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Project Partner:



JOCKEY CLUB AGE-FRIENDLY CITY PROJECT

BASELINE ASSESSMENT REPORT FOR KWUN TONG DISTRICT (FINALISED VERSION)

**Initiated and Funded by:
The Hong Kong Jockey Club Charities Trust**

**Project Partner:
Institute of Active Ageing,
The Hong Kong Polytechnic University**

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EXECUTIVE SUMMARY

The Jockey Club Age-friendly City Project aims to build Hong Kong into an age-friendly city. The Institute of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) has conducted the baseline assessment to measure and identify the age-friendliness of Kwun Tong District with reference to the eight domains within the World Health Organisation's Global Age-friendly Cities framework. A total of 569 successful samples of questionnaire survey and 5 focus group interviews were conducted between 14th October 2015 and 4th January 2016. Field observation was conducted between August 2015 and November 2015 to identify specific features of physical infrastructure, namely Outdoor Spaces and Buildings, Transportation and Housing in Kwun Tong District.

Results of questionnaire survey revealed that Social Participation was the highest among the eight domains. Senior citizens appreciated the availability of different channels (i.e. elderly centres, community organisation, trade union, Leisure and Cultural Services Department) that offered different social activities at affordable prices.

Community Support and Health Services was the lowest among the eight domains. Long waiting time in public hospital services and insufficient provisions of accessible community support services to caregivers were key concerns raised by the focus group informants.

Towards age-friendliness, other key concerns were insufficient provisions of elderly-friendly facilities (i.e. sitting benches, elderly fitness facilities and barrier-free access facilities) in public areas and shopping malls, less accessible transport services to senior citizens living in uphill areas, the difficulty of singleton elderly in accessing information about home repair and modification services, lack of opportunities for cross-generation interaction, lack of job opportunities in the labour market that tailored to needs and expectations of senior citizens, challenges in adapting digital platforms to receive information and user-unfriendliness of Telephone Appointment Service (TAS).

Key recommendations to improve the age-friendliness of the Kwun Tong District included increasing the provisions of elderly-friendly facilities in public areas and shopping malls, increasing the provisions of barrier-free access facilities connecting MTR stations, initiating projects to provide one-stop information about home repair and modification services available in the Kwun Tong District, allocating more resources to local organisations to facilitate senior citizens to participate in a variety of social activities in the district, providing opportunities to facilitate mutual understanding and appreciation across generations, exploring more job opportunities that matched the strengths of the senior citizens, engaging the youth to organise/teach programmes (i.e. computer courses) about digital technology to senior citizens and providing one-stop information about community support services available in the district.

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1. BACKGROUND

1.1 Purpose

The age-friendly city concept is based on the framework for active ageing defined by the World Health Organisation (WHO), rooted in the belief that a supportive and inclusive environment will enable residents to optimise health, participation, and well-being as they age successfully in the place in which they are living without the need to move (World Health Organisation, 2002, 2007, 2015). The eight domains or features of age-friendly city encompass aspects ranging from physical infrastructure to social environment, and include: 1) Outdoor Spaces and Buildings, 2) Transportation, 3) Housing, 4) Social Participation, 5) Respect and Social Inclusion, 6) Civic Participation and Employment, 7) Communication and Information, and 8) Community Support and Health Services.

The Hong Kong Jockey Club Charities Trust is implementing the Jockey Club Age-friendly City Project in partnership with 4 gerontology research institutes in Hong Kong, including Jockey Club Institute of Ageing of The Chinese University of Hong Kong, Sau Po Centre on Ageing of The University of Hong Kong, Asia-Pacific Institute of Ageing Studies of Lingnan University, and Institute of Active Ageing of The Hong Kong Polytechnic University. The Trust joins hands with various stakeholders to build Hong Kong into an age-friendly city which can cater for the needs of all ages.

The project aims to build momentum in districts to develop an age-friendly community, recommend a framework for districts to undertake continual improvement, as well as arouse public awareness and encourage community participation.

The Professional Support Team of Institute of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) has conducted the project with the following objectives: 1) Evaluate the age-friendliness of Hong Kong, Kwun Tong District, 2) Adopt a bottom-up and community-based approach of intervention, 3) Increase the community participation and enhance the age-friendliness of the district, and 4) Improve general public's understanding on the concept of 'Age-friendly City' (AFC) through publicity campaign and education.

1.2 Ambassador Scheme

To encourage the general public to acquire knowledge on age-friendly city and share the concept of age-friendly city to the community, the Professional Support Team of PolyU provided a series of training to members of public living in Kwun Tong District. A total of 55 participants attended the ambassador activities in regard to 1) briefing session of 'Age-friendly City' concept, 2) training workshop on Respect and Social Inclusion, and 3) training workshop on Elderly Employment from January to May 2016. The ambassadors would be involved in promoting the age-friendliness of Kwun Tong District in the coming years.

2. METHODOLOGY

Before the implementation of the baseline assessment, a community study was conducted (from August 2015 to November 2015) for portraying the district characteristics and adjusting the assessment strategy. To conduct the baseline assessment on the level of age-friendliness of Kwun Tong District, both quantitative and qualitative approaches were employed, i.e. questionnaire surveys (from 14th October 2015 to 30th December 2015) and focus group interviews (from 24th November 2015 to 4th January 2016). The purposes were to gather comprehensive views about the age-friendliness of Kwun Tong District and derived corresponding insights of feasible 3-year action plan.

2.1 Community Study

Desktop research and field observation were used to delineate the district profile of Kwun Tong District. Non-participant observation was selected as the field observation method as it could depict the district characteristic in an objective manner. It was conducted by the Professional Support Team of PolyU and undergraduate students from Bachelor of Science (Honours) in Applied Ageing Studies. The observation focused on the physical infrastructure of the districts and included domains of 1) Outdoor Spaces and Buildings, 2) Transportation, and 3) Housing.

Major field observation was conducted at Yue Man Fong, Shui Wo Street, Shun Lee Estate and Sau Mau Ping Estate as these areas displayed different community dynamics. Yue Man Fong and Shui Wo Street represented the downtown area. Shun Lee Estate represented the older public housing estates of the uphill area while Sau Mau Ping Estate represented the newer public housing estates found in the uphill area.

2.2 Questionnaire Survey

2.2.1 Participants

Adult residents (aged 18 or older) living in Kwun Tong District were recruited. Inclusion criteria for participants included: Cantonese speakers, comprehensive understanding without wearing a hearing aid, and mentally sound.

2.2.2 Sampling Method

The study targeted to collect at least 500 successful samples. Sources of recruiting participants included community centres, Institutes of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) as well as snowball referrals from participants and community members.

2.2.3 Measures

A structured questionnaire survey was conducted mainly by face-to-face interview, with a small number of cases conducted by self-administration and phone interviews. The questionnaires included the following measurement parts:

a. Socio-demographic Characteristics

Basic information including age, gender, marital status, education level, living arrangement/status, employment status, and income were collected. Moreover, self-rated health, experiences of caring for elder adults, and use of elderly centre services were also recorded.

b. Perceived Age-friendliness

A total of 53 six-point Likert scale items were used which were based on a local adaptation of the World Health Organisation (WHO)'s Age-friendly Cities Framework and guidelines. Participants were asked to rate their perceived age-friendliness alongside eight domains, namely 1) Outdoor Spaces and Buildings, 2) Transportation, 3) Housing, 4) Social Participation, 5) Respect and Social Inclusion, 6) Civic Participation and Employment, 7) Communication and Information, and 8) Community Support and Health Services.

c. Sense of Community

A total of 8 five-point Likert scale items concerning the level of community sense were also measured, including emotional connection, group membership, needs fulfilment and influence (The full questionnaire survey is given in Appendix 1).

2.3 Focus Group Interview

A total of 5 focus groups were conducted following the procedure on the WHO Age-friendly Cities Project Methodology-Vancouver Protocol. Chinese version of the protocol devised by The Hong Kong Council of Social Service was adopted in this study. (The discussion guide of focus group is given in Appendix 2.) Each group consisted of 9 to 12 Kwun Tong District residents and each session lasted for approximately two hours. A total of 2 focus group sessions were held in The Hong Kong Polytechnic University (PolyU); while another 3 sessions were held in community locations. All focus group discussions were audio-recorded and transcribed.

Sources of recruitment included elderly centres, Institutes of Active Ageing (IAA) of The Hong Kong Polytechnic University (PolyU) and referrals from participants.

Informants in different age ranges were recruited and had discussed the age-friendly issues in the district:

Table 1
Compositions of focus group informants

	Age	No. of Informants
1 st group	18 to 49	9 (4 Female, 5 Male)
2 nd group	50 to 64	10 (9 Female, 1 Male)
3 rd group	65 to 79	12 (8 Female, 4 Male)
4 th group	80 or above	12 (5 Female, 7 Male)
5 th group	50 to 64	9 (6 Female, 3 Male)

3. RESULT

3.1 Community study

3.1.1 District Profile

Kwun Tong District is one of the earliest developed areas in Hong Kong with approximately 1,130 hectares land area (Kwun Tong District Council, 2015). According to the Population and Household Statistics Analysed by District Council District (Census and Statistics Department, 2015), it has a population of 639,900 in 2014. The number of population aged 65 years or above is 16.7%. The district ranks third among other districts in its percentage of ageing population. The demands for elderly service are therefore relatively high in comparison with other districts.

12.9% of senior citizens are living in private permanent housing while 77.2% of the senior citizens are living in public rental housing. Moreover, 65.3% of the elder residents are living alone, which highlights the challenges of senior citizens to live independently in the community. (Census and Statistics Department, 2011)

Kwun Tong District connects other districts in Hong Kong with the Kwun Tong Road, Kwun Tong Bypass, Tseung Kwan O Tunnel and Eastern Harbour Crossing. The major public transports are MTR, The Kowloon Motor Bus Co. (KMB), New World First Bus Services Limited (NWFB), CityBus, green minibus and red minibus. There are 5 MTR stations in Kwun Tong District, which are Kwun Tong Station, Lam Tin Station, Ngau Tau Kok Station, Yau Tong Station and Kowloon Bay Station. The choices of public transports appear to be affluent.

To cater for the high demand for elderly services, various non-governmental organisations establish their community care and support services. There are 4 District Elderly Community Centres (DECC) and 21 Neighbourhood Elderly Centres (NEC) in Kwun Tong District. The elderly centres are divided into 4 clusters and each cluster consists of 1 DECC and a number of NECs serving similar service boundary. The 4 DECCs include Christian Family Services Centre True Light Villa District Elderly Community Centre, Hong Kong Christian Service Bliss District Elderly Community Centre, Christian Family Services Centre Shun On District Elderly Community Centre and Po Leung Kuk Lau Chan Siu Po District Elderly Community Centre. Elderly centres in each cluster hold regular meetings to discuss social services development issues in their own service areas. (The details of Social Support Service is given in Appendix 3.)

For the general medical services, there are public general out-patient clinics in Kwun Tong, Kowloon Bay, Lam Tin, Ngau Tau Kok and Shun Lee. Christian United Hospital is the major hospital in Kwun Tong District. One elderly health centre is located in Lam Tin. There are also a variety of recreational venues in Kwun Tong District, including swimming pools, parks, libraries, sport centres and sport grounds. (The details of Health and Community Services are given in Appendix 4 and 5.)

3.1.2 Field Observation

Kwun Tong District has a hilly landscape where older and newer public housing estates are major types of housing. A community study in Kwun Tong District was conducted by the Professional Support Team of PolyU and undergraduate students from Bachelor of Science (Honours) in Applied Ageing Studies between August and November 2015 to explore the dynamics of public spaces and community facilities in downtown public housing estates, uphill older public housing estates (built before the 1990s) and uphill newer public housing estates (built after the 1990s).

In certain downtown areas (i.e. Yue Man Fong, Shui Wo Street Market and the nearby commercial area), the pavements were crowded with pedestrians during day time. Many senior citizens from other parts of the district came to these areas to buy daily food and necessities because of cheaper prices and a variety of product choices. As the roads in these areas were steep, it was remarked that senior citizens would find shopping more enjoyable if seating devices could be built in the immediate vicinity of the Shui Wo Street Market.

Regarding uphill older public housing estates, many of them were built before 1990s (i.e. Lok Wah (South / North) Estate and Shun Tin Estate) with sufficient and spacious spaces on the podium which allowed senior citizens to freely select their gathering place. The plain design of podium enabled the residents to undertake different activities they preferred within a loose framework. Although senior citizens enjoyed a lively and friendly neighbourhood life on the podium, it was observed that elderly fitness facilities were insufficient.

There were sufficient greenery spaces in the uphill newer public housing estates (i.e. Sau Mau Ping Estate and Ko Yee Estate). The public spaces of uphill newer public housing estates were sophisticated designed where zoning patterns were distinct. This design neglected to undertake a thorough consideration to motivate residents to gather and have networking activities with others. Apart from seating benches, new models of elderly fitness facilities were available. It was observed that more senior citizens would be encouraged to go out and do exercise if more elderly fitness facilities were provided. Moreover, it was remarked that prices of the food and daily necessities sold in shopping complexes near to uphill newer public housing estates were much more expensive than those sold in the downtown areas. (The district map is given in Appendix 6.)

3.2 Questionnaire Survey

3.2.1 Sampling Grouping Method

Differences in public spaces and community facilities between downtown areas, uphill older public housing estates and uphill newer public housing estates were identified from field observation. To further differentiate views of residents living in private housing estates in downtown areas (i.e. Amoy Gardens and Laguna), 4 predominant housing types were categorised for further data analysis.

Predominant housing types:

- 1) Downtown public housing estates
- 2) Downtown private housing estates,
- 3) Uphill older public housing estates, and
- 4) Uphill newer public housing estates.

Downtown areas predominantly occupied by public housing estates mainly comprised respondents living in the public housing estates, such as Tsui Ping Estate and Ping Shek Estate. Regarding the downtown areas predominantly occupied by private housing estates, newly developed private housing estates were the major housing types (i.e. Amoy Gardens and Laguna City). Provisions of some private recreational facilities were identified.

Uphill areas predominantly occupied by older public housing estates mainly consisted of public housing estates built before the 1990s (i.e. Shun Lee Estate and Hing Tin Estate) and home ownership scheme flats located in uphill areas. Comparatively, uphill areas predominantly occupied by newer public housing estates were mainly public housing estates built after the 1990s (i.e. Po Tat Estate and Yau Lai Estate) and home ownership scheme flats located in uphill areas.

(The detailed categorisation grouping for the sample living in areas predominantly occupied with different types of housing is given in Appendix 7.)

3.2.2 Findings

Table 2 shows the sample distribution in terms of age and gender. A total of 581 samples of questionnaire survey were collected. As 12 of them had unusual response, the following data analysis focused on the valid samples (N = 569). For all age groups, female participants (70.8%) constituted as the majority.

Table 2

Descriptive statistics of Age and Gender among all questionnaire survey participants (N = 569)

Age	18-49	50-64	65-79	80 or above	Total
	Frequency (%)	Frequency (%)	Frequency (%)	Frequency (%)	Frequency (%)
Gender					
Male	13 (26.5%)	32 (21.6%)	87 (30.6%)	34 (38.6%)	166 (29.2%)
Female	36 (73.5%)	116 (78.4%)	197 (69.4%)	54 (61.4%)	403 (70.8%)
Total	49 (8.6%)	148 (26.0%)	284 (49.9%)	88 (15.5%)	569 (100%)

Table 3 and Table 4 report the descriptive statistics of demographic information among samples from predominant housing types (Downtown public housing estates, downtown private housing estates, uphill older public housing estates and uphill newer public housing estates). Nearly two-fifth of the samples (38.7%) were living in downtown areas predominant with public housing estates (n = 220) and they had the longest duration of living (241.73 months; i.e. 20.1 years). Participants who lived in uphill older public housing estates had the oldest average age (68.59). More than half of the participants living in the downtown public housing estates (60.1%), uphill older public housing estates (67.2%) and uphill newer public housing estates (52.1%) indicated that their monthly income was less than HK\$6,000.

Table 4 also shows more than half of the participants (> 50%) had caregiving experiences. Most of the participants indicated their money was just enough for daily expenditure (Mean score was around 3 indicated to 'Just Enough').

Table 3

Descriptive statistics of the Age, Gender, Education level and Income among all questionnaire survey participants (N = 569)

Predominant housing type	Downtown Public Housing Estates (n = 220)	Downtown Private Housing Estates (n = 71)	Uphill Older Public Housing Estates (n = 197)	Uphill Newer Public Housing Estates (n = 81)
	M ± SD	M ± SD	M ± SD	M ± SD
Age	65.95 ± 13.54	64.97 ± 15.11	68.59 ± 13.13	65.56 ± 12.58
	Frequency (%)	Frequency (%)	Frequency (%)	Frequency (%)
Gender				
Male	72 (32.7%)	18 (25.4%)	52 (26.4%)	24 (29.6%)
Female	148 (67.3%)	53 (74.6%)	145 (73.6%)	57 (70.4%)
Education level				
Never / pre-school	29 (13.2%)	7 (9.9%)	38 (19.3%)	12 (14.8%)
Primary school	84 (38.2%)	10 (14.1%)	71 (36.1%)	24 (29.6%)
Secondary 3	43 (19.5%)	20 (28.2%)	38 (19.3%)	11 (13.6%)
Secondary 5	41 (18.6%)	14 (19.7%)	34 (17.3%)	27 (33.3%)
Secondary 7 / DSE	3 (1.4%)	3 (4.2%)	5 (2.5%)	0
Diploma	6 (2.7%)	3 (4.2%)	3 (1.5%)	2 (2.5%)
High Diploma	1 (0.5%)	0	4 (2.0%)	0
Degree or above	13 (5.9%)	14 (19.7%)	4 (2.0%)	5 (6.2%)
Income				
< \$2,000	19 (9.6%)	9 (14.5%)	19 (10.1%)	4 (5.6%)
\$2,000 - 3,999	66 (33.3%)	8 (12.9%)	66 (34.9%)	27 (38%)
\$4,000 - 5,999	34 (17.2%)	10 (16.1%)	42 (22.2%)	6 (8.5%)
\$6,000 - 7,999	27 (13.6%)	6 (9.7%)	20 (10.6%)	9 (12.7%)
\$8,000 - 9,999	15 (7.6%)	2 (3.2%)	11 (5.8%)	6 (8.5%)
\$10,000 - 14,999	21 (10.6%)	9 (14.5%)	17 (9%)	7 (9.9%)
\$15,000 - 19,999	8 (4.0%)	6 (9.7%)	4 (2.1%)	5 (7.0%)
\$20,000 - 24,999	5 (2.5%)	5 (8.1%)	4 (2.1%)	0
\$25,000 - 29,999	2 (1.0%)	1 (1.6%)	1 (0.5%)	3 (4.2%)
\$30,000 - 39,999	0	3 (4.8%)	2 (1.1%)	2 (2.8%)
\$40,000 - 59,999	1 (0.5%)	2 (3.2%)	1 (0.5%)	1 (1.4%)
\$60,000 - 79,999	0	0	1 (0.5%)	1 (1.4%)
\$80,000 - 99,999	0	1 (1.6%)	1 (0.5%)	0

Note: M = Mean; SD = Standard deviation

Table 4

Descriptive statistics for the Occupation, Housing, Caregiving Experience and Duration of Living among all questionnaire survey participants (N = 569)

Predominant housing type	Downtown Public Housing Estates (n = 220)	Downtown Private Housing Estates (n = 71)	Uphill Older Public Housing estates (n = 197)	Uphill Newer Public Housing Estates (n = 81)
	Frequency (%)	Frequency (%)	Frequency (%)	Frequency (%)
Job				
Full time	26 (11.9%)	12 (16.9%)	14 (7.3%)	11 (13.6%)
Part time	8 (3.7%)	3 (4.2%)	2 (1.0%)	2 (2.5%)
Jobless	185 (84.4%)	56 (78.9%)	175 (91.6%)	68 (83.9%)
Housing				
Public housing	133 (61%)	15 (21.1%)	125 (63.5%)	53 (66.3%)
Home ownership scheme	57 (26.1%)	11 (15.5%)	51 (25.9%)	15 (18.8%)
Private housing	27 (12.4 %)	45 (63.4%)	14 (7.1%)	11 (13.8%)
Others	1 (0.5%)	0	7 (3.5%)	1 (1.3%)
Care-giving experiences				
Yes	143 (65%)	42 (59.2%)	116 (58.9%)	54 (66.7%)
None	77 (35%)	29 (40.8%)	81 (41.1%)	27 (33.3%)
	M ± SD	M ± SD	M ± SD	M ± SD
Duration of Living (months)	241.73 ± 173.56	233.21 ± 132.70	239.72 ± 126.91	204.74 ± 133.36
Expenditure	2.97 ± 0.67	3.32 ± 0.73	3.08 ± 0.62	3.01 ± 0.74

Note: M = Mean; SD = Standard deviation; the question of Expenditure is “Do you have sufficient money for daily expend?” / “您有無足夠嘅金錢嚟應付日常開支？” while the responses are: 1 = very insufficient / 非常不足夠; 2 = insufficient / 不足夠; 3 = just enough / 剛足夠; 4 = enough / 足夠有餘; 5 = very enough / 非常充裕

Table 5 to 9 indicate the mean (M) and standard deviation (SD) scores on the eight domains and the sense of community. Overall, the mean score on the domain of Community Support and Health Services (M = 3.87) was the lowest among the eight domains. By comparing the mean scores of different predominant housing types, it was highlighted that the uphill areas predominantly occupied by newer public housing estates had the lowest mean scores in all domains except Housing (M = 3.94) and Social Participation (M = 4.50). For the downtown areas predominantly occupied by public housing estates, it had the highest mean scores in the domains of Transportation (M = 4.43), Respect and Social Inclusion (M = 4.25), Communication and Information (M = 4.22), and Community Support and Health Services (M = 3.92). For the downtown areas predominantly occupied by private housing estates, it had the highest mean score in the domain of Outdoor Spaces and Buildings (M = 4.12) and the lowest mean scores in the domains of Housing (M = 3.81) and Social Participation (M = 4.46). For the uphill areas predominantly occupied by older public housing estates, it had the highest mean scores in the domains of Housing (M = 4.06), Social Participation (M = 4.63) and Civic Participation and Employment (M = 4.09).

The items with the highest and lowest score in each domain are also highlighted in Tables 5 to 9. The highest score items in three domains, Housing, Respect and Social Inclusion, and Civic Participation and Employment, were the same among four predominant housing types (Downtown public housing estates, downtown private housing estates, uphill older public housing estates and uphill newer public housing estates). They reflected from (1) Housing domain: "Interior spaces and level surfaces allow freedom of movement in all rooms and passageways." (2) Respect and Social Inclusion domain: "Service staff are courteous and helpful." and (3) Civic Participation and Employment domain: "A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs". On the other hand, the lowest score items in five domains, Outdoor Spaces and Buildings, Social Participation, Respect and Social Inclusion, Civic Participation and Employment and Community Support and Health Services, were the same among four predominant housing types. It included (1) Outdoor Spaces and Buildings domain: "Special customer service arrangements are provided, such as separate queues or service counters for older people." (2) Social Participation domain: "Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks." (3) Respect and Social Inclusion domain: "Older people are regularly consulted by public, voluntary and commercial services on how to serve them better." and 4) Civic Participation and Employment domain: "Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time." and (5) Community Support and Health Services domain: "There are sufficient and accessible burial sites."

Table 5

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among all questionnaire survey participants (N = 569)

	M ± SD	Highest score item (M)	Lowest score item (M)
A. Outdoor Spaces and Buildings	4.04 ± 0.75	Outdoor safety is promoted by good street lighting, police patrols and community education. (4.46)	Special customer service arrangements are provided, such as separate queues or service counters for older people. (3.21)
B. Transportation	4.36 ± 0.67	Public transportation costs are consistent, clearly displayed and affordable. (4.73)	A voluntary transport service is available where public transportation is too limited. (3.73)
C. Housing	4.00 ± 0.95	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (4.29)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (3.78)
D. Social Participation	4.58 ± 0.68	Activities and events can be attended alone or with a companion. (4.85)	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. (4.27)
E. Respect and Social Inclusion	4.21 ± 0.80	Service staff are courteous and helpful. (4.60)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.86)
F. Civic Participation and Employment	4.01 ± 0.90	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.57)	Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. (3.63)
G. Communication and Information	4.18 ± 0.79	A basic, effective communication system reaches community residents of all ages. (4.44)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.64)
H. Community Support and Health Services	3.87 ± 0.78	Residential care facilities and designated older people's housing are located close to services and the rest of the community. (4.43)	There are sufficient and accessible burial sites. (2.27)
I. Sense of Community	3.77 ± 0.53		

Note: M = Mean; SD = Standard deviation; the response are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Table 6

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among participants living in areas predominantly occupied by Downtown Public Housing Estates (n = 220)

	M ± SD	Highest score item (M)	Lowest score item (M)
A. Outdoor Spaces and Buildings	4.09 ± .78	Outdoor safety is promoted by good street lighting, police patrols and community education. (4.56)	Special customer service arrangements are provided, such as separate queues or service counters for older people. (3.33)
B. Transportation	4.43 ± .68	Public transportation costs are consistent, clearly displayed and affordable. (4.84)	A voluntary transport service is available where public transportation is too limited. (3.80)
C. Housing	4.02 ± 1.03	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (4.23)	Home modification options and supplies are available and affordable, and providers understand the needs of older people. (3.92)
D. Social Participation	4.61 ± .73	Activities and events can be attended alone or with a companion. (4.93)	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. (4.23)
E. Respect and Social Inclusion	4.25 ± .83	Service staff are courteous and helpful. (4.70)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.91)
F. Civic Participation and Employment	4.06 ± .88	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.65)	Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. (3.67)
G. Communication and Information	4.22 ± .77	There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries. (4.51)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.71)
H. Community Support and Health Services	3.92 ± .78	Residential care facilities and designated older people's housing are located close to services and the rest of the community. (4.47)	There are sufficient and accessible burial sites. (2.22)
I. Sense of Community	3.79 ± .51		

Note: M = Mean; SD = Standard deviation; The response are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Table 7

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among participants living in areas predominantly occupied by Downtown Private Housing Estates (n = 71)

	M ± SD	Highest score item (M)	Lowest score item (M)
A. Outdoor Spaces and Buildings	4.12 ± .67	Services are situated together and are accessible. (4.79)	Special customer service arrangements are provided, such as separate queues or service counters for older people. (3.21)
B. Transportation	4.32 ± .70	All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles. (4.83)	A voluntary transport service is available where public transportation is too limited. (3.73)
C. Housing	3.81 ± .95	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (4.24)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (3.46)
D. Social Participation	4.46 ± .74	Activities and attractions are affordable, with no hidden or additional participation costs. (4.83)	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. (4.15)
E. Respect and Social Inclusion	4.23 ± .73	Service staff are courteous and helpful. (4.76)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.91)
F. Civic Participation and Employment	3.90 ± 1.07	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.33)	Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. (3.6)
G. Communication and Information	4.16 ± .80	A basic, effective communication system reaches community residents of all ages. (4.51)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.72)
H. Community Support and Health Services	3.83 ± .76	Economic barriers impeding access to health and community support services are minimised. (4.43)	There are sufficient and accessible burial sites. (2.32)
I. Sense of Community	3.66 ± .52		

Note: M = Mean; SD = Standard deviation; The response are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Table 8

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among participants living in area predominantly occupied by Uphill Older Public Housing Estates (n = 197)

	M ± SD	Highest score item (M)	Lowest score item (M)
A. Outdoor Spaces and Buildings	4.00 ± .76	Public areas are clean and pleasant. (4.44)	Special customer service arrangements are provided, such as separate queues or service counters for older people. (3.09)
B. Transportation	4.41 ± .63	Public transportation costs are consistent, clearly displayed and affordable. (4.73)	A voluntary transport service is available where public transportation is too limited. (3.76)
C. Housing	4.06 ± .87	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (4.38)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (3.79)
D. Social Participation	4.63 ± .62	Activities and events can be attended alone or with a companion. (4.87)	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. (4.39)
E. Respect and Social Inclusion	4.23 ± .77	Service staff are courteous and helpful. (4.56)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.89)
F. Civic Participation and Employment	4.09 ± .87	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.63)	Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. (3.66)
G. Communication and Information	4.20 ± .78	A basic, effective communication system reaches community residents of all ages. (4.47)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.60)
H. Community Support and Health Services	3.90 ± .74	Residential care facilities and designated older people's housing are located close to services and the rest of the community. (4.56)	There are sufficient and accessible burial sites. (2.32)
I. Sense of Community	3.78 ± .57		

Note: M = Mean; SD = Standard deviation; The response are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Table 9

Descriptive statistics of Age-friendliness in eight domains and Sense of Community among participants living in area predominantly occupied by Uphill Newer Public Housing Estates (n = 81)

	M ± SD	Highest score item (M)	Lowest score item (M)
A. Outdoor Spaces and Buildings	3.93 ± .69	Outdoor safety is promoted by good street lighting, police patrols and community education. (4.40)	Special customer service arrangements are provided, such as separate queues or service counters for older people. (3.19)
B. Transportation	4.12 ± .65	Roads are well-maintained, with covered drains and good lighting. (4.46)	Public transportation is reliable and frequent, including at night and on weekends and holidays. (3.56)
C. Housing	3.94 ± .91	Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. (4.26)	Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally. (3.68)
D. Social Participation	4.50 ± .61	Activities and events can be attended alone or with a companion. (4.76)	Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. (4.19)
E. Respect and Social Inclusion	4.02 ± .84	Service staff are courteous and helpful. (4.32)	Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. (3.57)
F. Civic Participation and Employment	3.76 ± .81	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. (4.45)	A range of flexible and appropriately paid opportunities for older people to work is promoted. (3.35)
G. Communication and Information	4.04 ± .84	A basic, effective communication system reaches community residents of all ages. (4.40)	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. (3.47)
H. Community Support and Health Services	3.70 ± .83	Residential care facilities and designated older people's housing are located close to services and the rest of the community. (4.32)	There are sufficient and accessible burial sites. (2.20)
I. Sense of Community	3.80 ± .43		

Note: M = Mean; SD = Standard deviation; The response are: 1 (very disagree), 2 (disagree), 3 (slightly disagree), 4 (slightly agree), 5 (agree), 6 (very agree)

Simple linear regression analysis (Table 10) is used to examine the relationship between age and the eight domains and sense of community. The result indicated that age positively associated with all domains of age-friendliness significantly. The older participants we got, they tended to score higher in all domains of age-friendliness.

Table 10

Simple linear regression analysis for age to predict age-friendly domains

	Age			
	B	SE	β	R ²
A. Outdoor Spaces and Buildings	.01**	.00	.23	.06
B. Transportation	.02**	.00	.36	.13
C. Housing	.02**	.00	.32	.10
D. Social Participation	.01**	.00	.22	.05
E. Respect and Social Inclusion	.01**	.00	.15	.02
F. Civic Participation and Employment	.01**	.00	.18	.03
G. Communication and Information	.01**	.00	.11	.01
H. Community Support and Health Services	.01**	.00	.20	.04
I. Sense of Community	.01**	.00	.28	.08

Note: Significance levels at * $p < .05$ and ** $p < .01$; B = Unstandardised coefficient; SE = Standard Error; β = Standardised coefficient; R² = Coefficient of determination.

Table 11 shows the correlation between Sense of Community and the eight domains across different age groups and predominant housing types. Regarding the correlation between the sense of community and eight domains by age group, all groups showed significant correlation between sense of community and eight domains of age-friendliness ($p < .01$), except the group aged 80 or above. For participants aged 80 or above, there was no significant ($p > .05$) correlation between Sense of Community and the domain of Outdoor Spaces and Buildings. The correlation was even weak between Sense of Community and Housing ($r < .22$; $p < .05$).

Regarding the correlation between the Sense of Community and eight domains by predominant housing type, there was no significant ($p > .05$) correlation between Sense of Community and the domain of Housing, and Respect and Social Inclusion for uphill newer public housing estates.

Table 11

Correlation among Sense of Community and age-friendly domains by age groups and predominant housing types

		Age-friendliness							
Domains		A	B	C	D	E	F	G	H
Groups									
Age Group									
1.	Age 18-49	.49**	.57**	.47**	.40**	.48**	.29**	.39**	.58**
2.	Age 50-64	.52**	.48**	.31**	.57**	.54**	.55**	.49**	.44**
3.	Age 65-79	.27**	.34**	.29**	.37**	.33**	.37**	.30**	.30**
4.	Age 80 or above	.12	.32**	.22*	.43**	.32**	.27**	.38**	.29**
Predominant Housing Type									
Sense of Community	1. Downtown Public Housing Estates	.42**	.51**	.49**	.49**	.50**	.44**	.39**	.41**
	2. Downtown Private Housing Estates	.47**	.49**	.20*	.51**	.46**	.44**	.44**	.38**
	3. Uphill Older Public Housing Estates	.39**	.48**	.33**	.53**	.47**	.47**	.43**	.43**
	4. Uphill Newer Public Housing Estates	.33**	.38**	.20	.30**	.14	.35**	.33**	.34**

Note. Significance levels at * $p < .05$ and ** $p < .01$; Age-friendliness domains: A = Outdoor Spaces and Buildings; B = Transportation; C = Housing; D = Social Participation; E = Respect and Social Inclusion; F = Civic Participation and Employment; G = Communication and Information; H = Community Support and Health Services.

3.3 Focus Group Interview

The purposes of focus group interview were to gather Kwun Tong residents' views on the perception of ageing, what the district has been doing well and elements that needed further improvement with reference to eight domains within the World Health Organisation's Global Age-Friendly Cities framework.

3.3.1 Perception of Ageing

Senior citizens and younger generations shared that physical deterioration and entitlements to social welfare benefits (i.e. Old Age Living Allowance) defined 'ageing'. Senior citizens had different views on whether 'ageing' should be defined by the statutory retirement age, with some of them highlighted that senior citizens should not be considered as 'old' if they had a positive mind-set to life.

3.3.2 Current Age-friendly Features and Key Areas for Improvement

Domain 1) Outdoor Spaces and Buildings

Current Age-friendly Features

i) Provision of different leisure, sport and recreation facilities in Lam Tin Complex

Some informants remarked Lam Tin Complex offered different leisure, sport and recreation facilities that satisfied their needs, including the provisions of the public library, swimming facilities and elderly fitness corner.

ii) Accessible parks for senior citizens living in newer public housing estates

Parks were accessible to senior citizens living in newer public housing estates. For instance, some elderly residents living close to the Sau Mau Ping Memorial Park could utilise the elderly fitness facilities, such as jogging track and pebble road in the park. Besides, elder residents living at Lower Ngau Tau Kok Estate could spend their leisure time at Jordan Valley Park.

Key Areas for Improvement

i) Hilly landscapes with a lot of slopes and staircases in public spaces

Kwun Tong District was comprised of hilly landscapes with a lot of slopes and staircases in public spaces. Some informants highlighted that the environment would affect the mobility of senior citizens with poor physical ability.

ii) Inadequate provisions of shelters in public areas

The inadequate provision of shelters affected the mobility of senior citizens living in uphill areas. Some focus group informants highlighted the lack of shelters in the pavement connecting Kai Tin Estate, Hing Tin Estate and Tak Tin Estate, discouraged people to step out of their home and socialise with neighbours during poor weather conditions.

iii) Inadequate provisions of elderly fitness facilities and sitting benches

Many informants loved to gather at the sitting benches near public housing estates for leisure and social gathering purposes. They usually used outdoor elderly fitness facilities to do exercises. Many informants remarked that elderly fitness facilities and sitting benches were not sufficient. The public spaces of Tsui Ping (North) Estate was highlighted as an example of insufficiency by some informants.

iv) Insufficient age-friendly features in shopping mall designs

Senior citizens loved to gather at shopping malls to take rest and socialise with friends and family members. Some informants highlighted that seating spaces were not sufficient in shopping malls. Some of them also revealed that the lack of automatic doors created inconvenience to senior citizens, especially those using wheelchairs, when visiting shopping malls. Moreover, some informants remarked that some toilets in shopping malls managed by Link REIT were not sanitary.

v) Concerns over the public toilets

Apart from the concern over the sanitary condition of public toilets, some informants observed that the design of squat toilets in some public toilets was inconvenient to senior citizens. Some informants also commented that some public toilets were not conveniently located near the public housing estates, such as Wo Lok Estate.

Domain 2) Transportation

Current Age-friendly Features

i) Affordable transport cost for senior citizens aged 65 or above

Informants aged 65 or above were eligible for the Government Public Transport Fare Concession Scheme. Affordable transport cost encouraged them to get involved in community activities held in different districts.

ii) Bus with better provisions of barrier-free access facilities

Informants generally noted that buses had better barrier-free access facilities with the introduction of 'Easy Access Buses'. The provisions of the wheelchair ramp and wheelchair position created convenience for senior citizens using wheelchairs to get on the bus.

Key Areas for Improvement

i) High transport cost for young-olds

Informants aged under 65 were not eligible for the Government Public Transport Fare Concession Scheme. They indicated that the high transport cost created barriers for them to participate in the social activities and labour market. They recommended that the age threshold for the scheme should be reduced so that young-olds could also enjoy the concessionary fare.

ii) Challenges of accessible transport services for senior citizens living in uphill areas

Buses and green minibuses are preferable public transport options to senior citizens living in uphill areas (i.e. Sau Mau Ping and Ping Tin Estate) since those locations are far away from MTR stations. Some informants revealed that they had to walk through long distance to get to the bus stops because of the inconvenient location, which created inconvenience for senior citizens especially those using wheelchairs. Accessibility to other districts and different uphill areas of Kwun Tong was another concern as some informants highlighted that bus schedules were less frequent during non-peak hour.

iii) Concerns about traffic congestion and potential traffic accident black spots

Some informants remarked the traffic congestion problem at the Kwun Tong Road. On the other hand, Kwun Tong Station Public Transport Interchange and bus stops along the Tsui Ping Road were two major areas highlighted by some informants as potential traffic accident black spots. Some informants suggested to set up safety barriers along the dual carriageways of Tsui Ping Road in order to enhance the road safety.

iv) Insufficient barrier-free access facilities connecting to MTR stations

A number of senior citizens thought that lift facilities have not yet installed in some footbridges connecting to some MTR station exits (i.e. Kowloon Bay station exit B and Kwun Tong station exit D4) which created inconvenience to senior citizens with wheelchairs and poor physical ability. Moreover, some informants remarked the inconvenience about the lack of lift facilities at Lam Tin Station Exit A connecting to the Kai Tin Estate.

v) Unfriendly travel experience by taxi

Taxi is a transport option to senior citizens who have poor physical ability. However, a number of informants remarked that they were refused to get on the taxi because of using wheelchairs.

Domain 3) Housing

Current Age-friendly Features

i) Affordable rent for senior citizens living in public housing estates

Most informants living in public housing estates remarked that the housing rent was affordable.

Key Areas for Improvement

i) Insufficient community facilities in the community

Some informants highlighted some small shops (i.e. cha chaan tengs and grocery stores) were eliminated in the urban renewal process. Some informants thought that the service capacity of the Ngau Tau Kok Market (i.e. wet market) could not satisfy the demand of local residents. Moreover, there was a huge price difference on the groceries and necessity goods sold in different public markets within the district. Some senior citizens living at Lok Wa Estate and Tsui Ping Estate would go to Kwun Tong town centre to buy the goods because of cheaper prices.

ii) Difficulties of accessing reliable home repair and modification services for senior citizens living alone

Some informants commented the availability and accessibility of home repair and modification services (i.e. installation of handrail) were important to help them live independently in their home. While senior citizens living in public housing estates could approach the estate management office to arrange the home modification work, some singleton elderly living in the private housing estates highlighted that they lacked the channel to approach reliable service providers.

Domain 4) Social Participation

Current Age-friendly Features

i) Participation of social activities through difference channels

Most informants were active members in the community who went to different districts to participate in social activities. Apart from social activities organised by the elderly centres, they also enjoyed doing outdoor exercises in parks and swimming in public swimming pools managed by Leisure and Cultural Services Department.

ii) Affordable fees for programmes organised by elderly centres

Most informants remarked that programmes organised by elderly centres were offered at low prices. The affordable cost enabled senior citizens who were less financially well off to participate in different programmes.

Key Areas for Improvement

i) Insufficient quotas to meet the huge demand for social activities

Many informants were seeing a huge demand for the social activities offered by elderly centres. There were not enough activity quotas to satisfy the demand. Senior citizens could only get a slim chance of participation through lucky draw.

ii) Insufficient spaces in elderly centres

Most informants spent their time in elderly centres. They remarked that insufficient spaces of elderly centres would pose restrictions for the staff to organise activities.

iii) Inconvenient location of the civic centre

Some informants highlighted the location of The Ngau Chi Wan Civic Centre was not convenient to residents who were not living in Choi Hung. They hoped that the East Kowloon Cultural Centre could be opened as early as possible so that more choices of cultural activities could be available in the district.

iv) Social participation affected by caregiving responsibilities

Full-time caregiving role affected the social life of some informants. Bearing demanding care duties and work, they had less opportunity to get access to social support services. They felt further burden and isolated from the community.

Domain 5) Respect and Social Inclusion

Current Age-friendly Features

- i) *The culture of ‘respecting senior citizen’ further promoted by the provision of the priority seats*

Majority of senior citizens believed that the culture of ‘respecting senior citizen’ has been promoted in recent years. The introduction of Priority Seat Campaign by public transport modes further strengthened the culture.

- ii) *Availability of channels to express opinions*

Many informants were active members in the elderly centres. They were able to express their opinions about services in elderly centres through monthly regular meetings. Some informants also had experience of seeking help from district councillors.

Key Areas for Improvement

- i) *Insufficient opportunities for cross-generation interaction*

Senior citizens and the youth lacked opportunities for cross-generation interaction which created barriers to understand the needs and strengths of people coming from different generations. For instance, some senior citizens thought that the youth was not willing to offer seats to them when using public transport services, while some youth reflected that they were willing to offer seats to senior citizen but this behaviour was subject to their health condition.

- ii) *Insufficient services customised to needs of senior citizens*

Many informants thought that the designs of public and commercial services in the community might not fully address to their needs. Some informants highlighted the unpleasant experience of being refused to get on the taxi because of using the wheelchair. Regarding commercial services, only HSBC provided Simple Transaction Counter prioritised to people in need (i.e. senior citizens). They recommended that other banks should also provide special counters for needy including senior citizens. Besides, some informants suggested increasing the provision of the mobile banking vehicle service targeting at residents living in uphill areas. Apart from banking services, some informants highlighted the supermarket price display tags were too small. The price cue of ‘up to’ in small size was occasionally misleading to the senior citizens.

Domain 6) Civic Participation and Employment

Current Age-friendly Features

- i) *Different types of volunteer opportunity*

Many informants thought that different types of volunteer services were available in the community. They could get involved in volunteer programmes which best matched their interests.

ii) Positive volunteering experience

Most informants thought that volunteering was a meaningful experience to them because they could continue utilizing their strengths and contributing to the society by helping the people in need.

Key Areas for Improvement

i) Lack of job opportunities in the labour market tailoring to the needs and expectations of senior citizens

Some informants revealed that they still wanted to get a paid job, but they perceived that negative societal image of senior citizens created the barrier for them to re-enter to the labour market. Moreover, jobs available to senior citizens (i.e. dishwasher and securities guards) did not match their physical capacity. They recommended that government could offer more job positions that matched their needs and provided a platform for them to utilise the strengths.

ii) Limitations of retraining courses to help senior citizens re-enter the labour market

Some senior citizens that used to participate in retaining courses also shared that designs of training courses and supporting services after completing the courses did not take their needs and expectations (i.e. aspiration of part time job) into account, which created challenges for them to re-enter the job market. Some of them thought that senior citizens would have lower chances of enrolling the retraining courses because they were approaching the retirement age.

Domain 7) Communication and Information

Current Age-friendly Features

i) Information access from various and reliable channels for active seniors

Most informants were active members in the community who considered elderly centres and friends as most reliable channels to obtain information they need. In addition, some of them also received information from mass media (television and radio), notice board of the District Council office.

Key Areas for Improvement

i) Information access encountered by less-active seniors

Informants who are less active in the community highlighted the challenge of accessing information they need. Some informants revealed that they were not familiar with social activities and community support services available in the community because they rarely went to the elderly centre.

ii) Digital platform as the unpopular channel to obtain information by seniors

The challenge of adapting to digital platforms to receive information was highlighted. Few informants obtained information through online platforms and they did not have high awareness of websites providing elderly-related information (i.e. e123 長青網). In addition, insufficient free

Wi-Fi hotspots for public and high fees of internet services were considered barriers for senior citizens to access to online resources. To facilitate senior citizens to adapt to the digital world, some informants recommended that more computer courses should be provided to senior citizens and the coverage of the free Wi-Fi services should be expanded.

iii) Inconvenience caused by Telephone Appointment Service (TAS)

Some informants encountered difficulties in making a medical appointment via Telephone Appointment Service (TAS) (i.e. not familiar with the telephone booking procedure). Some of them recommended to offer an option of answering calls by a real person.

Domain 8) Community Support and Health Services

Current Age-friendly Features

i) Affordable and high-quality health services by the public sector

Some focus group informants appreciated that the medical services and other specialist services, namely the United Christian Hospital, provided at affordable prices. Senior citizen with health problems would not be denied accessing to quality care due to financial difficulties. In addition, high-quality public healthcare was another age-friendly features highlighted by some informants.

Key Areas for Improvement

i) Long waiting time for public hospital services

Many informants remarked that the waiting time for specialist services in the United Christian Hospital was very long, which normally took more than one year for new case booking.

ii) Insufficient community support services to caregivers

Some informants pointed out existing community support services were accessible to senior citizens who were active members in the community. They remarked that senior citizens with special needs (i.e. elderly living alone, hidden elderly) might not be identified as they were isolated from the 'mainstream'. Apart from senior citizens with special needs, family caregivers also faced the challenge of receiving accessible community support services. Some caregivers felt stressful and isolated because of full-time caregiving duties. The lack of channels to identify community support services for caregivers and care-recipients created the challenge for them to obtain appropriate supports. Some of them suggested that a direct enquiry hotline about community-based support services could be set up to provide one-stop information about community support services tailoring to caregivers with different needs.

4. DISCUSSION AND RECOMMENDATION

The results of the questionnaire survey and focus group interview gathered Kwun Tong residents' opinions on what the district has been currently doing well in terms of age-friendliness, and feedback on key areas that needed further improvement with reference to the eight domains within the World Health Organisation's Global Age-friendly Cities framework. Recommendations in eight domains would be proposed to set out possible directions to improve the age-friendliness of Kwun Tong District.

Domain 1) Outdoor Spaces and Buildings

Goal: Create a barrier-free outdoor space environment

The outdoor space environment has a major impact on the independence, mobility and quality of life of senior citizens. Our study revealed participants living in the uphill areas of Kwun Tong District had higher concerns over the outdoor space environment. In the questionnaire survey, the overall mean scores of Outdoor Spaces and Buildings domain in the uphill areas of Kwun Tong District (uphill older public housing estates: $M = 4.00$; uphill newer public housing estates: $M = 3.93$) were lower than downtown areas (downtown public housing estates: $M = 4.09$; downtown private housing estates: $M = 4.12$). The results of field observation and focus group interview also revealed that hilly landscapes and the lack of shelters affected the mobility of senior citizens living in the uphill areas of Kwun Tong District.

Goal: Increase provisions of sitting benches and elderly fitness facilities

The accessibility and availability of outdoor seating spaces and elderly fitness facilities are both important for senior citizens. Outdoor seating allows them to slow down or take a rest in community walking. They could maintain a regular and healthy exercise routine by using elderly fitness facilities. Our field observation revealed that many senior citizens loved to gather in the sitting benches for leisure and social networking purposes. However, focus group informants commented that elderly fitness facilities and the sitting benches were not sufficient.

Goal: Facilitate 'age-friendly' designs in shopping malls

The provisions of barrier-free access facilities in shopping malls were essential since senior citizens loved to spend their leisure time there. The focus group informants highlighted that some shopping mall designs, such as the lack of automatic doors and seating spaces, would create inconvenience to senior citizens, especially those using wheelchairs.

Goal: Improve the accessibility and sanitary conditions of toilets

The availability of clean and accessible public toilets is an important age-friendly feature to senior citizens. Apart from the concern over the sanitary conditions of public toilets, some focus group informants also commented that locations of some public toilets were not conveniently located near the public housing estates.

To achieve the goals highlighted above, it is recommended to:

- 1) Coordinate with representative(s) of senior citizens, the District Council, relevant government departments and business owners to discuss senior citizens' concerns about the outdoor spaces and building, including
 - a. the need to increase the provisions of sitting benches and elderly fitness facilities in public areas
 - b. the need to improve the accessibility and sanitary conditions of toilets
 - c. the need to increase the provisions of barrier-free access facilities in shopping malls and outdoor spaces

Domain 2) Transportation

Goal: Facilitate 'Age-friendly' designs in transport services

Accessible transport service is a concern for senior citizens living in uphill areas. In the questionnaire survey, the score of Transportation domain for the uphill areas of newer public housing estates is the lowest (M = 4.12) in comparison with other housing types (downtown public housing estates: M = 4.43; downtown private housing estates: M = 4.32; uphill older public housing estates: M = 4.41). Focus group informants living in the uphill areas remarked that infrequent bus schedules during non-peak hour affected their accessibility to different places. In addition, insufficient barrier-free access facilities connecting to MTR stations, traffic congestion and potential traffic black spots were other concerns highlighted by focus group informants as other barriers to age-friendliness in Transportation domain.

To facilitate the 'age-friendly' designs in transport services, it is recommended to:

- 1) Coordinate representative(s) of senior citizens, the District Council, relevant government officials and public transport operators to discuss senior citizens' concerns on transportation services in Kwun Tong District, including
 - a. the challenges of accessible transport services for senior citizens living in the uphill areas (i.e. infrequent bus services)
 - b. Insufficient barrier-free access facilities connecting to MTR stations
 - c. traffic congestion and potential traffic black spots

Domain 3) Housing

Goal: Facilitate senior citizens to live independently in the community

Having large number of singleton elderly residing in Kwun Tong District, provisions of age-friendly designs in housing facilities and home settings become important for senior citizens to live independently in the community. The result of focus group interview revealed that while senior citizens living in public housing estates could approach the estate and property management to perform minor maintenance and repairs, some singleton elderly living in the private housing estates highlighted the lack of channels to approach reliable service providers.

The inadequate provision of community facilities, in particular public markets, was highlighted.

Apart from the concern about the service capacity of public markets, huge price difference on the groceries and necessity goods sold in different public markets was another concern. Some senior citizens would go to public markets located near the town centres of Kwun Tong in order to save daily expenses.

To facilitate senior citizens to live independently in the community, it is recommended to:

- 1) Initiate projects to provide one-stop information about home repair and modification services available in the Kwun Tong District
- 2) Provide platforms for senior citizens to compare prices of groceries and necessity products sold in different public markets and find the best deal near them

Domain 4) Social Participation

Goal: Ensure senior citizens being able to fully participate in social activity and community life

As Hong Kong is entering into an ageing city, social participation, in the forms of recreation and sport, leisure, cultural and learning activities, is important to facilitate senior citizens to stay connected with the community and enhance their quality of life throughout the life span. In our study, most participants were active members in the community who were highly engaged in the social activities. Social Participation (M = 4.58) was the highest among the eight domains in questionnaire survey. Senior citizens appreciated the availability of different channels (i.e. elderly centres, community organisation, trade union, Leisure and Cultural Services Department) that offered different social activities at affordable prices.

With increasing ageing population, the provision of social activities could not meet the huge demands of senior citizens. Some focus group informants raised the concern that social activities were usually offered with limited quotas which restricted their opportunities for social participation.

To ensure senior citizens are able to participate in different social activities in the community, it is recommended to:

- 1) Allocate more resources to local organisations to facilitate the senior citizens to participate in a variety of social activities in the district, including recreation and sport, leisure, learning and development courses and volunteer services

Domain 5) Respect and Social Inclusion

Goal: Build up a caring community for senior citizens

Although senior citizens believed that the ‘culture of respecting senior citizen’ has been promoted in recent years, there was a perception that designs of public and commercial services in the community might not fully address to their needs. On the other hand, the lack of opportunities for senior citizens and youths to interact also created challenges for cross-generation cohesion.

To build up a caring community for senior citizens, it is recommended to:

- 1) Provide opportunities (i.e. mutual interest groups and mentorship programmes) to facilitate mutual understanding and appreciation across generations
- 2) Organise publicity programmes (i.e. award scheme) to encourage business owners to enhance the service / design capacity, awareness and sensitivity towards age-friendliness

Goal: Provide more channels for senior citizens to voice out age-friendly issues and concerns in the community

Compared with active senior citizens in elderly centres who were able to voice out their opinions about centre services through monthly meetings, there was a general perception that senior citizens, especially those who were less active in the community, did not have a proper channel to be consulted about age-friendly issues in the district. In questionnaire survey, “Older people are regularly consulted by public, voluntary and commercial services on how to serve them better” was the lowest score item (M = 3.86) in Respect and Social Inclusion.

To provide more channels for senior citizens to voice out age-friendly issues and concerns in the community, it is recommended to:

- 1) Establish a community working group consisting of representatives of government departments, the District Council, senior citizens and elderly centres to discuss age-friendly issues in the Kwun Tong District

Domain 6) Civic Participation and Employment

Goal: Provide opportunities for senior citizens to utilise their strengths in the job market

Providing options for senior citizens to continue contributing to the society after retirement, through volunteer work or paid employment, are vital elements for senior citizens during their active ageing process. Most focus group informants believed that a variety of volunteer services was available in the community matching their needs and they had a sense of achievement through participating in volunteer services.

However, job opportunities to senior citizens were considered to be insufficient, in particular jobs which could balance their physical characteristics and recreational needs. (i.e. flexible working hours and part-time jobs) The concern about society’s negative perception on elder job seekers was highlighted in the study. In the questionnaire survey, “Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees” was the lowest score item (M = 3.63) in Civic Participation and Employment. Some senior citizens that used to participate in retaining courses also shared that designs of training courses did not take the needs and expectations of senior citizens into account.

To provide opportunities for senior citizens to utilize their strengths in the job market, it is recommended to:

- 1) Explore more job opportunities (i.e. social enterprise) that matched the strengths of the senior citizens
- 2) Coordinate with local stakeholders (i.e. vocational training centres and elderly centres) to provide one-stop employment support services to senior citizens (i.e. career planning, pre-employment counselling and preparation)
- 3) Organise more publicity campaigns (i.e. workshops and programmes) for employers to facilitate them to understand the needs and strengths of the senior citizens

Domain 7) Communication and Information

Goal: Facilitate senior citizens to adapt to various communication and information channels

Effective communication and information delivery channels are essential to active ageing. It can particularly reduce the risk of social isolation. Many senior citizens regarded friends, mass media and elderly centres as reliable ways to receive relevant information they needed. However, the inadequate coverage of public Wi-Fi hotspots created challenges for senior citizens to adapt to social technology for communication and receiving information, which created obstacles for them to be stay connected with the community. Furthermore, the results of the questionnaire survey and focus group indicated senior citizens' concern about the user-friendliness of the telephone automatic booking system, in particular booking medical services. In the questionnaire survey, "Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time" was the lowest score item (M = 3.64) in the Communication and Information.

To facilitate senior citizens to adapt to various communication and information channels, it is recommended to:

- 1) Strengthen the promotion of territory-wide and district-based 'age-friendly' information (i.e. community support services, home repair and modification services, social and recreational activities) through mass media and local organisations
- 2) Engage the youth to organise / teach programmes (i.e. taught computer courses) about digital technology to help senior citizens to integrate in the digital world and enhance cross-generation cohesion
- 3) Explore the feasibility of offering an option of answering calls by a real person (i.e. Telephone Appointment Service (TAS)) for senior citizens
- 4) Organise publicity campaigns to enhance senior citizens' understanding of the operation of automated telephone enquiry services (i.e. Telephone Appointment Service (TAS))

Domain 8) Community Support and Health Services

Goal: Strengthen community support services to caregivers

The provision of community support and health services are important for senior citizens to stay healthy and live independently in the community. Accessible community support and health services have become more challenging in the face of ageing population. Community Support

and Health Services (M = 3.87) was the lowest among the eight domains. Many focus group informants remarked that the long waiting time in United Christian Hospital affected them to get timely and accessible treatment. Regarding community support services, the finding of focus group revealed that family caregivers faced the challenge of receiving accessible community support services. Apart from the constraint of full-time caregiving duties, the family caregivers also lacked channels to identify community support services for caregivers and care-recipients. It created a challenge for them to utilise community support services.

To enhance community support services to caregivers, it is recommended to:

- 1) Develop innovative services (i.e. telephone support services) to strengthen support to caregivers
- 2) Provide one-stop information about community support services available in the district, in particular services targeting at caregivers and care-recipients

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APPENDICES

Appendix 1. Full Questionnaire Survey

「賽馬會齡活城市計劃」問卷調查

問卷編號：	問卷完整性： <input type="checkbox"/> 部分完成 <input type="checkbox"/> 整份完成	
覆檢員：	數據輸入員(首輪)：	數據輸入員(次輪)：

問卷地區： 觀塘 九龍城
 訪問地點：_____
 訪問日期：_____月_____日
 訪問時間：_____時_____分 上午/下午
 訪問員姓名：_____
 訪問方式： 面談 自行填寫 街上訪問

篩選問題：

1. 年齡：_____ (0-4 / 5-9)

2. 住宅地區 (可多於一個選擇)

- (1) 油尖旺 (2) 九龍城 (3) 黃大仙 (4) 深水埗 (5) 觀塘
 (6) 西貢 (7) 荃灣 (8) 葵青 (9) 沙田 (10) 大埔
 (11) 元朗 (12) 屯門 (13) 北區 (14) 中西區 (15) 灣仔
 (16) 南區 (17) 東區 (18) 離島

3. 你活躍的地區 (可多於一個選擇)

- (1) 油尖旺 (2) 九龍城 (3) 黃大仙 (4) 深水埗 (5) 觀塘
 (6) 西貢 (7) 荃灣 (8) 葵青 (9) 沙田 (10) 大埔
 (11) 元朗 (12) 屯門 (13) 北區 (14) 中西區 (15) 灣仔
 (16) 南區 (17) 東區 (18) 離島



以下有些句子，請回答您對這些句子的同意程度，以 1 至 6 分代表。1 分為非常不同意，2 分為不同意，3 分為有點不同意，4 分為有點同意，5 分為同意，6 分為非常同意。

1	2	3	4	5	6
非常不同意	不同意	有點不同意	有點同意	同意	非常同意

DU - 不明白; R - 拒絕作答; US - 不清楚有沒有; NA - 不適用

請就你居住的地區 / 你的經驗評分，有 * 號題目，可就全港情況評分。有些題目中會列出一些長者友善社區的條件。如各項條件並不一致，請以使用該設施/環境的整體情況評分。 您有幾同意而家……

A	室外空間及建築	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
1.	公共地方乾淨同舒適。	1	2	3	4	5	6	
2.	戶外座位同綠化空間充足，而且保養得妥善同安全。	1	2	3	4	5	6	
3.	司機喺路口同行人過路處俾行人先。	1	2	3	4	5	6	
4.	單車徑同行人路分開。	1	2	3	4	5	6	
5.	街道有充足嘅照明，而且有警察巡邏，令戶外地方安全。	1	2	3	4	5	6	
6.	商業服務 (好似購物中心、超市、銀行) 嘅地點集中同方便使用。	1	2	3	4	5	6	
7.	有安排特別客戶服務俾有需要人士，例如長者專用櫃枱。	1	2	3	4	5	6	
8.	建築物內外都有清晰嘅指示、足夠嘅座位、無障礙升降機、斜路、扶手同樓梯、同埋防滑地板。	1	2	3	4	5	6	
9.	室外和室內地方嘅公共洗手間數量充足、乾淨同埋保養得妥善，俾唔同行動能力嘅人士使用。	1	2	3	4	5	6	



B	交通	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
10.	路面交通有秩序。	1	2	3	4	5	6	
11.	交通網絡良好，透過公共交通可以去到市內所有地區同埋服務地點。	1	2	3	4	5	6	
12.	公共交通嘅費用係可以負擔嘅，而且價錢清晰。無論係惡劣天氣、繁忙時間或假日，收費都係一致嘅。	1	2	3	4	5	6	
13.	喺所有時間，包括喺夜晚、週末和假日，公共交通服務都係可靠同埋班次頻密。	1	2	3	4	5	6	
14.	公共交通服務嘅路線同班次資料完整，又列出可以俾傷殘人士使用嘅班次。	1	2	3	4	5	6	
15.	公共交通工具嘅車廂乾淨、保養良好、容易上落、唔迫、又有優先使用座位。而乘客亦會讓呢啲位俾有需要人士。	1	2	3	4	5	6	
16.	有專為殘疾人士而設嘅交通服務。	1	2	3	4	5	6	
17.	車站嘅位置方便、容易到達、安全、乾淨、光線充足、有清晰嘅標誌，仲有蓋，同埋有充足嘅座位。	1	2	3	4	5	6	
18.	司機會喺指定嘅車站同緊貼住行人路停車，方便乘客上落，又會等埋乘客坐低先開車。	1	2	3	4	5	6	
19.	喺公共交通唔夠嘅地方有其他接載服務。	1	2	3	4	5	6	
20.	的士可以擺放輪椅同助行器，費用負擔得起。司機有禮貌，並且樂於助人。	1	2	3	4	5	6	
21.	馬路保養妥善，照明充足。	1	2	3	4	5	6	
C	住所							
22.	房屋嘅數量足夠、價錢可負擔，而且地點安全，又近其	1	2	3	4	5	6	



	他社區服務同地方。								
23.	住所嘅所有房間同通道都有足夠嘅室內空間同平地可以自由活動。	1	2	3	4	5	6		
		非常不同意	不同意	有點不同意	有點同意	同意	非常同意		其他
24.	有可負擔嘅家居改裝選擇同物料供應，而且供應商了解長者嘅需要。	1	2	3	4	5	6		
25.	區內有充足同可負擔嘅房屋提供俾體弱同殘疾嘅長者，亦有適合佢地嘅服務。	1	2	3	4	5	6		
D	社會參與								
26.	活動可以俾一個人或者同朋友一齊參加。	1	2	3	4	5	6		
27.	活動同參觀景點嘅費用都可以負擔，亦都有隱藏或附加嘅收費。	1	2	3	4	5	6		
28.	有完善咁提供有關活動嘅資料，包括無障礙設施同理交通選擇。	1	2	3	4	5	6		
29.	提供多元化嘅活動去吸引唔同喜好嘅長者參與。	1	2	3	4	5	6		
30.	喺區內唔同場地 (好似文娛中心、學校、圖書館、社區中心同公園)內，舉行可以俾長者參與嘅聚會。	1	2	3	4	5	6		
31.	對少接觸外界嘅人士提供可靠嘅外展支援服務。	1	2	3	4	5	6		
E	尊重及社會包融								
32.	各種服務會定期諮詢長者，為求服務得佢地更好。	1	2	3	4	5	6		
33.	提供唔同服務同產品，去滿足唔同人士嘅需求同喜好。	1	2	3	4	5	6		
34.	服務人員有禮貌，樂於助人。	1	2	3	4	5	6		



35.	學校提供機會去學習有關長者同埋年老嘅知識，並有機會俾長者參與學校活動。	1	2	3	4	5	6	
36.*	社會認同長者嘅過去同埋目前所作出嘅貢獻。	1	2	3	4	5	6	
37.*	傳媒對長者嘅描述正面同埋冇成見。	1	2	3	4	5	6	
F	社區參與及就業	非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
38.	長者有彈性嘅義務工作選擇，而且得到訓練、表揚、指導同埋補償開支。	1	2	3	4	5	6	
39.*	長者員工嘅特質得到廣泛推崇。	1	2	3	4	5	6	
40.*	提倡各種具彈性並有合理報酬嘅工作機會俾長者。	1	2	3	4	5	6	
41.*	禁止嘅僱用、留用、晉升同培訓僱員呢幾方面年齡歧視。	1	2	3	4	5	6	
G	訊息交流							
42.	資訊發佈嘅方式簡單有效，唔同年齡嘅人士都接收到。	1	2	3	4	5	6	
43.	定期提供長者有興趣嘅訊息同廣播。	1	2	3	4	5	6	
44.	少接觸外界嘅人士可以喺佢地信任嘅人士身上，得到同佢本人有關嘅資訊。	1	2	3	4	5	6	
45.*	電子設備，好似手提電話、收音機、電視機、銀行自動櫃員機同自動售票機嘅掣夠大，同埋上面嘅字體都夠大。	1	2	3	4	5	6	
46.*	電話應答系統嘅指示緩慢同清楚，又會話俾打去嘅人聽點樣可以隨時重複內容。	1	2	3	4	5	6	
47.	係公眾場所，好似政府辦事處、社區中心同圖書館，已廣泛設有平嘅或者係免費嘅電腦同上網服務俾人使用。	1	2	3	4	5	6	



H	社區支持與健康服務							
48.	醫療同社區支援服務足夠。	1	2	3	4	5	6	
49.	有提供家居護理服務，包括健康、個人照顧同家務。	1	2	3	4	5	6	
50.	院舍服務設施同長者的居所都鄰近其他社區服務同地方。	1	2	3	4	5	6	
		非常不同意	不同意	有點不同意	有點同意	同意	非常同意	其他
51.	市民唔會因為經濟困難，而得唔到醫療同社區嘅支援服務。	1	2	3	4	5	6	
52.	社區應變計劃(好似走火警)有考慮到長者嘅能力同限制。	1	2	3	4	5	6	
53.*	墓地(包括土葬同骨灰龕)嘅數量足夠同埋容易獲得。	1	2	3	4	5	6	

以下有些句子，請回答您對這些句子的同意程度，以1至5分代表。1分為非常不同意，2分為不同意，3分為普通，4分為同意，5分為非常同意。

1	2	3	4	5
非常不同意	不同意	普通	同意	非常同意

DU - 不明白; R - 拒絕作答; US - 不清楚有沒有; NA - 不適用

請就你居住的地區評分，您有幾同意而家……

I	社群意識指數	非常不同意	不同意	普通	同意	非常同意	其他
1.	喺呢個社區我可以得到我需要嘅東西。	1	2	3	4	5	
2.	這個社區幫助我滿足我嘅需求。	1	2	3	4	5	
3.	我覺得自己係這個社區嘅一份子。	1	2	3	4	5	
4.	我屬於這呢個社區。	1	2	3	4	5	
5.	我可以參與討論喺呢個社區發生嘅事情。	1	2	3	4	5	
6.	這個社區嘅人們善於互相影響。	1	2	3	4	5	
7.	我覺得同呢個社區息息相關。	1	2	3	4	5	
8.	我同呢個社區嘅其他人有良好嘅關係。	1	2	3	4	5	
9.	我喜歡與不同年齡組別之人士接觸。	1	2	3	4	5	
10.	在過去的一個月裡，你曾經與不同年齡組別之人士有多接觸？ <input type="checkbox"/> _____ 次 <input type="checkbox"/> (0) 從沒有						



J	生活滿意度指數	非常 不滿意	不 滿意	滿 意	非 常 滿 意			
1.	一般而言，你有幾滿意自己既生活？	1	2	3	4			
	以下問題請根據你過往一個月的情況作答：	十分 不同意	很 不同意	不 同意	中 立	同 意	很 同 意	十 分 同 意
2.	我的生命在很多方面都接近自己理想中的狀態。	1	2	3	4	5	6	7
3.	我的生活狀況是極好的。	1	2	3	4	5	6	7
4.	我對自己的生命感到滿意。	1	2	3	4	5	6	7
5.	到目前為止，我已經取得生命中我想得到的重要東西。	1	2	3	4	5	6	7
6.	如果我能夠再活一次，幾乎沒有什麼東西是我想改變的。	1	2	3	4	5	6	7

你認為你的社區可以如何改善？

你曾積極參與的社區活動：（可選多過一項）

- (1) 社區團體
 (2) 課程／工作坊
 (3) 就業服務
 (4) 義務工作
 (5) 其他，例如：_____

你想如何參與社會？



受訪者資料

1. 您嘅性別係：(1) 男 (2) 女

2. 您嘅婚姻狀況係 (一定要讀出所有選擇):

- (1) 從未結婚
- (2) 現在已婚
- (3) 喪偶
- (4) 離婚
- (5) 分居
- (6) 其他 (請註明) : _____

3. 您嘅教育程度係：

- (1) 未受教育/學前教育 (幼稚園)
- (2) 小學
- (3) 初中 (中三)
- (4) 高中 (中五)
- (5) 預科 (中七 / DSE 中六)
- (6) 專上教育：文憑/證書課程 (Diploma / Pre-associate)
- (7) 專上教育：高級文憑副學位課程 (High Diploma / Associate degree)
- (8) 專上教育：學位課程或以上



4. 居所類型：

- 公營房屋
 - (1) 租住 (如公屋、長者屋)
 - (2) 補助出售單位 (如居屋、私人購入的公屋單位)
- 私人永久性房屋
 - (3) 租住 (包括免租如員工宿舍)
 - (4) 自置 (包括有按揭)
- (5) 私人臨時房屋 (如鐵皮屋)
- (6) 劏房 / 工廈
- (7) 床位
- 老人院
 - (8) 公營
 - (9) 私營
- (10) 其他 (請註明): _____

5. 通訊地址：_____

6. 您喺以上住址/所屬社區住左幾耐：_____年_____月

7. 您的居住狀況？

- (1) 與伴侶同住
- (2) 與子女同住
- (3) 與伴侶及子女同住
- (4) 獨居
- (5) 其他 (請註明): _____



8. 您而家有無返工？

無 → 您係：(讀出所有選擇)

(1) 失業人士

(2) 退休人士

(3) 料理家務者

(4) 學生

(5) 其他 (請註明)：_____

如無, 請跳到 13

有 → 您係：

(6) 僱員

(7) 僱主

(8) 自僱人士

(9) 無酬家庭從業員

9. 現時職位性質: (1)全職 (2)半職

10. 您而家嘅職位/工作：_____ (請註明)

11. 填寫人行業

(1) 農業及漁業 / 採礦及採石業

(2) 製造業

(3) 電力及燃氣供應 / 自來水集取、處理及供應

(4) 建造業

(5) 進出口、批發及零售業

(6) 運輸、倉庫、郵政及速遞服務業

(7) 住宿及膳食服務業

(8) 資訊及通訊業

(9) 金融及保險業

(10) 地產業

(11) 專業、科學及技術服務業

(12) 行政及支援服務業

(13) 公共行政

(14) 教育

(15) 人類醫療保健及社工活動

(16) 藝術、娛樂及休閒服務業

(17) 其他服務業

(18) 家庭住戶內部工作活動 / 享有治外
法權的組織及團體



12. 填寫人職位

- (1) 行政總裁、高級官員、議員及外國使節
- (2) 行政及商務經理
- (3) 生產部經理及專職服務經理
- (4) 款待服務業、零售業及其他服務業的經理
- (5) 自然科學及工程專業人員
- (6) 保健專業人員
- (7) 教學專業人員
- (8) 商業、行政及有關專業人員
- (9) 資訊及通訊科技專業人員
- (10) 法律、社會科學及文化專業人員
- (11) 自然科學、數學及工程輔助專業人員
- (12) 保健輔助專業人員
- (13) 商業、行政及有關輔助專業人員
- (14) 法律、社會科學、文化及有關輔助專業人員
- (15) 資訊及通訊科技輔助專業人員
- (16) 教學輔助專業人員
- (17) 一般文員及打字員
- (18) 客戶服務文員
- (19) 數據及物料記錄文員
- (20) 資訊及通訊科技助理員
- (21) 其他文書支援人員
- (22) 個人服務人員
- (23) 銷售人員及模特兒
- (24) 個人護理工作人員
- (25) 紀律性及保護服務人員
- (26) 運輸及其他服務工作人員
- (27) 市場導向農業及漁業熟練工人
- (28) 建築及有關行業工人（非電工）
- (29) 金屬、機械及有關行業工人
- (30) 手工藝及印刷業工人
- (31) 電器及電子業工人
- (32) 食物處理、木工、成衣及其他工藝、以及有關行業工人
- (33) 固定式機台及機器操作員
- (34) 裝配員
- (35) 司機及流動式機器操作員
- (36) 清潔工、雜務工及有關工人
- (37) 採礦業、建造業、製造業、運輸業、倉務業及漁農業雜工
- (38) 食材準備助理
- (39) 街頭及有關售賣及服務的工人
- (40) 廢物處理工人及其他非技術工人



13. 一般來說，您說您的健康係非常好、很好、好、一般或差？

- (1)差 (2) 一般 (3) 好 (4) 很好 (5) 非常好

14. 您有否照顧六十五歲或以上長者的經驗？

- (0)否 (1)有

15. 過去三個月內，您有否使用／參加過長者中心或社區中心所提供的服務/活動？

- (0)否 (1)有

16. 您有無足夠嘅金錢嚟應付日常開支？

- (1)非常不足夠 (2)不足夠 (3)剛足夠 (4)足夠有餘 (5)非常充裕

17. 您而家每個月收入係港幣幾多？

- | | |
|--|---|
| <input type="checkbox"/> (0) 不適用 N/A | |
| <input type="checkbox"/> (1) < 2,000 | <input type="checkbox"/> (8) 20,000 - 24,999 |
| <input type="checkbox"/> (2) 2,000 - 3,999 | <input type="checkbox"/> (9) 25,000 - 29,999 |
| <input type="checkbox"/> (3) 4,000 - 5,999 | <input type="checkbox"/> (10) 30,000 - 39,999 |
| <input type="checkbox"/> (4) 6,000 - 7,999 | <input type="checkbox"/> (11) 40,000 - 59,999 |
| <input type="checkbox"/> (5) 8,000 - 9,999 | <input type="checkbox"/> (12) 60,000 - 79,999 |
| <input type="checkbox"/> (6) 10,000 - 14,999 | <input type="checkbox"/> (13) 80,000 - 99,999 |
| <input type="checkbox"/> (7) 15,000 - 19,999 | <input type="checkbox"/> (14) ≥100,000 |

收入來源: (選填以幫助題 17.)

- | | | |
|--------------------------------------|---|--|
| <input type="checkbox"/> (1) 存款利息或股息 | <input type="checkbox"/> (5) 由子女提供的財政支援 | <input type="checkbox"/> (8) 其他親屬提供的
財政支援 |
| <input type="checkbox"/> (2) 普通傷殘津貼 | <input type="checkbox"/> (6) 高額傷殘津貼 | <input type="checkbox"/> (9) 高齡津貼「生果
金」 |
| <input type="checkbox"/> (3) 長者生活津貼 | <input type="checkbox"/> (7) 工作收入 | <input type="checkbox"/> (10) 長俸 |
| <input type="checkbox"/> (4) 租務收入 | | |



您是否有興趣參與小組座談會作進一步意見分享？

(0) 否 (1) 是 (2) 未確定

您是否願意留下你的電話號碼以作將來聯絡之用？

_____ (先生/女士/小姐) 電話號碼： _____

全問卷完! 謝謝!

請訪問員檢查是否完成整份問卷, 並簽署: _____

Appendix 2. Discussion Guide of Focus Group Interviews

「共建長者友善城市」計劃小組座談會問題綱領

時間	題目及問題	提示
5-10 分鐘	<p>熱身問題</p> <p>你對長者的印象? (你覺得幾多歲先至叫做長者/為什麼)</p>	
10 分鐘	<p>題目 1</p> <p>戶外空間及建築</p> <p>現在討論一下戶外空間及建築，我希望你分享一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>當你走出家門去悠閒散步、辦事或訪友，那兒是一個怎樣的環境？</p> <p>當你進入建築物內購物或辦事，你看見的情景是怎樣？</p>	<p>詢問</p> <ul style="list-style-type: none"> - 小徑，路面設計，保養？ - 過路及交界？ - 交通流量，音量？ - 特定日期，時間，例如晚上？ - 天氣情況？ - 綠化空間，步行區？ - 街燈？ - 對陽光，風雨的保護？ - 休憩區，長櫈？ - 人身安全？ - 對治安感覺？ - 走廊，室內，梯級，門，電梯，地台，照明，路標，洗手間，休憩區？
10 分鐘	<p>題目 2</p> <p>運輸系統</p> <p>以下部份關於社區內的運輸系統，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p>	<p>詢問</p> <p>巴士，電車，鐵路……是否</p> <ul style="list-style-type: none"> - 收費可負擔？ - 容易到達目的地？ - 容易乘搭？ - 班次足夠？



時間	題目及問題	提示
	<p>請形容一下你在區內使用公共運輸工具的經驗，例如電車、鐵路、輕鐵、火車、巴士、小巴。</p> <p>你希望區內運輸設備是怎樣呢？</p>	<ul style="list-style-type: none"> - 準時？ - 覆蓋範圍充分？ - 候車處：照明，座位，保護？ - 治安保障？ - 對殘疾人士設計？ <p>假如你是駕車人士，你認為以下的運輸配套如何？</p> <ul style="list-style-type: none"> - 路牌指示 - 街名標示 - 交接處的照明 - 交通指示容易明白 - 足夠及接近的停泊 - 殘疾車位 - 上/落客區 - 司機休息處
10 分鐘	<p style="text-align: center;">題目 3</p> <p style="text-align: center;">住屋</p> <p>以下是關於住屋的部份，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>請講出你居住地區？</p> <p>如果你需要搬家，你會選擇那些地區？</p>	<p>詢問</p> <p>你對現時居住地區在接受程度如何？</p> <ul style="list-style-type: none"> - 成本？ - 舒適度？ - 人身安全？ - 治安？ - 對公共服務接近程度？ <p>你在屋內的移動性及獨立性如何？</p>



時間	題目及問題	提示
		<ul style="list-style-type: none"> - 容易走動？ - 物件容易接近及儲藏？ - 處理家務方便與否？
15 分鐘	<p style="text-align: center;">題目 4</p> <p style="text-align: center;">尊重及社區認同</p> <p>以下部分關於社區如何尊重及接受長者，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>那些方面你覺得你在社區內是受尊重及不受尊重？</p> <p>在區內的活動中，那些方面你覺得你在社區內是得到認受及不受認受？</p>	<p>詢問</p> <ul style="list-style-type: none"> - 社區人士對長者在禮貌方面的情況如何？ - 聆聽？ - 社區人士對長者提出幫助的情況如何？ - 長者在使用服務及參與活動時提出的需要時， 社會人士所作出適當反應如何？ - 長者被諮詢？ - 社會提供了多項選擇給長者嗎？ - 社會認同長者的貢獻嗎？ - 長者在同齡人士之間的活動情況如何？
5-10 分鐘	<p>休息時間</p>	
15 分鐘	<p style="text-align: center;">題目 5</p> <p style="text-align: center;">參與社區</p> <p>我們討論一下社交及休閒活動，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你在區內參與活動、交際應酬有多容易？</p> <p>你可否分享一下你在以下活動的參與情況如教育，文化，康樂的靈活性嗎？</p>	<p>詢問</p> <p>社交及休閒活動是否…</p> <ul style="list-style-type: none"> - 收費可負擔？ - 容易接近？ - 次數充足？ - 位置方便？ - 時間方便？ - 提供多項選擇？ - 有趣



時間	題目及問題	提示
10 分鐘	<p style="text-align: center;">題目 6</p> <p style="text-align: center;">溝通及資訊</p> <p>以下部份是關於處理資訊方面，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你是怎樣收取區內資訊？例如，服務及活動方面。 從電話，收音機，電視，單張，有關人士…</p>	<p>詢問</p> <p>資訊是否…</p> <ul style="list-style-type: none"> - 容易接近？ - 有用？ - 適時？ - 容易明白？ - 設備難於操作，如電腦、資訊媒介…
15 分鐘	<p style="text-align: center;">題目 7</p> <p style="text-align: center;">參與公共事務及就業</p> <p>我想知道你參加義務工作，公共事務及就業方面的情況，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>請分享義務工作的情況？</p> <p>就業方面？你正在就業還是尋找工作？</p>	<p>詢問</p> <ul style="list-style-type: none"> - 關於義務服務的資訊是否足夠？ - 義務服務種類多性？ - 義務服務的吸引力？ - 關於就業空缺的資訊是否足夠？ - 可接觸到這些空缺？ - 空缺品種多樣性？ - 吸引力？ - 經驗受認同？ - 報酬？ - 可調較至適合長者能力？ - 可調較至適合長者喜好？ - 鼓勵長者參與的方法？ - 請分享一下參加社區事務的情況？ 例如社區組織，議會方面。
10 分鐘	<p style="text-align: center;">題目 8</p> <p style="text-align: center;">社區支援及醫療服務</p>	<p>詢問</p> <ul style="list-style-type: none"> - 有那些服務提供？



時間	題目及問題	提示
	<p>我想知道你居住的社區內的社會服務及醫療服務的情況。我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你對你所居住社區所提供的長者服務有什麼經驗？</p>	<ul style="list-style-type: none"> - 容易得到服務嗎？ - 使用的情況如何？ - 費用可負擔？ - 對有需要人士提出服務需要的反應速度？
5 分鐘	<p>結尾問題</p> <p>在訪問完成前，請問還有沒有一些之前沒有提出的討論而閣下希望現在提出呢？</p>	無須提示

Source: 香港社會服務聯會-回應《香港高齡化行動方案》之「長者友善社區」拓展計劃附件五

Appendix 3. List of Social Support Services in Kwun Tong District

Social Support Services: ¹

Care and Attention Homes Providing Continuum of Care	<ol style="list-style-type: none"> 1. HKBA Buddhist Sum Ma Shui Ying Care and Attention Home for the Elderly 2. HKCWC Madam Wong Chan Sook Ying Memorial Care and Attention Home for the Aged 3. HKCS Shun Lee Home for the Elderly 4. Hong Kong Sheng Kung Hui Good Shepherd Home for the Elderly 5. Hong Kong Sheng Kung Hui Home of Loving Care for the Elderly 6. SAGE Kai Yip Home for the Elderly 7. SAGE Mrs Y.K. Fung Home for the Elderly 8. KWWC Wong Cheung Kin Memorial Hostel for the Elderly 9. PLK Siu Ming Memorial Home cum Care and Attention Unit 10. SA Tak Tin Residence for Senior Citizens
Contract Home	<ol style="list-style-type: none"> 1. WSE Grace Nursing Home (Tak Tin) 2. Yuen Yuen Nursing Home (Sau Mau Ping Estate) 3. Yuen Yuen Nursing Home Cum Day Care Centre for the Elderly (Shun Lee Estate)
Day Care Centre / Unit for the Elderly	<ol style="list-style-type: none"> 1. CFSC Choi Ying Day Care Centre for the Elderly 2. CFSC Kwun Tong Day Care Centre for the Elderly 3. CFSC True Light Villa Day Care Centre for the Elderly 4. HKCWC Yau Lai Day Care Centre for the Elderly 5. HKCS Chin Wah Day Care Centre for the Elderly 6. Hong Kong Sheng Kung Hui LokWah Day Care Centre for the Elderly 7. PLK Koo Bin Kau Lee Day Care Centre for the Elderly 8. UCNCHS Lei Yue Mun Day Care Centre for the Elderly 9. Yuen Yuen Nursing Home Cum Day Care Centre for the Elderly (Shun Lee Estate)
District Elderly Community Centre	<ol style="list-style-type: none"> 1. CFSC Shun On District Elderly Community Centre 2. CFSC True Light Villa District Elderly Community Centre 3. HKCS Bliss District Elderly Community Centre 4. PLK Lau Chan Siu Po District Elderly Community Centre
Enhanced Home and Community Care Services for the Elders	<ol style="list-style-type: none"> 1. CFSC Kwun Tong Enhanced Home and Community Care Services 2. Haven of Hope (Kwun Tong (2)) Enhanced Home

¹Source: Social Welfare Department
http://www.swd.gov.hk/en/index/site_district/page_kwuntong/sub_infobook/id_527/dir_3/



	and Community Care Services 3. HKFWS East Kowloon (Shun Lee) Centre
Emergency Placement	1. Alice Ho Miu Ling Nethersole Nursing Home 2. HKCWC Madam Wong Chan Sook Ying Memorial Care and Attention Home for the Aged
Integrated Home Care Services (Agency and District-based)	1. CFSC Kwun Tong Integrated Home Care Services 2. CFSC Lam Tin Integrated Home Care Services 3. HKCS Wan Hon Integrated Home Care Services Team 4. HKFWS East Kowloon (Ngau Tau Kok) Centre 5. HKFWS East Kowloon (Shun On) Centre 6. SA Kwun Tong Integrated Home Care Service Team
Infirmary Units	1. HKCWC Madam Wong Chan Sook Ying Memorial Care and Attention Home for the Aged
Neighbourhood Elderly Centre	1. AEFCHK-EFCC-Hing Tin Wendell Memorial Church Alison Lam Elderly Centre 2. Caritas Elderly Centre - Kwun Tong 3. Caritas Elderly Centre - Ngau Tau Kok 4. Christian & Missionary Alliance Church Union Hong Kong - Yau Lai 5. CSBS Fong Wong Woon Tei Neighbourhood Elderly Centre 6. CSBS Mrs Aw Boon Haw Neighbourhood Elderly Centre 7. FMC Tak Tin IVY Club 8. HK&MLC Kei Fuk Elderly Centre 9. HKCMIS Ko Chiu Road Centre of Christ Love for the Aged 10. HKCS Shun Lee Neighbourhood Elderly Centre 11. HKLSS Sai Cho Wan Lutheran Centre for the Elderly 12. HKLSS Sai Cho Wan Lutheran Centre for the Elderly - Grace Sceneway Sub-office 13. SAGE Kai Yip Neighbourhood Elderly Centre 14. Choi Ha Neighbourhood Elderly Centre 15. KTMSS Lam Tin Neighbourhood Elderly Centre 16. LTEKFWA Neighbourhood Elderly Centre 17. PCHK Ngau Tau Kok Neighbourhood Elderly Centre 18. PLK Lau Chan Siu Po Neighbourhood Elderly Centre 19. SSY Ho Wing Neighbourhood Centre for Senior Citizens (Sponsored by SikSik Yuen) 20. TWGHs Fong Shiu Yee Neighbourhood Elderly Centre 21. TWGHs Pong Wing Shiu Neighbourhood Elderly Centre
Nursing Home	1. Alice Ho Miu Ling Nethersole Nursing Home
Support Team for the Elderly Based at District Elderly Community Centres	1. CFSC Shun On District Elderly Community Centre 2. CFSC True Light Villa District Elderly Community Centre



	<ol style="list-style-type: none">3. HKCS Bliss District Elderly Community Centre4. PLK Lau Chan Siu Po District Elderly Community Centre
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Appendix 4. List of Health Services in Kwun Tong District

Health Services:

Public Hospital (Specialists)	Public General Out-patient Clinics
1. Christian United Hospital	1. Kowloon Bay Health Centre General Out-patient Clinic 2. Kwun Tong Community Health Centre 3. Lam Tin Polyclinic General Out-patient Clinic 4. Ngau Tau Kok Jockey Club General Out-patient Clinic 5. Shun Lee General Out-patient Clinic
Elderly Health Centre	Private Clinics
1. Lam Tin Elderly Health Centre	263 ²

² Source: 醫德網 <http://www.edr.hk/doctor/kwun-tong>

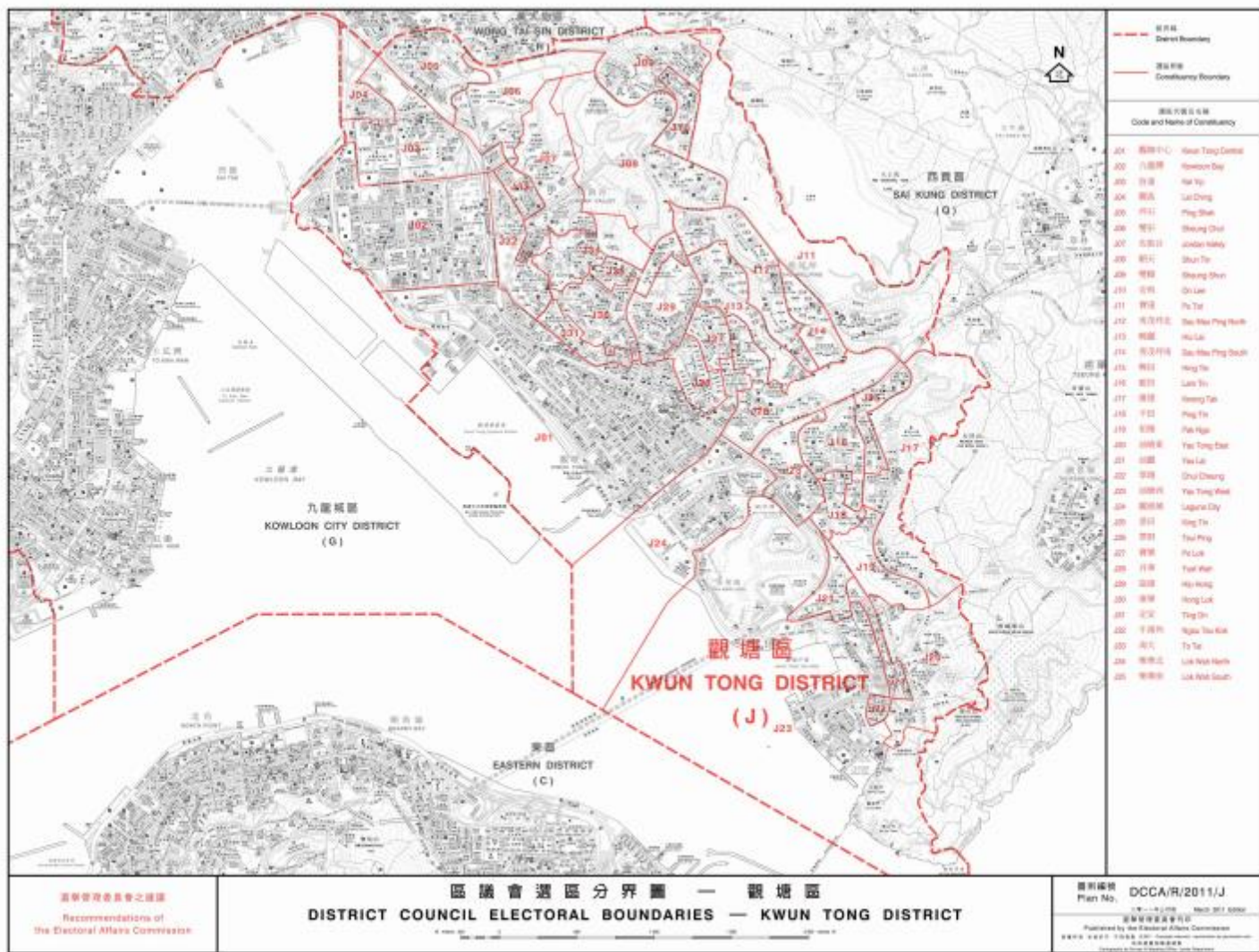
Appendix 5. List of Community Services in Kwun Tong District

Community Services:³

Swimming Pools	Sport Centres
<ol style="list-style-type: none"> 1. Jordan Valley Swimming Pool 2. Kwun Tong Swimming Pool 3. Lam Tin Swimming Pool 	<ol style="list-style-type: none"> 1. Chun Wah Road Sports Centre 2. Hiu Kwong Street Sports Centre 3. Kowloon Bay Sports Centre 4. Lam Tin South Sports Centre 5. Lei Yue Mun Sports Centre 6. Ngau Tau Kok Road Sports Centre 7. Shui Wo Street Sports Centre 8. Shun Lee Tsuen Sports Centre
Parks	Sport Grounds
<ol style="list-style-type: none"> 1. Hiu Ming Street Playground 2. Hong Ning Road Park 3. Jordan Valley Playground 4. Lam Tin Park 5. Ping Shek Playground 6. Sai Tso Wan Rereation Ground 7. Shun Lee Tsuen Park 8. Sin Fat Road Tennis Court 	<ol style="list-style-type: none"> 1. Kowloon Bay Sports Ground
Libraries	
<ol style="list-style-type: none"> 1. Lam Tin Public Library 2. Lei Yue Mun Public Library 3. Ngau Tau Kok Public Library 4. Sau Mau Ping Public Library 5. Shui Wo Street Public Library 6. Shun Lee Estate Public Library 	

³Source: Leisure and Cultural Services Department
<http://www.lcsd.gov.hk/en/facilities/facilitiessearch/phoneaddress.php?cat=all&dist=KT>

Appendix 6. District Map of Kwun Tong



Appendix 7. Housing Type and Categorisation of Sample (Kwun Tong District)

Downtown		Uphill	
Public Housing Estates	Private Housing Estates	Older Public Housing Estates	Newer Public Housing Estates
J01 (觀塘中心 Kwun Tong Central) J03 (啟業 Kai Yip) J05 (坪石 Ping Shek) J06 (雙彩 Sheung Choi) J07 (佐敦谷 Jordan Valley) J27 (翠屏 Tsui Ping) J28 (寶樂 Po Lok) J29 (月華 YuetWah) J31 (康樂 Hong Lok) J32 (定安 Ting On) J33 (牛頭角上邨 Upper Ngau Tau Kok Estate) J34 (牛頭角下邨 Lower Ngau Tau Kok Estate)	J02 (九龍灣 Kowloon Bay) J04 (麗晶 Lai Ching) J25 (麗港城 Laguna City) J35 (淘大 To Tai)	J08 (順天 Shun Tin) J09 (雙順 Sheung Shun) J10 (安利 On Lee), J16 (興田 Hing Tin) J17 (藍田 Lam Tin) J18 (廣德 KwongTak) J19 (平田 Ping Tin) J20 (栢雅 Pak Nga) J26 (景田 King Tin) J36 (樂華北 LokWah North) J37 (樂華南 LokWah South)	J11 (寶達 Po Tat) J12 (秀茂坪北 Sau Mau Ping North) J13 (曉麗 Hiu Lai) J14 (秀茂坪南 Sau Mau Ping South) J15 (秀茂坪中 Sau Mau Ping Central) J21 (油塘東 Yau Tong East), J22 (油麗 Yau Lai) J23 (翠翔 Chui Cheung) J24 (油塘西 Yau Tong West) J30 (協康 Hip Hong)