



中大香港亞太研究所民調： 近六成人認為政府公廁不衛生 近八成受訪者贊同向違反衛生措施人士罰款

新型冠狀病毒肺炎(新冠肺炎)疫情肆虐，公共廁所作為其中一個傳播病毒的途徑，其衛生情況令人關注。香港中文大學(中大)香港亞太研究所政策研究網絡於2020年3月12日至23日晚上，以電話訪問形式隨機抽樣調查市民對公廁衛生的意見，成功訪問了1,006名18歲或以上的市民。結果發現，近六成受訪者認為政府公廁¹不衛生，近八成人贊同向違反公廁衛生措施人士罰款。

被問及對公廁衛生的整體評價，57.7%的受訪者認為公廁不衛生，42.3%則認為衛生(見附表一)。統計檢定(卡方檢定)顯示，性別及主觀社會階層與對公廁衛生的印象沒有呈現統計上的顯著差異。年齡、教育程度和經濟背景則與對公廁衛生的印象呈統計上的相關性：青年(18至29歲)、高教育程度(大專及以上)及在職者認為公廁不衛生的比率較高。

在認為公廁不衛生的受訪者中，當被追問在公廁最常遇見的不衛生問題時(答案可選多項，以樣本人數計算)，74.3%指是沒有水沖廁，61.2%認為是臭氣熏天，亦有55.0%表示是廁所地面濕滑。此外，廁板骯髒、馬桶或尿兜淤塞，以及垃圾遍地，亦分別佔逾30%(見附表二)。

當被問到哪些是公廁不衛生的主要原因時(答案可選多項，以樣本人數計算)，80.1%認為是使用者缺乏公德心，其次為清潔工人手不足(或清潔次數太少)，佔63.7%，再其次是太多人使用，佔56.6%，亦有35.0%認為設施經常損壞為主因(見附表三)。

調查亦要求受訪者評價現行改善公廁衛生措施的成效。95.0%受訪者認為增加清潔人手或次數能有效改善公廁的衛生情況，82.6%則認為應引進科技元素(如自動沖水、自動清潔廁板)(見附表四)。

¹ 政府公廁是指政府在街上或政府設施如運動場、熟食中心及郊野公園等設立的廁所。

對於引進新措施以改善公廁的衛生狀況，最多受訪者贊同的是「向違反公廁衛生措施的人士處以罰款」（77.1%），第二至第五位分別為「安排中小學生清潔校內廁所，培養公德心」（76.6%）、「安裝電子提示系統，提醒使用者沖廁」（75.6%）、「招募『公廁衛生大使』推廣公廁衛生」（61.7%），以及「實行公廁收費」（47.3%）（見附表五）。

最後，是次調查亦訪問了受訪者對廁所設計加入性別及家庭關懷元素的觀點。結果顯示，96.7%受訪者同意增加女廁廁格，91.3%同意在廁所增加家庭友善設施（如哺乳室、嬰兒尿布台），不過只有 28.6%同意設立性別友善廁所（指不分性別的廁所）（見附表六）。就此三項觀點，只有設立性別友善廁所一項在不同社經背景方面有顯著分別，青年、教育程度較高者較老年、教育程度較低者更多地表示支持。

是次調查成功訪問了 1,006 名 18 歲或以上的市民（當中 542 位來自家居固網電話訪問，而另外的 464 位則源於手機電話訪問），回應率分別為 39.2%及 46.9%。百分比變項的抽樣誤差約在正或負 3.09 個百分點以內（可信度設於 95%）。

中大香港亞太研究所政策研究網絡
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附表一：政府公廁衛生評價（百分比）

	百分比
衛生	42.3
不衛生	57.7
（樣本數）	(862)

問題：「整體嚟講，你認為政府公廁有幾衛生呢？」

附表二：政府公廁的不衛生問題（百分比）

【此題只問認為政府公廁不衛生的受訪者，可選多項】

	百分比
冇水沖廁	74.3
好臭	61.2
地面濕滑	55.0
廁板污糟	39.8
馬桶或尿兜淤塞	38.5
通地垃圾	31.9
洗手盤淤塞	27.5
（樣本數）	(493)

問題：「你經常遇到『政府公廁』唔衛生嘅問題係乜嘢呢？」（可選多過一項）

註：由於可選多項，總計百分比超過 100%。

附表三：公廁不衛生的原因（百分比）

【此題只問認為政府 / 公營機構 / 商業機構公廁不衛生的受訪者，可選多項】

	百分比
使用者缺乏公德心	80.1
清潔工人手不足（或清洗次數太少）	63.7
太多人使用	56.6
設施經常壞	35.0
（樣本數）	(544)

問題：「你認為公廁不衛生嘅最主要原因係乜嘢呢？」（可選多過一項）

註：由於可選多項，總計百分比超過 100%。

附表四：改善公廁衛生措施的成效（百分比）

	有用	無用	（樣本數）
增加公廁清潔人手/次數	95.0	5.0	(955)
引進科技元素	82.6	17.4	(975)

問題一：「你認為『增加公廁清潔人手/次數』對改善公廁衛生幾有用呢？」

問題二：「你認為『引進科技元素（如自動沖水、自動清潔廁板）』對改善公廁衛生幾有用呢？」

附表五：引進改善公廁衛生的新措施（百分比）

	同意	不同意	（樣本數）
罰款	77.1	22.9	(924)
安排學生清潔校內廁所	76.6	23.4	(933)
安裝電子提示系統	75.6	24.4	(949)
招募「公廁衛生大使」	61.7	38.3	(911)
公廁收費	47.3	52.7	(926)

問題一：「你有幾同意假如喺香港『向違反公廁衛生人士罰款』能夠改善公廁衛生呢？」

問題二：「你有幾同意假如喺香港『安排中小學生清潔校內廁所，培養公德心』能夠改善公廁衛生呢？」

問題三：「你有幾同意假如喺香港『安裝電子提示系統，提醒冇沖廁人士沖廁』能夠改善公廁衛生呢？」

問題四：「你有幾同意假如喺香港『招募社區人士做「公廁衛生大使」推廣公廁衛生』能夠改善公廁衛生呢？」

問題五：「你有幾同意假如喺香港實行『公廁收費』能夠改善公廁衛生呢？」

附表六：性別及家庭友善設施（百分比）

	同意	不同意	（樣本數）
增加女廁廁格	96.7	3.3	(943)
增加家庭友善設施	91.3	8.7	(938)
設性別友善廁所	28.6	71.4	(912)

問題一：「你有幾同意『增加女廁廁格』？」

問題二：「你有幾同意『喺廁所增加家庭友善設施（如哺乳室、嬰兒尿布台）』？」

問題三：「你有幾同意『設立性別友善廁所（指不分性別嘅廁所）』？」

Survey Findings on Views about the Sanitary Conditions in Public Toilets

Released by the Hong Kong Institute of Asia-Pacific Studies at CUHK

With the spread of COVID-19 around the world, public toilets have become one of the sources of virus transmission, arousing concern about their state of sanitation. In light of this, the “Policy Research @ HKIAPS”, a research programme under the Hong Kong Institute of Asia-Pacific Studies of The Chinese University of Hong Kong (CUHK), conducted a telephone survey in the evening from 12 to 23 of March 2020, to gauge public views on public toilets. A total of 1,006 people aged 18 or above were successfully interviewed. The results indicated that nearly 60% of the respondents regarded public toilets¹ as unsanitary, and around 80% supported the imposition of a penalty on those who violate the public toilet sanitary measures.

The survey showed that 57.7% of the respondents were not satisfied with the sanitary conditions of public toilets, while 42.3% were satisfied. A statistical analysis (chi-square test) revealed no significant difference in gender and subjective social class. However, the views among those of different ages, levels of education, and economic status were statistically correlated, with the young (aged 18 to 29), those with higher education (tertiary or above), and those with employment being more dissatisfied with the sanitary conditions.

Among those respondents who felt negative about the conditions, 74.3% found that having no flushing water was the main issue related to the unsanitary conditions that they encountered, 61.2% mentioned foul smells, while 55.0% pointed to slippery floors. Furthermore, around a third of the respondents complained about issues such as dirty toilet seats, clogged toilet pans or urinals, and rubbish on the floor.

Regarding perceptions of the reasons for the unsanitary conditions, 80.1% blamed a lack of civility on the part of users, 63.7% thought that cleaners (or the frequency of cleaning) was inadequate, 56.6% thought that there were too many users, and 35.0% believed that

¹ Public toilets include toilets provided by the government on the street and in public facilities, such as stadiums, cooked food centres and country parks.

the cause was the malfunctioning of toilet facilities.

Assessing the effectiveness of existing measures to improve sanitary conditions, 95.0% of the respondents said that increasing the number of cleaners or the frequency of cleaning could be effective, while 82.6% suggested that technologies such as automatic flushing or automatic toilet seat cleaning could be employed. With regard to the institution of new measures aimed at improving sanitary conditions, the measure that received the most support from the respondents was the imposition of a penalty on users violating the sanitary measures in public toilets (77.1%). Then, the measures in order of support from the second to the last were: arranging primary and secondary students to clean school toilets to cultivate civility (76.6%), installing a flush alarm (75.6%), recruiting “public toilet ambassadors” to promote public toilet hygiene (61.7%), and imposing entrance fees (47.3%).

The survey also investigated the introduction of gender-friendly and family-friendly perspectives to the design of toilets. It was found that 96.7% agreed that it would be good to increase the number of stalls in female toilets, and 91.3% agreed with the idea of increasing family-friendly facilities, such as including a nursing room or diaper changing table. In contrast, only 28.6% agreed with the provision of unisex toilets. Amongst these three measures, the chi-square test showed that only with regard to the suggestion that unisex toilets be provided was there a significant difference between those of different social and economic background, with young people and those with higher education being more welcoming of such a provision.

In this survey, a total of 1,006 respondents aged 18 or above were successfully interviewed (542 respondents came from landline numbers and the other 464 respondents from mobile numbers), for a response rate of 39.2% for landline numbers and 46.9% for mobile numbers. The sampling error is estimated at plus or minus 3.09 percentage points at the 95% confidence level.

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