

# 認識平等機會



平等機會委員會  
EQUAL OPPORTUNITIES COMMISSION



In 2002/03, research studies and surveys continued to play a pivotal role in the work of the EOC. The various studies helped us understand public perception of equal opportunities issues and overall attitudes within the community. They provided us with a solid basis to advocate different policies and launch relevant projects and campaigns throughout the year.

### A Study of Mental Health Service Users' Perception and Experience of Discrimination in Hong Kong

Conducted jointly with the Chinese University of Hong Kong and the Hong Kong Baptist University, this study gathered data on the perception and experiences of discrimination of 757 persons with mental illnesses. The respondents came from 28 halfway houses and a public psychiatric outpatient clinic.

This study, released in November 2002, covers multiple domains in life, such as work, family and social relationships in addition to medical treatment and health care. For many respondents, living with the social stigma was an overwhelming experience. They found that they were constantly being evaluated against unfounded myths. Social stigma erodes a person's confidence, resulting in low esteem, self-stigmatization and concealment of the condition and deprives them of their dignity and participation in life.

The average mental patient in Hong Kong seeks treatment from a psychiatrist two years from the onset of symptoms. The lack of general awareness of mental illness and fear of stigmatization are the major causes of delay in seeking treatment among many respondents.

研究及調查工作仍然是2002/03年度委員會的重點工作項目。透過研究，我們更深入瞭解公眾對平等機會問題的看法，和社會整體的態度。研究結果亦為我們在倡議不同政策，以及開展相關的活動和計劃時，提供了充分的理據基礎。

### 「本港精神健康服務使用者對歧視的看法及體會」研究

是項研究由平等機會委員會、香港中文大學與浸會大學攜手進行。研究對757名來自28所中途宿舍和一所公立精神科門診診所的精神病患者進行了調查，收集他們對歧視的看法與切身的感受。

我們於2002年11月發表的研究報告，涵蓋了生活的各個層面，包括工作、家庭、社交關係，以及治療和護理服務等。對於不少受訪者來說，社會的負面標籤令他們十分難受，旁人經常以缺乏根據、似是而非的看法來量度他們。負面標籤蠶食精神病患者的信心，令他們自尊低落、自我菲薄，因而隱瞞病情；也令他們喪失尊嚴，不能參與正常生活。

香港的精神病患者一般在病發後兩年才向精神科醫生求診。延誤求診的主因，是對精神病缺乏基本認識，又擔心被加上負面標籤。

# Understanding Equal Opportunities

對不少精神病患者來說，家庭仍是主要的精神支柱；但調查結果亦顯示，家庭成員也可能令病患者感受到負面的標籤。病患者的家人往往對精神病及病患者的需要有所誤解，因而感到沮喪無助，故我們應對病患者的家人進行有關教育，讓他們認識精神病，學習照顧患者。

部分受訪者指在治療期間，與醫護人員接觸時有不愉快經驗。不過，調查只反映了受訪者的看法，而醫護人員當時的做法，可能是有充分醫護理據的。研究結果顯示，超過65%受訪者給予精神科病房的精神科職員「好」或「非常好」的評價。我們必需強調，這項研究只涵蓋受訪者的看法，而且跨越的年期長遠，有些個案甚至長達數十年。故此，在理解受訪者看法時，必須顧及研究的整體背景。

值得關注的是，有病人指稱醫護人員曾把其身體上的疾病，當作是精神方面的問題。當局宜對此小心處理，確定是否有醫護人員受定型觀念影響，以致在提供服務時作出這樣的假設。

### 工商界意見調查

委員會於2002年6月公佈了「工商界對平等機會之意見調查」結果。這是本港首次就工商界僱主及僱員對平等機會意見進行的調查，探討了企業對反歧視法例的認識程度，以及他們奉行平等機會法例和實施良好管理常規的情況。調查共獲超過3,000名來自大中型企業及中小型企業的僱主與僱員參與。

調查結果顯示，大中型及中小型企業的僱主和僱員對平等機會委員會的認知程度很高。大部分受訪者均高度評價委員會的工作，認為委員會在接受及處理投訴、改變社會態度、鼓勵在工作間推行良好管理常規、提出法律訴訟、制定指引，以及就平等機會事宜進行宣傳和教育等方面，發揮一個重要機制的角色。此外，大部分受訪者認為委員會在處理投訴時，態度持平。

The family remains the principal source of support for many individuals. However, the present survey shows that family members can also be a source of stigmatization. A sense of frustration and helplessness on the part of family members often arise from misunderstanding the illness, and the needs of the mentally ill. Families need to be educated in the knowledge and skill for caring of individuals with mental illness.

Some respondents reported unhappy experiences with health care workers in the treatment process. These represented the perception of the respondent only and there could be clinical justification for the ways situation were handled at the material time. The results show that more than 65% of the respondents rate the psychiatric staff of psychiatric wards as "good" or "very good". It should be emphasized that the study profiles the perceptions of the respondents only and covers significant periods of time, in some cases, decades. The perceptions described must, therefore, be taken in context.

Nevertheless, there are allegations of illness of a physical nature being regarded as a mental problem. These areas should be carefully considered to see if they have resulted from any stereotypical assumptions in the course of providing health care services.

### Business survey

In June 2002, the EOC announced its findings of the "Equal Opportunity in the Business Community" survey on employers and employees in the business sector. The survey was the first of its kind in Hong Kong, studying the level of knowledge of anti-discrimination legislation and the level of adherence to good management practices under the equal opportunity legislation. More than three thousand employers and employees in medium to large enterprises (MLEs), as well as small and medium enterprises (SMEs) participated in the survey.



受訪者相信，遵行平等機會原則可以改善工作關係、提高工作效率、加強僱員的穩定性及對公司的信心；至於未能遵行原則所帶來的負面影響，則認為最普遍是僱員士氣低落、同事關係惡劣和公司聲譽受損等。

有趣的是，雖然香港現行的反歧視法例仍未涵蓋種族、年齡和性傾向等範疇，但以上兩個界別的大部分僱主和僱員均以為，基於這幾方面作出的歧視屬於違法。



Key findings in the survey revealed that MLE and SME employers and employees have a high awareness of the EOC. The majority of respondents highly value the EOC as an important mechanism in receiving and resolving complaints, changing people's attitudes, encouraging good workplace practices, taking legal action, setting up guidelines, and promoting and educating the general public about equal opportunities. Most respondents believe the EOC to be impartial in handling complaints.

The respondents also believe that compliance with equal opportunity principles will result in better working relationships, higher efficiency, employee stability and confidence in the company. They shared views on the negative impact of non-compliance, the most common being low employee morale, tense relationships among colleagues and ruining the company's reputation.

Interestingly, a majority of employers and employees in both sectors believed that discrimination on the grounds of race, age and sexual orientation were illegal, even though these were not covered by existing anti-discrimination laws in Hong Kong.



調查亦發現，僱主和僱員對自身在平等機會法例下的法律責任頗有認識，但僱主卻嚴重低估他們就僱員行為需負的轉承責任；事實上，按反歧視法例，僱主無論是否知道其僱員進行違法行為，均需負上轉承責任。受訪者中，只有30%中小型企業及34%大中型企業的僱主知道他們需對發生於其工作間的歧視或性騷擾事件負上轉承責任。相對而言，中小型及大中型企業的僱員對此則有較深認識，比率分別為52%及45%。在得悉他們的法律責任後，大部分中小型（93%）及大中型（99%）企業均表示關注。

約5%中小型及大中型企業的僱員聲稱曾遭受歧視或性騷擾；而在談及別人的情況時，9%中小型企業及15%大中型企業的僱員表示曾目睹同事遭受歧視或性騷擾。

兩個界別中，均只有約10%曾遭受歧視或性騷擾的僱員向其僱主或有相關權力的人士舉報；受訪者表示，未有投訴的主因，是對投訴結果缺乏信心，以及害怕失去工作。

受訪的公司均表示願意接受委員會的培訓和資料，以協助他們遵守現行法例及減輕法律責任。

委員會就調查結果進行了多項工作，包括舉辦平等機會培訓課程，以及出版《中小型企業資料套》，向僱主和僱員提供推行良好管理常規的資料。



The survey found that employers and employees have a good understanding of the liability under the equal opportunity law, but employers had seriously underestimated their vicarious liabilities for the actions of their employees. Under anti-discrimination legislation, employers are liable for unlawful acts committed by their employees in the course of employment, with or without their knowledge. However, only 30% of SME employers and 34% of MLE employers were aware that they were vicariously liable for any act of discrimination or sexual harassment that takes place in their workplace. Comparatively, more SME and MLE employees were aware of this, amounting to 52% and 45% respectively. After being informed of their liabilities, the majority of SMEs (93%) and MLEs (99%) expressed concern.

About 5% of SME and MLE employees claim that they have personally experienced discrimination or sexual harassment. When talking about other people's experiences, 9% of SME employees and 15% of MLE employees reported having observed discrimination or sexual harassment cases involving co-workers.





#### 婦女對《消除對婦女一切形式歧視公約》認識之調查

《消除對婦女一切形式歧視公約》是一項國際公約，除為「歧視女性」釐定全球通用的定義外，並具備保障婦女權利的條文。該公約於1979年獲聯合國大會通過、1981年9月起生效，並於1996年10月引入香港。

委員會於2002年12月就《消除對婦女一切形式歧視公約》進行了電話調查，並於2003年3月公布調查結果。於1,528位受訪者中，71%表示對政府過去六年是否有提高女性地位的政策並不知情；67%表示從未聽聞《消除對婦女一切形式歧視公約》。

是次調查的目的是提高女性對《消除對婦女一切形式歧視公約》的認識，以及評估受訪者身為婦女的主要關注事項。受訪者表示，作為女性，她們最關注的首三個層面分別為事業（50%）、家庭（48%）及子女（28%）。

調查結果亦顯示，政府需要更明確地推廣為女性而制定的項目及計劃。

In both sectors, only about 10% of the employees who have had personal experience of discrimination or sexual harassment reported their cases to employers and those with relevant authority. The respondents quoted lack of confidence about the outcome of lodging a complaint, and fear of losing their jobs as the main reasons for not complaining.

The companies surveyed expressed a willingness to receive training and information from the EOC, which would facilitate their compliance with existing legislation and minimize their liability.

Following the findings of the survey, the EOC has introduced a series of initiatives including EO training workshops and a SME Kit to support the business community in providing the information they need to promote good management practices.

#### Survey on Women's Knowledge of CEDAW

The Convention on the Elimination of Discrimination Against Women (CEDAW) is an international treaty which provides a universal definition of discrimination against women and contains provisions to protect women's rights. The CEDAW was adopted by the United Nations General Assembly in December 1979, and entered into force in September 1981. The CEDAW was extended to Hong Kong in October 1996.

A telephone survey by the EOC conducted in December 2002 and released in March 2003 revealed that 71 percent of the 1,528 respondents did not know the government had policies to raise women's status in the past six years, and 67 percent said they had not heard of the CEDAW.

The purpose of the survey was to establish the level of women's awareness of the CEDAW, and to gauge respondents' main concerns as women. The top three concerns as women expressed by the respondents were career (50%), family (48%) and children (28%).

#### 有關非典型肺炎對香港社會造成影響之意見調查

2003年3月非典型肺炎（下稱「非典」）的爆發，不但引起港人普遍的焦慮情緒，亦使我們在工作及生活上遇上不少困難，委員會亦因此收到共80宗投訴以及444項查詢（截至2003年12月29日）。為了更清晰地了解「非典」事件對港人的影響，委員會與香港中文大學醫學院香港健康情緒中心合作，決定於2003年7月進行電話調查。

#### 學生對性別定型、家庭角色及有殘疾人士的態度之基線調查

這項研究與香港大學社會工作與社會行政學系聯合進行，旨在研究學生對殘疾人士、性別定型觀念及家庭角色的接受程度。研究小組共收集了8,379名中、小學生的數據。

#### 性別觀念

2002年4月公布的研究結果顯示，性別觀念對學生的想法影響甚大。接受訪問的學生中，無論男、女生均期望男性擔當家庭的主要經濟支柱，並認為女性較適合照顧小孩。另外，年青男性普遍對男性化的定義存有僵化及缺乏彈性的觀念，因而限制了自己在行為及職業方面的選擇。例如，男生一般難以接受兒子分擔家務、女性擔任男性上司、丈夫當「住家男人」、女孩子主動約會男生等情況，但女生卻認為以上種種並無不妥。



The findings show that there is a need for the government to articulate its programme for women clearly.

#### Study on SARS Related Difficulties

Since March 2003, SARS has aroused massive anxiety in Hong Kong causing difficulties in people's work and social life. As a result, the Commission received 80 complaints and 444 enquiries (as at 29.12.03). In order to accurately assess the impact of SARS, the EOC and the Hong Kong Mood Disorders Centre of the Faculty of Medicine, the Chinese University of Hong Kong, decided to conduct a telephone survey in July 2003.

#### Baseline survey on students' attitudes towards gender stereotypes, family roles and persons with a disability

This study was established to look into students' levels of acceptance of persons with a disability, gender stereotypes and family roles. The study, which was conducted by the Department of Social Work and Social Administration, the University of Hong Kong, gathered data from 8,379 students in Primary and Secondary schools.

#### Gender

The research results released in April 2002 show that gender has a profound influence on the way students think. Both male and female students still expect the man to be the major breadwinner in the family whilst the woman is regarded as more suitable for the care of young children. Notably, young men surveyed were more rigid and inflexible in their definition of masculinity, restricting themselves to far fewer options in behavior and career choices. For example, the notions that sons should share the housework, men could have women bosses, husbands could be "househusbands" and girls could initiate dating were all out of the question with the boys but were acceptable to the girls.



學生對學校科目也存在明顯的性別觀念。女生認為體育、數學及資訊科技同時適合兩性，但男生則認為這些均為男性科目。受訪學生一般認為美術和音樂是女生科目，而科學及資訊科技則為男性學科。課外活動也如是，足球、武術和排球是男性活動，而繪畫、舞蹈和音樂則較適合女生。

男女學生在職業取向上，亦反映了濃厚的性別定型觀念。在被問及若是身為另一性別，會如何選擇個人職業時，他們均作出截然不同的選擇。雖然學生同意大部分職業均適合兩性從事，但實際的職業取向卻深受性別定型影響。在選擇事業方面，只有少數人能夠跳出性別定型的框框，受訪者普遍認為女生適合從事文科與人文學科、幼兒教育、護理、美術及舞蹈等工作，而男生則適合從事科學、資訊科技、工程、體育及技術方面的職業。

#### 家庭觀念

研究結果顯示，受訪青少年對再婚家庭（兩個家庭組織為一個新家庭）的接納程度最低，再依次是以父親為首的單親家庭、以母親為首的單親家庭、母親在中國大陸的家庭，以及父母親年齡差距較大的家庭。

#### 殘疾觀念

所有受訪者均表示，他們對殘疾人士的印象主要來自傳媒。對於各種殘疾情況，他們最不接納有學習障礙或曾患上精神病的人士，這與國際文獻所載雷同。

學生們似乎只關注到殘疾人士所受的束縛和局限，半數受訪者覺得殘疾人士「可憐」。在誤解和錯誤觀念的影響下，他們對殘疾引致障礙的想法，多較實際情況嚴重；例如殘疾人士總被視為異常、易生意外及適合從事重覆性工作，而精神病患者則被假定為異常和有暴力傾向。

由於社會上普遍對殘疾人士的行為有所誤解，因此學生亦大多受到負面影響。他們認為殘疾人士在特殊學校學習，較在一般學校可以接受更佳的教育，也更適應學校環境。在與殘疾人士交往方面，學生對與他們建立親密的交往感到猶豫，擔心社交方面的後果，其中尤以忐忑不安及難以預計的感覺為甚。

School subjects were seen as more or less suitable for male or female students. Girls thought that physical education, mathematics and computers were suitable for both sexes whereas the boys considered them male subjects. Art and music were seen as girls' subjects whereas science and IT were seen as boys' subjects. Extra-curricular activities followed a similar pattern. Football, martial arts and volleyball were for the boys while drawing, dancing and music were for the girls.

Occupational stereotyping was extremely prevalent among both male and female students. When they were asked to imagine being the opposite sex when choosing a suitable career, there were marked changes in their personal choice of careers. Although they agreed that most occupations were suitable for either gender, stereotypical thinking still dominated career preferences. Very few of them targeted themselves beyond stereotypical boundaries in career options. Employment in the arts and humanities, early childhood education, nursing, fine arts and dancing were thought to be appropriate for girls. Careers in science, IT, engineering, sports and technical work were considered appropriate for boys.

#### Family

Results indicated that the young respondents found the re-constituted family (amalgamation of two families into a new one) least acceptable, followed by male-headed single parent family, female-headed single parent family, family with the mother in mainland China and age-discrepant parents.

#### Disability

All respondents said that their impression of persons with a disability (PWDs) came largely from the mass media. There was a ranking of disabilities, with those with a learning impairment and those who had experienced mental illness at the bottom – very much in line with the international literature.

只有約三分之一（36.2%）學生表示，認識或接觸過殘疾人士。在殘疾人士未能融入主流社會的情況下，學生亦認為殘疾人士被孤立是正常的，於是形成惡性循環，引致更多誤解，也令學生對應否平等看待他們更感猶豫。

#### 跟進工作

委員會對是次研究結果甚為關注，因為學生的想法會影響他們的興趣及事業抉擇，繼而影響將來的經濟狀況、成就及對公共事務的參與，甚至整個社會的融合團結。我們認為必須為男、女童提供適當的培育，讓他們能在瞬息萬變的社會中，作出最佳的抉擇。委員會的目標是協助青年男女擺脫定型觀念的局限，擴闊視野，發掘新的潛能。

研究結果亦反映，我們須致力促進殘疾人士融入社區各層面的生活。殘疾人士應在主流學校接受教育、公開就業、居於群體住屋環境、參與社區生活，以及貢獻社會。

#### 「分析課本與教材內定型觀念」研究

這項研究由城市大學英文與傳播學系英語教育及傳意研究中心進行，重點為探討教材內定型觀念的性質及嚴重程度；研究層面包括性別、年齡、殘疾、單親家庭及種族幾方面的定型觀念。研究小組共審閱了289本教科書和考試卷，以及69,957項具有人物角色的資料；此外，又訪問了學生、教師和出版商。



Students tended to pay attention only to the constraints and limitations of PWDs. Half of all respondents viewed people with a disability as pitiful. The disabling implications of a given impairment were magnified because of misunderstanding and erroneous influences. For example, persons with a disability were perceived as deviant, accident prone and appropriate for repetitive work and people with mental illness were assumed to be deviant and violent.

Students were still largely under the negative influences of many prevailing behavioral misconceptions about people with a disability. They held the assumption that PWDs would be more comfortable and better educated in special instead of integrated schools. Students were hesitant towards personal commitments and cautious about the social consequences, in particular, the sense of threat and unpredictability, in relation to people with a disability.

Only about one-third (36.2%) of the students indicated that they were acquainted with or had had personal contact with persons with a disability. Many people with a disability are still largely excluded socially from the mainstream, and students viewed this exclusion as normative. This leads to a vicious cycle of further misunderstanding and hesitance to treat them equally as members of society.

#### Follow-up

The EOC is concerned about the findings because the perceptions students hold influence their interest and career choices, affecting their economic status, achievement and public participation as well as the overall cohesiveness of a community. It is important that girls and boys are equipped to make the best possible choices in a changing society. The EOC's vision is to challenge stereotypes so that young people of both sexes will discover new horizons and possibilities.



#### 性別觀念

研究的結果於2002年4月公布。結果顯示在分析資料內，以可辨別性別的角色而言，男性較女性為多。女性角色多與男性同時出現，而兩個女性角色一起出現為數較少；不過兩位男性角色同時出現的情況，則較男性與女性一起出現為多。在行為方面，女性多被描繪為愛哭、表現怪異和饒舌。此外，男性多與勇氣相關；而年長人士、女性和兒童則與柔弱相關。受訪教師認為，歷史科教材可涵括更多女性成就的事例。

#### 殘疾觀念

教材樣本中甚少提及殘疾，在全部69,957項資料中，只有0.1%，即73次提及，顯見教科書內提及殘疾人士的內容並不足夠。

小學教材僅提及肢體傷殘，中學教材則包括其他殘疾；而教材內的殘疾人士並非全面融入社群生活；與其他社會人士相較，他們一般被形容為被動、需要他人支援和幫助。

接受訪問的出版商認同，有需要在教材內提升殘疾人士的正面形象，但卻表示難以搜尋殘疾人士的資料，例如照片等。

#### 家庭觀念

在各教科書樣本中，單親家庭只出現過一次，而單親家庭兒童亦只在相關的內容內被提及一次，僅佔樣本0.003%。受訪學生認為離婚婦女性情暴躁、有時抑鬱，且有心理問題，而單親家庭子女則被視為取笑對象。受訪教師同意，教材內家庭角色的分布並不平均，亦同意女性對經濟及家庭均同樣有所貢獻。

The findings also made it obvious that social integration of persons with a disability in the different facets of community life must be promoted. More PWDs should be educated in the mainstream, engage in open employment, live in communal residential settings, and participate in as well as contribute to community life.

#### Research on Content Analysis of Textbooks and Teaching Materials in Respect of Stereotypes

This research was conducted by the Centre for English Language Education and Communication Research, City University of Hong Kong. The focus of the research project was to examine the nature and extent of stereotyping in printed educational materials. The areas of stereotyping surveyed were gender, age, disability, single-parenthood and ethnicity. The research team reviewed 289 textbooks, examination papers and 69,957 entries with human characters, and interviewed students, teachers and publishers.

#### Gender

The research results released in April 2002 showed that in the entries where gender of the characters could be identified, female characters appeared less often than male characters. Female characters were more likely to co-occur with male than with female. Males were more likely to co-occur with male than female. In terms of behaviour, women were said to cry, behave strangely and unable to stop eating. Men were associated with courage; older persons, women and children were associated with being weak. Teachers interviewed by the researchers felt that history materials could make more references to the achievement of women.

#### Disability

Disability was rarely referred to in the sampled materials, only 73 occurrences out of 69,957 entries, representing 0.1% of the sampled materials. Under-representation of PWDs in textbooks was apparent.

#### 跟進工作

要消除定型觀念，教育極為重要，而學校、教師及課本均能催化思想的變革。社會不斷轉變，教育環境必須能反映社會的多元性、各種文化價值觀，以及不同的傳統、生活方式和社會現況。定型觀念會局限年青人的人生抉擇，阻礙他們實現理想、盡展潛能。委員會的抱負是為每個人開啟機會之門。

基於是次研究的結果，委員會已與教統局成立諮詢小組，為學校製作平等機會教材。我們亦與教師培訓機構合作，務求加深學員對定型觀念的認識，以及就處理有關問題的技巧進行培訓。此外，我們亦為教育界專業人士舉辦研討會。

如欲閱覽以上各項研究報告的詳情，請瀏覽本委員會網頁 (<http://www.eoc.org.hk/CC/press/index.htm>)。



Primary school materials featured only persons with a physical disability, while secondary school materials included other types of disability. PWDs were not shown as fully functioning social actors. PWDs were presented as more passive than other social actors and were seen to need support and help from others.

Publishers interviewed by the researchers acknowledged the need to heighten the positive presence of PWDs but expressed difficulties in securing materials such as pictures of PWDs.

#### Family

In the textbook entries, there was only one instance of single parenthood and one related instance of children in a single parent family situation, representing 0.003% of the sample. Students interviewed perceived divorced women as ill tempered, sometimes miserable and having psychological problems, and children of single parents were viewed as objects of ridicule. Teachers interviewed recognized imbalances in family role distribution, and that women contribute to the economy as well as to the family.

#### Follow-up

Education plays a significant role in removing stereotypical perceptions and schools, teachers and textbooks act as catalysts to this change. The educational setting should reflect diversity, different cultural values, customs, lifestyles and the social realities of a changing community. Stereotyping limits life choices for young people, restricting young people from realizing their aspirations to reach their full potential. The EOC's vision is to ensure that doors stay open for every individual.

In view of the results of these studies, an advisory committee has been formed with the Education and Manpower Bureau to develop equal opportunities educational materials for schools. We are also working with teacher training institutions to raise awareness of stereotyping and to develop teaching skills in handling these issues, as well as holding seminars for professionals.

Details of these EOC surveys can be viewed at: <http://www.eoc.org.hk/CE/press/index.htm>