

認識平等機會

Understanding Equal Opportunities

研究及公眾意見調查工作仍然是委員會的重點項目，有助我們深入瞭解公眾對不同形式歧視的反應和態度。

非典型肺炎對港人在工作及生活造成的影響意見調查

鑑於「非典型肺炎」（「沙士」）對香港社會造成巨大的衝擊，而與該病有聯繫的人士都受到負面標籤，因此委員會在2003年7月與香港中文大學合作進行一項有關「沙士對港人在工作及生活上造成的影響」的意見調查。是項調查旨在分析受訪者的態度和行為，以便委員會日後構思一套方法應付類似的危機。調查結果亦有助我們改善消息發放、公眾教育及推廣各類控制疾病的策略。

調查結果肯定了我們在處理危機方面的經驗。大部分受訪者都強調需要更多資訊以加深對病症的認識，亦需要委員會就工作場所的應有措施發出指引。要確保僱主及僱員實行良好的工作常規，作出更理性的行為，必須讓公眾對情況有足夠瞭解、並掌握充分資訊。研究亦發現，事實和合理的資訊有助舒緩不必要的恐懼和憂慮，也令個別人士處理有關情況時，能做出明智的抉擇。這樣才能為社會締造一個更多理性行為、更少歧視態度，和更合理工作常規的環境。

在「沙士」期間，委員會迅速處理查詢，為大多數求助人士提供實際意見及靈活的解決方法。對於如何處理與「沙士」有關的不同處境，包括：員工受感染、或員工家人受感染等問題，委員會亦作出跟進。我們發現很多僱主面對危機時，實行良好管理常規，為機構及員工提供解決辦法。

In our work, research studies and public surveys continue to play a crucial role in providing us useful insights and understanding into the public's attitudes and perceptions regarding different forms of discrimination.

Survey on SARS Related Difficulties in Work and Social Lives in Hong Kong

In view of the tremendous social impact of the SARS epidemic on Hong Kong and the stigma associated with the illness, we collaborated with the Chinese University of Hong Kong to conduct an opinion survey on SARS related difficulties in work and social lives in Hong Kong in July 2003. The study aimed to analyze attitudes and behaviour for the development of methodology in our dealings with any similar crisis in the future. The findings would also help us to refine strategies for information dissemination, public education and the promotion of different aspects of disease control.

The research findings confirmed our own experiences in dealing with the crisis. The majority of respondents stressed the need for more information in helping them to understand the disease, together with a need for advisory guidelines in the workplace. The need for sufficient knowledge and information was important in ensuring better work practices and more rational behaviour. The survey revealed that factual and reasonable information helped ease unnecessary fears and concerns while also empowering individuals to make informed choices on how they could deal with the situation. This in turn resulted in an improved environment with more rational behaviour, less discriminatory attitudes and better work practices.



有關市民對平等機會委員會看法的調查 (2003)

委員會於1998年進行了一項有關公眾對委員會的意見調查。2003年我們作出跟進，調查市民對委員會的認知程度和理解，深入探討他們對委員會工作的認識和活動成效的意見。

調查在2003年7月以電話訪問了2002人。92.7%受訪者表示曾聽過委員會的名字（對比1998年為86.7%）。值得鼓舞的是，差不多所有受訪者（97.3%）都認為，委員會的工作是值得支持的（對比1998年為97.6%）。84%受訪者認為委員會已成功地加深公眾對歧視及不平等觀念的認識（對比1998年的82.2%）。此外，76.6%受訪者認為平等機會是重要的。其他調查結果顯示委員會應提高公眾對現行法例的認識、舉辦更多有成效的活動以改變態度與行為、加強有關委員會核心職能的公眾教育，和處理公眾對委員會給予法律協助方面的期望。

相關人士對委員會的看法與期望意見調查

委員會在2004年1月就其角色及組織管理架構進行整體檢討之際，同時進行了「相關人士對平等機會委員會所擔當的角色及工作的看法與期望意見調查」，受訪者包括非政府組織、倡議團體、政黨、公共機構和專業團體。逾半（51%）受訪者認為，委員會有「足夠」的法定權力，8%認為委員會權力「過大」，41%則認為委員會權力「不足」。受訪者對香港的平等機會發展步伐意見紛紜。近半受訪者認為進度合理，另一半則認為太慢。這些寶貴的意見讓我們能評核委員會的工作：知道如何處理不同群體的期望，以致推動社會邁向實現平等機會。

In our handling of enquiries, we have been able to assist the great majority of those who approached us with quick responses and rapid settlement of issues with the offer of practical advice and flexible solutions. We also moved rapidly to provide information on dealing with a number of scenarios related to SARS including the implications of having an infected member of staff or staff with an infected family member. During the crisis, we did find that many employers adopted good management practices, facilitating and providing solutions for their companies and staff.

Survey on Public Perception 2003

In 1998, we commissioned a survey on the public's awareness and perception of the Commission. In 2003, we followed up with a further public perception survey, not only to assess awareness and perception of the EOC but also to gain an insight into their understanding of the EOC and the effectiveness of our work and programmes.

2002 individuals were interviewed over the telephone in July 2003. 92.7% of the respondents said that they had heard of the EOC (as compared to 86.7% in 1998), whereas nearly everyone interviewed (97.3%) felt that the work of the EOC deserved their support (as compared to 97.6% in 1998). 84% thought the EOC had succeeded in enhancing the public's understanding of discrimination and inequality (as compared to 82.2% in 1998). Moreover, 76.6% perceived equal opportunity as important. Other findings of the survey provided insight into areas of work where the EOC should spend more effort, such as enhancing public knowledge on the existing legal provisions, organising more programmes that lead to sustainable effects on attitudinal and behavioural changes; strengthening public education on the core functions of the EOC and managing public expectations on the granting of legal assistance.

Survey on Stakeholders' Perception and Expectation on EOC

In January 2004, in the context of the Overall Review on the Role and Organizational and Management Structure of the EOC, we conducted a Survey on Stakeholders' Perceptions and Expectations on the Role and the Work of the EOC, involving NGOs, advocacy and opinion groups, political parties, public organizations and professional bodies. While about half of the respondents (51%) found the statutory power of the EOC adequate and 8% considered it "more than adequate", 41% considered our powers "less than adequate". Views towards the pace of development of equal opportunities in Hong Kong were also mixed. Almost half of the respondents regarded the progress as reasonable, whereas another half regarded it too slow. Such invaluable feedback allows us to gauge our work and how we manage expectations of different groups in order to carry the community forward to achieve equal opportunity.