

PORI



HONG KONG PUBLIC OPINION RESEARCH INSTITUTE

香 港 民 意 研 究 所

**e-Deliberation Poll on “Support for Carers”
Release of Results**

December 12, 2024

Presentation Flow

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- HKPORI's Latest Development
- Research Design of the e-Deliberation Poll on “Support for Carers”
- Results of Quantitative Analysis
 - “POP Panel” online survey
 - Pre- and post-deliberation opinion change
- Results of Qualitative Analysis
 - “POP Panel” online survey – open-ended responses
 - Discussion contents during deliberation
 - Post-deliberative survey – open-ended responses

HKPORI's Latest Development: Latest Progress Update

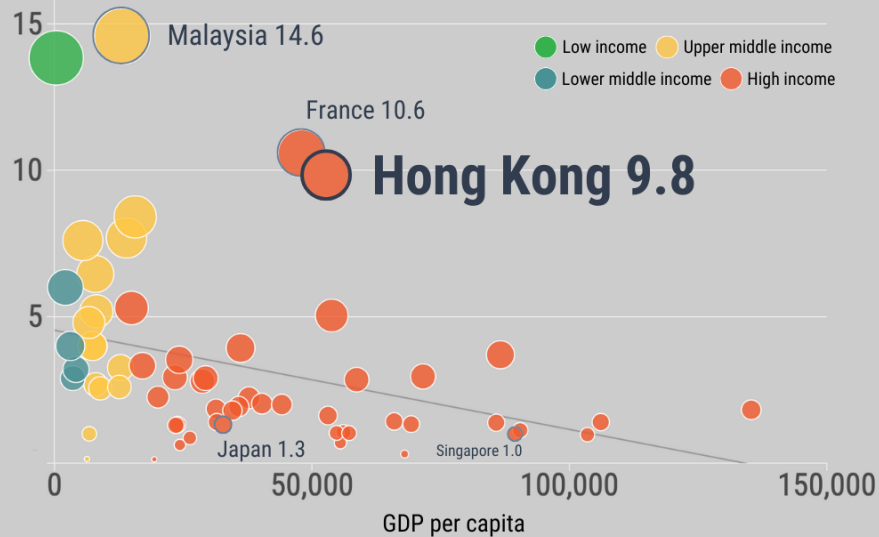
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- **Topical Study**: HKPORI has completed its first-ever topical study, on dating and childbearing, and all releases are complete by the end of November, inducing many discussions. HKPORI immediately kick-started its 2nd topical study, on people's living environments and regulation of subdivided units. Data collection is still in progress, and the results are expected to be released through social media and the website next January.
- **International Data**: PORI has recently consolidated the data compiled by the International Labour Organization (ILO) under the United Nations on occupational fatality, and compared it with the latest Hong Kong report compiled by the Labour Department. Hong Kong's occupational fatality rate in 2023 stood at 0.098, which is much higher than most high-income countries or regions around the world. Please see our social media post on December 9. We will continue to compare local and global data in order to echo society's needs and keep Hong Kong as a window to the world.
- **Telephone Survey**: HKPORI conducted a telephone survey on the appraisal of news media in November. Result shows that 65% of respondents believe Hong Kong's news media have practiced self-censorship, which is the highest figure since records began in 1997. The proportion of believing the media have scrupled to criticise the Central and the SAR Governments also registered historical highs since 1997.

HKPORI's Latest Development: Latest Progress Update

2023 Occupational Fatality Rate: 9.8 Nearly 9 Times Higher than Singapore

Fatal occupational injuries per 100,000 workers



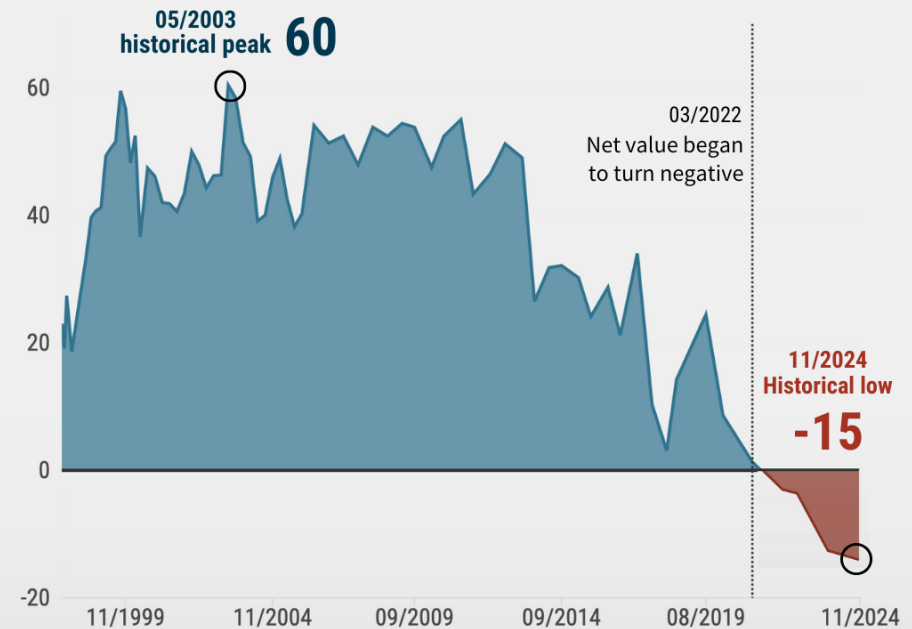
Note: The data presented are derived from the most recent reports across various places spanning 2021 to 2023.

Data sources: Occupational Safety and Health Statistics (OSH) database, ILOSTAT (International Labour Organization), World Bank, International Monetary Fund



“Do you think the news media in Hong Kong have given full play to the freedom of speech?”

53% believe it has not



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e-Deliberation Poll (e-DP) – Research Design

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- “Deliberative Polling” is a public opinion research methodology that encourages people to think critically and discerningly, founded by Stanford University in the United States.
- The platform assigned the 14 participants into **two groups** for discussion, and assisted in controlling the agenda and time of the discussion, as well as coordinating the order of speaking.
- After a brief self-introduction, participants started taking turns to express their opinion on the two agenda items, namely “How to Allocate the Resources” and “Whether Resources Should be Focused on the Care Team to Support Carers”. Participants could also check the information pack and the pros and cons of each proposal at any time during the discussion.
- The two groups eventually completed their discussions in about **half an hour and almost an hour** respectively.
- Upon completion of the discussion, participants were asked to complete a Post-deliberation online questionnaire and explain the impact of the deliberation exercise on their views.

Contact Information (1) – “POP Panel” Online Survey

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- Date of survey: 1-9/11/2024
- Target population: Hong Kong residents aged 12 or above
- Survey method: Online survey* by email invitation to POP Panel members
(including “Hong Kong People Representative Panel” and “Hong Kong People Volunteer Panel”)
- Sample size: 1,590
- Success rate: 2.1%
- Sampling error: Sampling error of percentages at +/-2.5% at 95% confidence level
- Weighting method: Rim-weighted according to 1) gender-age, educational attainment (highest level attended) and economic activity status distribution of Hong Kong population from Census and Statistics Department; 2) appraisal of political condition and political inclination distribution from regular tracking telephone surveys

* Including 5 multiple-choice & 1 open-ended qns on the topic, plus invitation to join the e-DP.

Contact Information (2) – e-DP on “Support for Carers”

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- Date: 6/11/2024 (12:30 – 13:30)
- Survey method:
Online discussion
- Number of invitations sent: 74,127
- Number of members whose applications were confirmed: 29
- Final number of participants: 14

Flow of Invitation & Confirmation

1/11 (Fri)	Invitation email: Online survey and e-DP participants recruitment
4/11 (Mon)	Confirmation email and telephone reminder(s): Provide balanced information pack and e-DP platform testing link
5/11 (Tue)	Reminder email: Reminder for participation, provide activity link and user manual of the e-DP platform

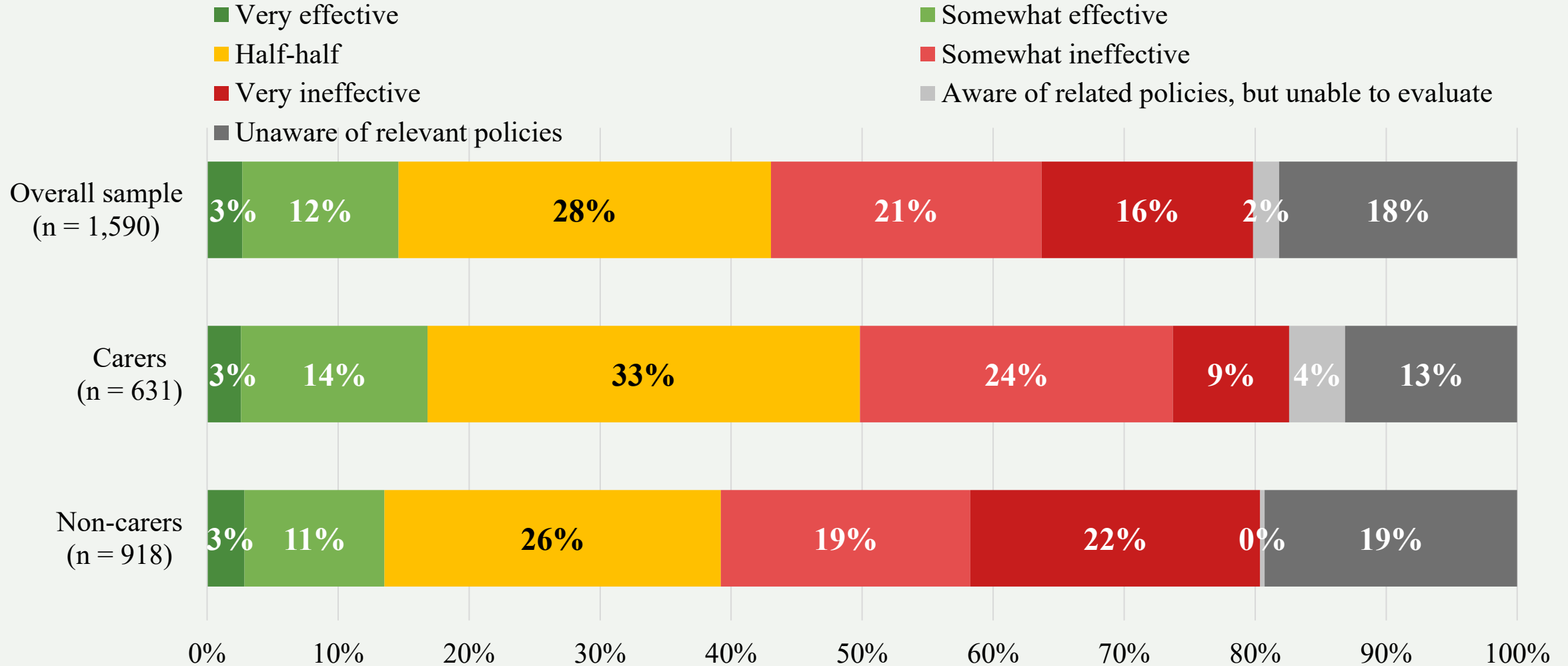
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Effectiveness of the Current Carer Support Policies

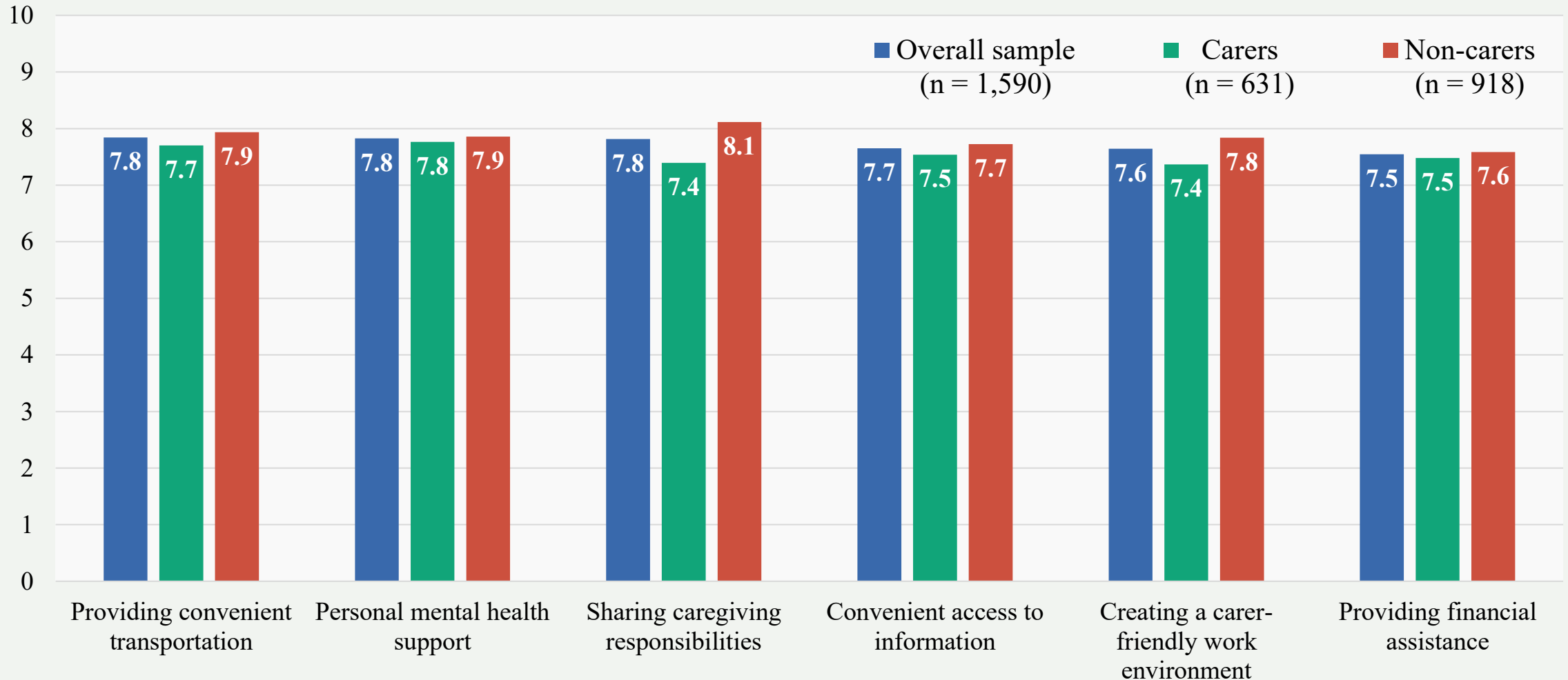
Q1 How effective or ineffective do you think the government's current carers support policies are in helping carers?



Level of Need in Different Policy Areas of Support

Q2 Please rate on a scale of 0-10 how much you think carers are in need of each of the following areas of policy support. *(Ranked in descending order of ratings for the overall sample)*

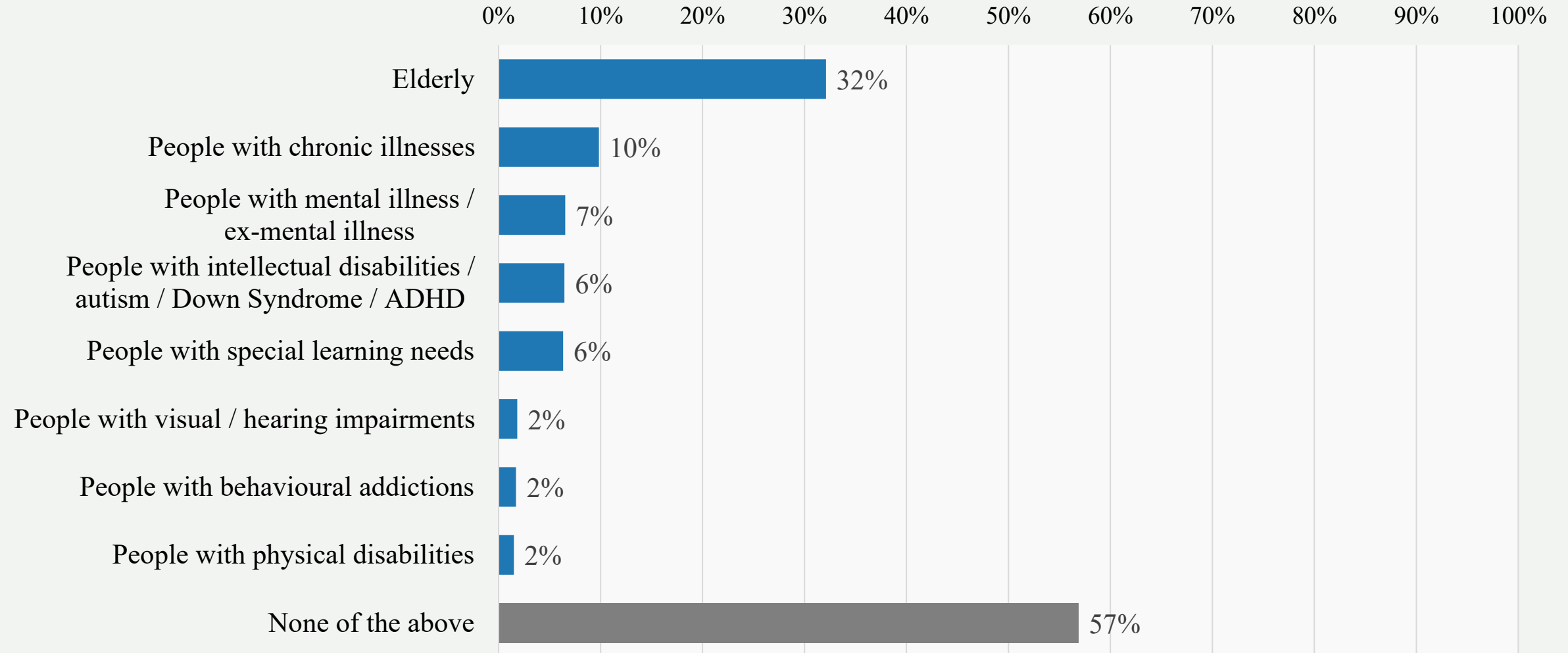
0 indicates absolutely no such need, 10 indicates absolutely in need and 5 indicates half-half.



Category of Care Recipients

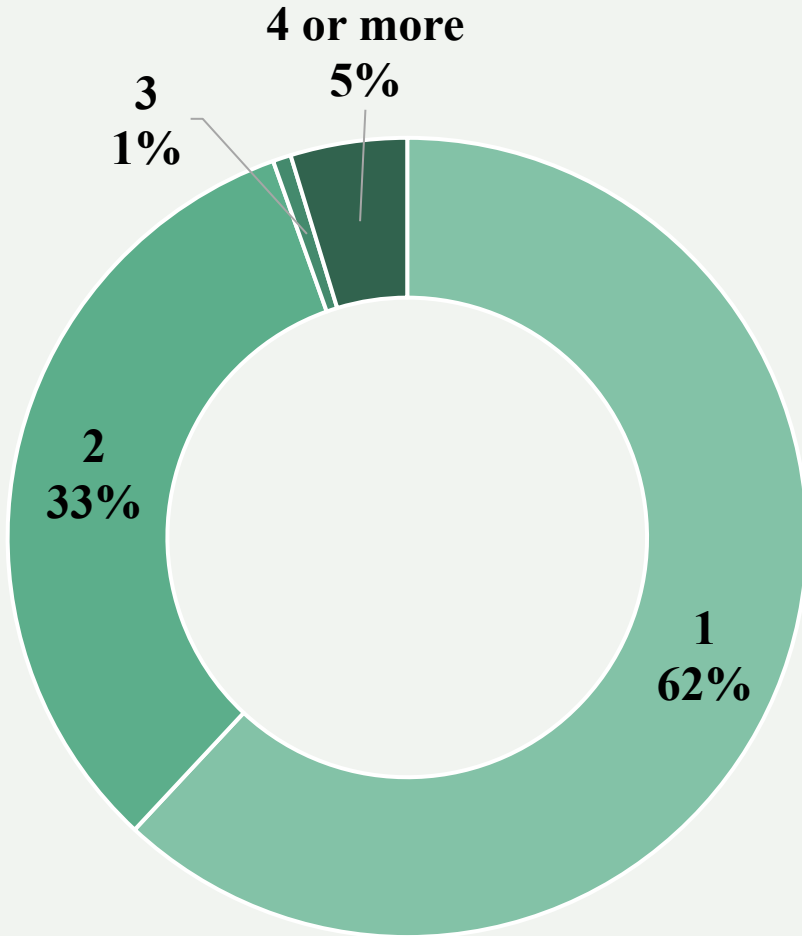
Q4 Do you personally take care of any of the following categories of individuals? (n = 1,590)

Do not include care provided as part of paid work; multiple selections allowed



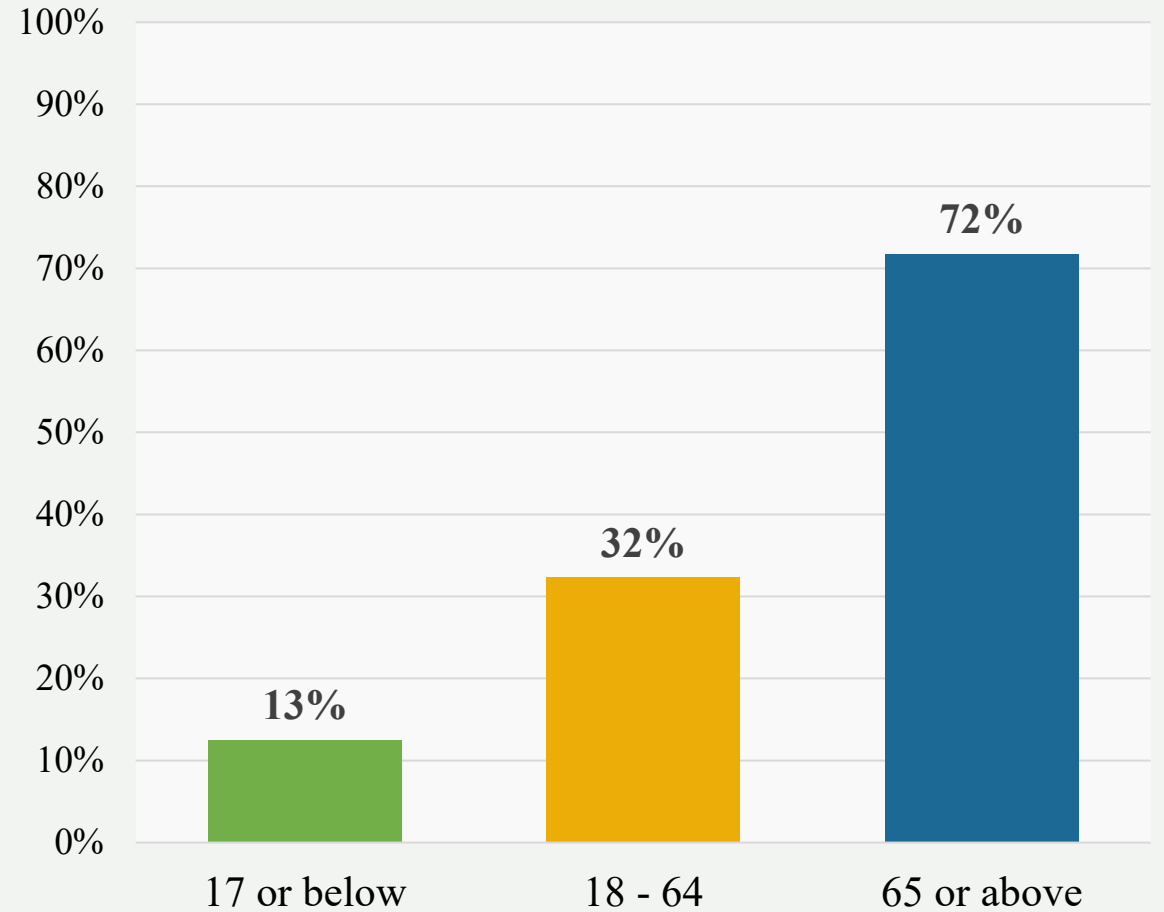
Number of Care Recipients and Age of Care Recipients

Q5 How many individuals in these categories do you care for currently? (n = 631)



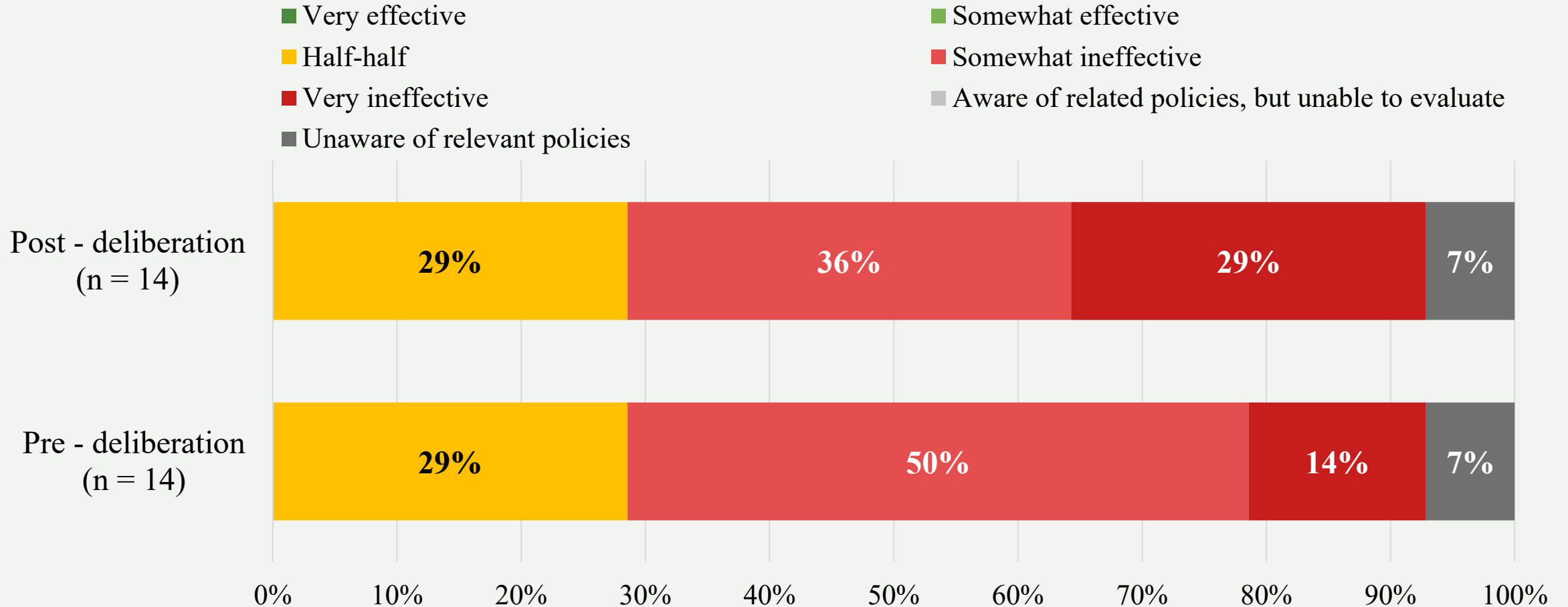
Q6 What age group do(es) your care recipient(s) belong to? (n = 631)

Multiple selections allowed



Effectiveness of the Current Carer Support Policies

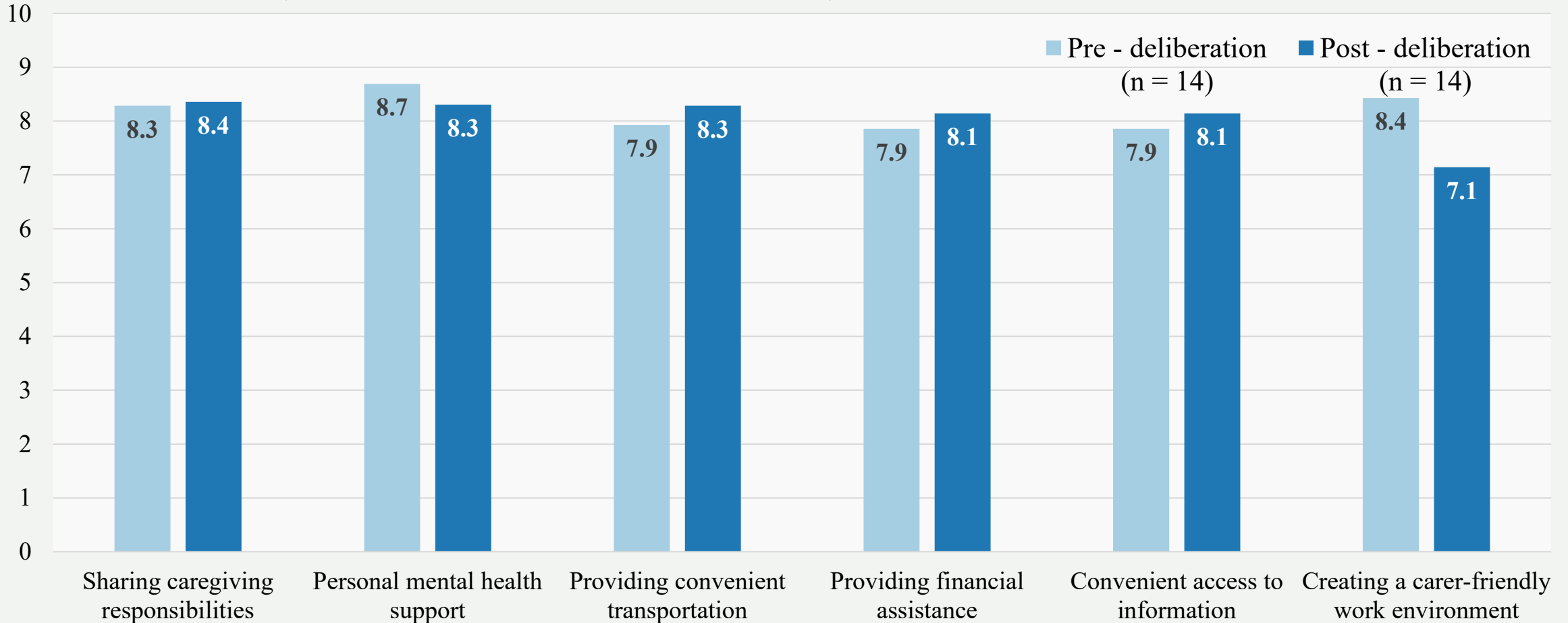
Q1 How effective or ineffective do you think the government's current carers support policies are in helping carers?



Level of Need in Different Areas of Policy Support

Q2 Please rate on a scale of 0-10 how much you think carers are in need of each of the following areas of policy support. (Ranked in descending order of the post-deliberation ratings)

0 indicates absolutely no such need, 10 indicates absolutely in need and 5 indicates half-half.



Pre- and post-deliberation opinion change (III)

Post-Deliberation Opinion Changes at Individual Participant Level

Q1 How effective or ineffective do you think the government's current carers support policies are in helping carers?				
Sample size	Positive change	No change	Negative change	Not comparable
14	14%	43%	29%	14%

Q2 Please rate on a scale of 0-10 how much you think carers are in need of each of the following areas of policy support. 0 indicates absolutely no such need, 10 indicates absolutely in need and 5 indicates half-half.				
Areas of policy support	Sample size	Positive change	No change	Negative change
Providing financial assistance, such as carer allowances	14	50%	14%	36%
Convenient access to information, such as one-stop information websites and 24-hour support hotlines		50%	21%	29%
Personal mental health support, such as counselling		21%	50%	29%
Providing convenient transportation, such as increased rehabilitation bus services		36%	36%	29%
Sharing caregiving responsibilities, such as providing respite services		29%	21%	50%
Creating a carer-friendly work environment, such as flexible working hours and special leave		14%	29%	57%

Post-Deliberation Opinion Changes at Individual Participant Level

- Across all questions, results showed that 14% up to half of the participants have **positive changes** in their views, Meanwhile, 29% up to 57% have **negative changes**.
- * **Positive changes:** e.g. from “very ineffective” to “somewhat ineffective”, from “somewhat effective” to “very effective”, or increased rating
- Negative changes:** e.g. from “very effective” to “somewhat effective”, from “somewhat ineffective” to “very ineffective”, or lowered rating

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“POP Panel” Online Survey – Open-ended Responses

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- **“POP Panel” online survey open-ended question:**
 - If you think carers need any policy support in areas other than the six mentioned above, please fill in the space below. Otherwise, leave this field blank.
- A total of 152 qualitative responses have been recorded
- **Summarized the responses collected by Perplexity AI**
 - Removed those irrelevant to the question
 - Uploaded all the responses to Perplexity AI and instructed it to categorize the contents into five main categories
- Record the original responses given by Perplexity AI

Qualitative Analysis Results (I)

“POP Panel” Online Survey – Open-ended Responses

01 Enhanced Medical and Health Services

- Affordable medical transportation options for caregivers and their dependents.
- Increased availability of healthcare professionals in local communities.
- Continuous access to comprehensive medical services for those in need.
- Improved waiting times for medical services to reduce caregiver stress.

03 Community and Social Engagement

- Public education campaigns to raise awareness about caregiver challenges.
- Social events that encourage interaction between caregivers and dependents.
- Organizations providing resources and support tailored to caregiver needs.
- Encouragement of civic participation in policymaking related to caregiving.

02 Respite and Relief Services

- Temporary caregiving assistance to provide essential breaks for caregivers.
- Home assistance programs to help with daily household tasks.
- Local facilities offering respite care services for dependents.
- Hospice care options that respect patient dignity and choices.

04 Housing and Living Arrangements

- Meal delivery services available at low or no cost for caregivers.
- Home modifications to improve accessibility for elderly or disabled residents.
- Support for aging in place initiatives to allow seniors to stay at home.
- Assistance with residential arrangements that meet specific care needs.

05 Training and Skill Development

- Practical training programs to improve caregivers' caregiving skills.
- Workshops on effective caregiving techniques and best practices.
- Centralized access to training resources for easy information retrieval.
- Support groups that foster connections among caregivers for shared experiences.

Discussion Contents During Deliberation

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- **Summarized the responses collected by Perplexity AI**
 - Transcribed the full content from discussion rooms (a) and (b) by AI
 - Uploaded to Perplexity AI respectively
 - Instructed to summarize the key points according to the deliberation agenda

Discussion Contents During Deliberation (1/4)

Room (a)

Room (b)

Deliberation Agenda (I): How to Allocate the Resources

1. Financial Assistance Priority

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|---|--|
| <ul style="list-style-type: none">○ While the government provides economic assistance, the difficulty in applying for subsidies is more significant than the amount itself, especially for the elderly.○ Local community centers should offer help to assist caregivers in successfully applying for the resources they need.○ Simplifying the application process can effectively increase caregivers' chances of receiving support. | <ul style="list-style-type: none">○ Caregivers need financial support to cope with living expenses, especially the financial burden of long-term patients.○ Providing transportation allowances and similar measures can help caregivers shift their focus and improve their quality of life, reducing stress.○ The government should simplify the application process for economic assistance, making it easier for caregivers to receive help. |
|---|--|

2. Information Accessibility Priority

- | | |
|--|---|
| <ul style="list-style-type: none">○ Although some organizations provide assistance, the complex administrative processes make it difficult for many to understand, and service limitations in specific districts create additional challenges.○ There should be more "human touch" methods for information dissemination, such as physical posters and community activities.○ Integrating information platforms can allow caregivers to easily find the services they need and enhance transparency. | <ul style="list-style-type: none">○ Caregivers face challenges with scattered information, which is particularly difficult for the elderly to access.○ The government should establish a centralized information platform to facilitate caregivers in finding various support and policies.○ Existing information often focuses on the recipients rather than the caregivers, necessitating greater attention to caregivers' needs. |
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Discussion Contents During Deliberation (2/4)

Room (a)

Room (b)

Deliberation Agenda (I): How to Allocate the Resources

3. Mental Health Support Priority

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|---|---|
| <ul style="list-style-type: none">○ Caregivers face pressure not only from insufficient resources; many self-impose expectations and may use their caregiver role to temporarily sidestep other life challenges.○ Mental health issues can significantly affect caregivers' daily lives and caregiving processes, necessitating special attention.○ Caregivers should learn to let go and reduce self-imposed burdens to promote their mental well-being. | <ul style="list-style-type: none">○ Caregivers are often neglected, with societal focus primarily on the health of the recipients rather than their own well-being.○ Current mental health support resources are hard to find and involve long waiting times, leaving caregivers feeling isolated.○ The government should strengthen psychological counseling and support services to reduce caregivers' mental burdens and ensure timely help. |
|---|---|

4. Information Accessibility Priority

- | | |
|---|---|
| <ul style="list-style-type: none">○ The Rehabus service has low coverage and is difficult to reserve, while wheelchair taxis are also hard to hail.○ Local clinics could provide more medical services to assist caregivers in accessing necessary healthcare support for those with limited mobility.○ For recipients who find it challenging to leave home, on-site medical services would be more effective. | <ul style="list-style-type: none">○ Caregivers require transportation allowances that cover the actual transport they use, including wheelchair taxis.○ The government should improve public transport facilities by adding support features like elevators to make travel easier for caregivers.○ The current transportation system needs to be more user-friendly, ensuring caregivers can easily access medical or community services. |
|---|---|

Discussion Contents During Deliberation (3/4)

Room (a)

Room (b)

Deliberation Agenda (I): How to Allocate the Resources

5. Sharing Caregiving Responsibilities Priority

- | | |
|--|--|
| <ul style="list-style-type: none">○ Mental health issues may be more critical, and community spaces can help identify those who are reluctant to seek help.○ Caregivers can find services like accompaniment and meal delivery if they know how to look for them.○ Community activities can foster communication and support among caregivers. | <ul style="list-style-type: none">○ There should be a promotion of both paid services and volunteer services to alleviate the workload on caregivers and provide more options.○ Students could participate in extracurricular activities to help ease caregivers' burdens and foster social responsibility.○ The concept of a "time bank" should be promoted, allowing community members to assist one another in supporting caregivers. |
|--|--|

6. Creating Carer-Friendly Work Environment

- | | |
|--|---|
| <ul style="list-style-type: none">○ Not all types of work allow for flexible arrangements, posing challenges for caregivers.○ Caregivers need to understand available options, such as government initiatives that may offer flexible job opportunities.○ Employers should consider providing support that enables caregivers to balance work and family responsibilities effectively. | <ul style="list-style-type: none">○ Companies should offer flexible work arrangements to help working caregivers balance their responsibilities at home and work.○ The government needs to take the lead in establishing a supportive culture that emphasizes the importance of caregivers' needs and rights.○ The government could consider issuing badges or certifications to companies that are friendly toward caregivers, encouraging good practices. |
|--|---|

Discussion Contents During Deliberation (4/4)

Room (a)

Room (b)

Deliberation Agenda (II):

Whether Resources Should be Focused on the Care Team to Support Carers

- Participants expressed a lack of confidence in the support teams, believing their operations lack transparency.
- The funding usage by these teams is unclear, requiring accountability in reporting their effectiveness to the public.
- It is advisable to integrate existing resources rather than duplicating efforts with new organizations to enhance service quality and efficiency.

- The government should enhance training for support teams, including emotional counseling and accompanying services, to improve service quality.
- Support teams lack community networks and public authority compared to district councilors, necessitating a reevaluation of their roles and functions.
- Resources should not be prioritized for support teams due to overlaps with existing social welfare organizations; a reassessment of resource allocation is needed.

Prioritization of policy areas (also summarized by Perplexity AI)

Participants agreed that mental health support should be the top priority, as carers face significant psychological pressure that affects their caregiving ability. Economic assistance and information accessibility were also emphasized, but the main issue lies in the difficulty of applying for support. Transportation accessibility is equally important, especially for recipients with mobility challenges. **Overall, the lengthy discussions on mental health support and its frequent mention in other areas highlight its significance.**

Participants generally believe that mental health support should be prioritized, as carers' psychological pressure affects their overall capacity, and this issue was mentioned multiple times. The need for information accessibility and transportation was also highlighted, but they were considered less urgent compared to mental health. Economic assistance was discussed briefly and not revisited, indicating its relatively lower importance. **Overall, mental health support is viewed as the most critical area to address.**

Post-deliberative Survey – Open-ended Responses

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- **Post-deliberative survey – open-ended question:**
 - Please briefly describe how this e-DP activity has changed your views on the above questions (i.e. effectiveness of the current care support policies, and level of need in different policy support); if no change, please also explain why there is no change in your views.
- A total of 25 qualitative responses have been recorded
- **Summarized the responses collected by Perplexity AI**
 - Removed those irrelevant to the question
 - Uploaded all the responses to Perplexity AI
 - Instructed it to categorize the contents into five main categories
- Record the original responses given by Perplexity AI

Post-deliberation Survey – Open-ended Responses

Changes in Respondents' Views

- Increased skepticism about the effectiveness of policies, shifting from viewing them as adequate to seeing them as wasting taxpayer money.
- Enhanced understanding of carers' challenges, especially regarding the need for psychological support after hearing real experiences.
- Recognition of diverse needs among carers, leading to a realization that targeted measures are essential.

Unchanged Perspectives

- Frustration with government inaction persisted, with many feeling that stakeholder feedback is not integrated into policy-making.
- Some respondents expressed that existing policies primarily enhance services without adequately addressing underlying issues.
- Continued belief that without targeted interventions, the situation for carers will not improve significantly.

Influence of Caregiver Experiences

- Real-life insights from carers provided a clearer understanding of their difficulties, prompting some respondents to reconsider their initial opinions.
- Shared challenges among carers underscored the need for comprehensive support systems.
- Greater empathy developed as participants recognized the emotional and psychological burdens faced by carers.

Concluding Remarks

- The “POP Panel” online survey results revealed that when analyzed by their role as carers or non-carers, the evaluation of the current carer support policies is highly similar, while relatively fewer carers give negative appraisals.
- Besides, the carers consider the need for “personal mental health support” as the most important, while the need for “a carer-friendly work environment” was relatively less important. As for non-carers, the need for “sharing the work of carers” was considered the most important, while the need for “providing financial assistance” was relatively less important.
- As for the e-DP results, we found that participants showed some opinion changes in one way or another after rational deliberation. For instance, there is an overall slight decline in participants’ evaluation of the effectiveness of current carer support policies, even though such a change did not overturn the macro picture of public opinion.
- Moreover, “providing financial assistance” and “convenient access to information” received positive changes from more than half of the participants. In contrast, more than half of them showed negative opinion changes towards “sharing caregiving responsibilities” and “creating a carer-friendly work environment”.
- We therefore conclude that the online deliberation would make people more receptive to divergent views on the topic of support for carers, by the exchange of personal experiences and in-depth discussion, people could gain more thinking perspectives.
- It is hoped to facilitate the formation of more policies that can truly help and support the local carers.