equal opportunities in my company
- 
- 6 只希望自我增值  
 Mainly for self value-addedness
- 
- 7 只因僱主推薦，並無特別期望  
 Recommended by my employer, no specific expectation
- 
- 8 消磨時間  
 Kill time
- 
- 9 其他 (請註明)  
 Others (please specify) : \_\_\_\_\_
- 

Q5 你認為平機會舉辦的課程、講座或活動能否...  
 Do you think EOC's training courses, seminars or activities can...

	可以 Yes	不可以 No	不知道 Don't know
i. 提高你/貴機構對平等機會的認識 raise your / your organization's awareness of equal opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
ii. 加強你/貴機構對平等機會的重視 strengthen you / your organization to attach importance to equal opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8
iii. 改善你/貴機構對保障平等機會的安排 improve your / your organization's arrangement of equal opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 8

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Q6 整體而言，你認為平機會舉辦的課程、講座或活動是否有用？

In general, do you consider EOC's training courses, seminars or activities useful?

非常有用 Very useful	頗有用 Quite useful	不大有用 Not quite useful	沒有用 Not useful	沒有意見
<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
↓		↓		
i. 非常有用/頗有用的原因： Reason(s) of very / quite useful: [可選多項 Can choose more than one answer]		ii. 不大有用/沒有用的原因： Reason(s) of not quite / not useful: [可選多項 Can choose more than one answer]		
<input type="checkbox"/> 1 學到新的法律知識 Learn more legal knowledge		<input type="checkbox"/> 1 時間太短，學不到甚麼 Not enough time to learn		
<input type="checkbox"/> 2 能幫助對平等機會的認識 Enhance the understanding of equal opportunities		<input type="checkbox"/> 2 與現時工作無關 Not relevant to my current job		
<input type="checkbox"/> 3 內容實用 Course content offers practical use		<input type="checkbox"/> 3 內容太淺 Course content is too simple		
<input type="checkbox"/> 4 能了解其他公司情況 Understand other companies' condition		<input type="checkbox"/> 4 講者講解不夠清晰 Trainers' teaching is unclear		
<input type="checkbox"/> 5 內容夠專業 Course content offers professional information		<input type="checkbox"/> 5 內容不能在現實中應用 Course content offers no practical use		
<input type="checkbox"/> 6 講者講解清晰 Trainers' teaching is clear		其他 (請註明) Others (please specify) : _____ _____		
其他 (請註明) Others (please specify) : _____ _____				

Q7 你是否同意以下形容平機會工作的句子？

請用 1 – 10 分表示，10 分代表非常同意；1 分代表非常不同意。

Do you agree with the following statements which described the work of EOC?

Please indicate from 1 – 10, where 10 denotes Strongly agree; 1 denotes Strongly disagree.

	非常同意 Strongly agree	•	•	•	•	•	•	•	•	•	非常不同意 Strongly disagree	不知道 /沒有意見 /很難說 Don't know /no comment /hard to say
i. 平機會公平地及有效率地處理查詢及投訴 The EOC handles enquiries and complaints fairly and efficiently	<input type="checkbox"/> 10	<input type="checkbox"/> 9	<input type="checkbox"/> 8	<input type="checkbox"/> 7	<input type="checkbox"/> 6	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1		<input type="checkbox"/> 98
ii. 平機會提高公眾對平等機會及歧視的認識 The EOC has enhanced public understanding of equal opportunity and discrimination	<input type="checkbox"/> 10	<input type="checkbox"/> 9	<input type="checkbox"/> 8	<input type="checkbox"/> 7	<input type="checkbox"/> 6	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1		<input type="checkbox"/> 98
iii. 平機會恰當地執行宣傳及教育的工作 The EOC's promotion and education work is appropriately carried out	<input type="checkbox"/> 10	<input type="checkbox"/> 9	<input type="checkbox"/> 8	<input type="checkbox"/> 7	<input type="checkbox"/> 6	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1		<input type="checkbox"/> 98

Q8 整體而言，請你用 1 – 10 分評價平機會的工作表現；10 分代表非常好，1 分代表非常差。

In general, please use scores 1 – 10 to evaluate the work of EOC, where 10 denotes very good and 1 denotes very bad.

	非常好 Very good	•	•	•	•	•	•	•	•	•	非常差 Very bad	不知道 /沒有意見 /很難說 Don't know /no comment /hard to say
整體對平機會的評價 Overall evaluation on the EOC	<input type="checkbox"/> 10	<input type="checkbox"/> 9	<input type="checkbox"/> 8	<input type="checkbox"/> 7	<input type="checkbox"/> 6	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1		<input type="checkbox"/> 98

Q9 你認為社會上對以下人士是否在香港獲得平等機會的關注，是否足夠？

1. Do you think the public's concern on whether the following persons receive equal opportunity adequate or not?

	非常 足夠 Very adequate	頗 足夠 Quite adequate	頗 不足 夠 Quite inadequate	非常 不足 夠 Very inadequate	不知道 /沒有意見 /很難說 Don't know /no comment /hard to say
i. 不同性別人士 Different sexes	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
ii. 不同婚姻狀況的人士 People of different marital status	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
iii. 懷孕婦女 Pregnant women	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
iv. 殘疾人士 People with disabilities	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
v. 不同家庭崗位的人士 People of different family status	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
vi. 不同種族 Different races	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
vii. 不同年齡 People of different ages	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
viii. 不同性傾向 People of different sexual orientation	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8

Q10 如果你在以上任何一項答“頗不足夠/非常不足夠”，請提供事例以作參考。

If your answered “quite inadequate / very inadequate” in any of the above items, please provide example(s) for reference.

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Q11 a. 對於未來有關平等機會的課題，你認為以下的工作是否重要？  
Concerning the forthcoming equal opportunity issues, do you think the following areas of work important or not?

b. 在 i – viii 認為“非常/頗重要”的項目中，你認為哪一項工作應該最優先處理？  
For those which were considered “very / quite important”, which one do you think should be put at the first priority?

	a.					b.
	非常 重要 Very important	頗重要 Quite important	不大重要 Not quite important	不重要 Not important	不知道 /沒有意見 Don't know /no comment	最優先 First priority
i. 確保殘疾人士在各方面達至 通達易用 (例如：無障礙地使用 設施、得到服務和資訊) To achieve universal accessibility in different aspects for people with disabilities (e.g. access to facilities, services and information)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 1
ii. 立法禁止年齡歧視 Introduce the legislation against age discrimination	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 2
iii. 立法禁止性傾向歧視 Introduce the legislation against discrimination on the ground of sexual orientation	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 3
iv. 為所有僱員引入男士侍產假 Introduce paternal leave for all employees	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 4
v. 設立男士事務委員會 Set up the Men's Commission	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 5
vi. 訂立新建成大型公共場所女男 廁格比例的標準要高於 2:1 Set up the standard of female-to-male toilet closet ratio (>2:1) for newly completed large public venues [認為“重要” consider “important”] 我認為女男廁格比例的標準為 I think female-to-male toilet closet ratio should be _____ : _____	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 6
vii. 提倡在新建成的大型公共場所 提供家庭廁格及中性廁格 Promote providing family toilet cubicle and unisex toilet in newly completed large public venues	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 7
viii. 設立女性專用港鐵車廂 Introduce women-only MTR carriages	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 8

Q12 你認為以下的途徑，對提升市民認識平等機會及平機會的工作是否有幫助？

Do you think the following channels helpful or not in enhancing the public's understanding of equal opportunities or the work of EOC?

	非常有幫助 Very helpful	頗有幫助 Quite helpful	不大有幫助 Not quite helpful	沒有幫助 Not helpful	不知道 /沒有意見 Don't know /no comment
i. 互聯網 Internet	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
ii. 公共交通工具廣告 Advertisements in public transport	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
iii. 戶外大型廣告板 Outdoor banners	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
iv. 單張/小冊子 Leaflets / booklets	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
v. 講座、座談會、展覽 Seminars, talks, exhibitions	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
vi. 僱主或貿易組織 Employers or trade organizations	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
vii. 工會或專業團體 Unions or professional bodies	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
viii. 學校 (戲劇或活動)/老師 Schools (drama or activities) / teachers	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
ix. 社會服務機構/社工 Social services organizations / social workers	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8
x. 有明星/名人參與的公開活動 Public events with the participation of stars / celebrities	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 8

Q13 除以上提及，你對平機會的工作有哪些其他意見？你認為哪些地方需要加強以改善服務質素？

Apart from the above mentioned, what other comments do you have on the work of the EOC?  
Which areas do you think should be strengthened to improve the quality of services?

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最後，為進行統計分析，請問閣下的...

Finally, for conducting statistical analysis, please tell us your...

Q14 性別 Gender

<sub>1</sub> 男 Male

<sub>2</sub> 女 Female

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Q15 年齡 Age

<sub>1</sub> 15 – 19

<sub>5</sub> 40 – 49

<sub>2</sub> 20 – 24

<sub>6</sub> 50 – 59

<sub>3</sub> 25 – 29

<sub>7</sub> 60 或以上 or above

<sub>4</sub> 30 – 39

<sub>9</sub> 拒絕回答 Refused to answer

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Q16 最高教育程度 Highest educational attainment

<sub>1</sub> 小學或以下  
Primary or below

<sub>5</sub> 大專或大學 (證書/文憑/學士)  
Tertiary or degree (non-degree / associate degree / degree)

<sub>2</sub> 初中 (中一至中三)  
Junior secondary (Form 1 to 3)

<sub>6</sub> 碩士/博士課程  
Master / doctor degree

<sub>3</sub> 高中 (中四至中五)  
Senior secondary (Form 4 to 5)

<sub>4</sub> 預科 (中六至中七/工藝/學徒課程)  
Matriculation (Form 6 to 7 / technical college)

<sub>9</sub> 拒絕回答  
Refused to answer

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Q17 婚姻狀況 Marital status

<sub>1</sub> 單身 Single

<sub>3</sub> 分居/離婚/喪偶 Separated / divorced / widowed

<sub>2</sub> 已婚 Married

<sub>9</sub> 拒絕回答 Refused to answer

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Q18 經濟活動身份 Economic activity status

<sub>1</sub> 僱員  
Employee

<sub>5</sub> 學生  
Student

<sub>2</sub> 自僱  
Self-employed

<sub>6</sub> 家庭主婦/料理家務者  
Housewife / home-maker

<sub>3</sub> 僱主  
Employer

<sub>7</sub> 退休  
Retired

<sub>4</sub> 失業/待業  
Unemployed

<sub>9</sub> 拒絕回答  
Refused to answer

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敬希提供 閣下的聯絡方法，以便我們跟進。

Please provide your contact information for our follow up if necessary.

姓名：

Name: \_\_\_\_\_

聯絡電話號碼：

Contact tel no.: \_\_\_\_\_

聯絡電郵地址：

Contact email address: \_\_\_\_\_

**\* 問卷結束 · 多謝合作 End of Questionnaire, Thank You \***