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WORKING PAPER SERIES NO. 14 (MAY 2008)

**AN EVALUATION STUDY ON THE ELDERLY
HOUSING INITIATIVE IN HONG KONG**

By

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An Evaluation Study on the Elderly Housing Initiative in Hong Kong

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An Evaluation Study on the Elderly Housing Initiative in Hong Kong

I. Abstract

The Hong Kong Housing Society (HKHS) of the Hong Kong Government launched the Senior Citizen Residence Scheme (SEN) in 2001 to provide housing units for the middle-class elders aged 60 and above, who have pre-set limits of asset and guaranteed income (Hong Kong Housing Society, n.d.). As a result, two public estates came into operation one year after in 2002. At present, a total of about 800 elders live in these two estates. The present study is under the auspices of the HKHS to evaluate the satisfaction of the residents in the two estates, to make recommendations on the improvement of the residence services and the living conditions in the two estates, and to make recommendations on future development of the SEN project.

Both qualitative and quantitative approaches were adopted in the present study. First of all, a total of seven focus-group sessions, within each having 8-10 elders led by an experienced facilitator, were conducted to collect information on residents' satisfaction on their living environment and the provision rendered in the housing estates. The members of the focus group consisted of males and females, younger and older elderly persons, and were selected from the healthy and active residents in the two housing estates. Secondly, three independent observers were appointed to sit in the focus-group discussion and daily routine activities and meetings taken part by the residents of the housing estates. The observers submitted their observation reports of residents' views on their living environment and the provision rendered in the housing estates as well as the interaction in their communication. Thirdly, an accessible sample was drawn from all target residents through a face-to-face questionnaire survey. Since some residents were either reluctant to be interviewed or having difficulties to answer questions due to poor health, all other residents were interviewed by trained staff.

The findings of the study are as follows:

1. In general, the majority of the residents living in the two Housing Estates are satisfied with the management, the facilities and the services provided.

2. There are differences in the domains of satisfaction between the residents in the two Housing Estates. Specifically, the Cheerful Court (one of the two Housing Estates) residents are more satisfied with their living environment whereas the Jolly Place (another one of the two Housing Estates) residents are happier with the basic optional services provided for them.

3. Improvement on the particulars of the facilities and services provided in the two Housing Estates, as shown in the analysis results, should be made in order to raise the satisfaction level of the residents.

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** The co-authors would like to thank the Hong Kong Housing Society for its generous funding in support of the research study leading to the completion of the present paper.

II. INTRODUCTION

2.1 Background

The Hong Kong Housing Society (HKHS) in collaboration with the SKH Diocesan Welfare Council and the Haven of Hope Hospital initiated a housing scheme about six years ago, which was purposefully built for the middle-class senior citizens aged 60 or above. The scheme was mainly to provide housing with special designs and services for elders. The scheme authority paid particular attention to the provision of larger personal space, higher degree of privacy and tailor-made equipment, facilities and activities for the elders, including independent and fully equipped housing units, comprehensive home and care services, ‘open-design’ and safety device, the arrangement of recreational and social activities, etc. It was believed that the scheme was to benefit the senior citizens by way of “healthy ageing” and “ageing in place” (APIAS, 2001; 香港房屋協會, 2003).

In view of Hong Kong’s rapid socio-economic development in recent years, housing needs in all sectors of the society have also been transformed. On the one hand, senior citizens aged 60 and above are now one of the groups who have been neglected for their special needs. On the other hand, there are people coming up to their retirement age demanding nice rental accommodations and quality home services. However, a sizable portion of this elderly population is not entitled to public housing facilities because they are in slightly better asset and income bracket, they are unable to obtain high quality housing and services from the private sector. The scheme is therefore caters for this ‘sandwich’ class of elders in an operation at a cost-recovery level with land aid from the Hong Kong SAR Government (香港政府統計處, 2001, 2006).

The proposed scheme was crystallized three years after its initiation in 2004 with two

elderly housing estates, i.e. the 'Jolly Court' and the 'Cheerful Court'. The scheme has been operated for three years, which HKHS wanted to have a preliminary review on the two projects. Thus the study was launched in early 2007 and completed within a year.

2.2 Research Questions

The present research study is policy-oriented since it was geared to evaluate to what extent the new elderly housing scheme was successful based on its inception for in the past three years. It is intended to provide answers to the following research questions.

- a. To what extent are the residents of the two elderly housing estates satisfied with their living environment and provisions in the past three years?
- b. To what extent do the residents of the two elderly housing estates support the present housing scheme for the elders after living in the elderly housing estates for three years?
- c. To what extent do the residents of the two elderly housing estates see the present housing scheme for the elders as a success or a failure after living in the elderly housing estates for three years?

III. METHODOLOGY

Both qualitative and quantitative approaches were adopted in the present study. First of all, a total of seven focus-group sessions, Within each having 8-10 elders led by an experienced facilitator, were conducted to collect information on residents' satisfaction on their living environment and the provision rendered in the housing estates. The members of the focus group consisted of males and females, younger and older elderly persons, and were selected from the healthy and active residents in the two housing estates. Secondly, three independent observers were appointed to sit in the focus-group discussion and daily routine activities and meetings that the residents of the housing estates took part in. The observers submitted their observation reports of residents' views on their living environment and the provision rendered in the housing estates as well as the interaction in their communication. Thirdly, an accessible sample was drawn from all target residents through a face-to-face questionnaire survey. Apart from some residents who were either reluctant to be interviewed or finding the questions difficult to answer, all other residents were interviewed by trained staff. The detailed research design was delineated in the succeeding sections.

Sampled Subjects for the Focus-Group Discussion

The distribution of residents by sex and housing estate in the seven focus groups is shown in Table 1. There were more females (27.8% more) than males and more participants (15.8% more) in Jolly Place than that in Cheerful Court in the total number of focus-group members. It is noted that the results from the focus-group discussion will reflect more of Jolly Place residents' views as well as female residents' views.

Table 1. Number of sampled subjects participating in the focus-group discussions.

	G1		G2		G3		G4		Total		
	<u>M</u>	<u>F</u>	<u>M</u>	<u>F</u>	<u>M</u>	<u>F</u>	<u>M</u>	<u>F</u>	<u>M</u>	<u>F</u>	<u>M+F</u>
No. of respondents from Cheerful Court	5	3	2	4	2	3	---	---	9	10	19
No. of respondents from Jolly Place	4	2	3	3	2	3	0	5	9	13	22
ALL	9	5	5	7	4	6	0	5	18	23	41

Abbreviations: G = Group, M = Male, F = Female

Note: Cheerful Court and Jolly Place are the two Housing Estates under the SEN.

Sampled Subjects for the Questionnaire Survey

The distribution of residents by sex, age and housing estate in the questionnaire survey is shown in Table 2. There were more females than males, more older-elderly persons than younger-elderly persons. An alpha level of .05 was used. Table 2 reviewed that gender was not significantly associated with age , $\chi^2 (1, N=294) = 3.492, p=.062$. It is noted that the survey results would be likely biased towards older-elderly (aged 70+) residents who were females from Jolly Place.

Table 2. Number of sampled subjects participating in the questionnaire survey

	Males		Females		Total (%)
	<u>Aged 60-69</u>	<u>Aged 70+</u>	<u>Aged 60-69</u>	<u>Aged 70+</u>	
No. of respondents from Cheerful Court	4	33	22	63	122 (41.5%)
No. of respondents from Jolly Place	12	53	26	81	172 (58.5%)
ALL	16	86	48	144	294 (100%)

Note: Cheerful Court and Jolly Place are the two Housing Estates under the SEN.

The Questionnaire

This self-constructed face-to-face questionnaire consists of three parts. The first part is about the demographic data of the respondent. The second part is of the main substance requiring the respondent to express their degrees of satisfaction regarding their living environment and the provision rendered in the housing estates subsumed under six domains, i.e. 'living environment', 'design of the estate', 'facilities (outside residence unit and inside residence unit)', 'provision of services (basic provision and optional provision)', 'residence charge and terms of 'lease', and 'management' (see Table 3 and Appendices A & B). The last part is the respondent's overall evaluation of the facilities and services provided in the housing estate.

Table 3. Domains and items in the survey questionnaire

Domain	No. of Items
1. Living environment	6
2. Design of the estate	5
3. Facilities	
a. Facilities outside residence unit	23
b. Facilities inside residence unit	18
4. Provision of services	
a. Basic provision of services	11
b. Optional provision of services	6
5. Residence charge and terms of lease	7
6. Management	5
Total =	81

The questionnaire was pre-tested, assessed by experts for face validity and construct validity, revised accordingly before field testing. The questionnaire was also revised according to the results from the focus-group discussion and the observations, which had been conducted prior to the questionnaire survey. Apart from filling in blanks in the first part of demographic data, the second and the third part of the questionnaire were of 5-point Likert-style ratings from

1 being most unfavorable to 5 being most favorable. In some few cases where appropriate, some items in these two parts were of either the true-and-false type or the short-answer type. The finalized questionnaire was used for the conduction of the face-to-face questionnaire survey to 500 target residents from different strata of the two housing estates. Out of the 500 target residents, only 358 residents were available, of which 261 residents completed the survey, resulting in a return rate of 72.9% (see Appendix C).

IV. ANALYSIS AND RESULTS

4.1 Residents' views on their satisfaction of the living environment in the housing estates:

Figure 1 shows the survey results that 83.3% of the respondents were satisfied or very satisfied with their living environment whereas 1.0% of the respondents were unsatisfied or very unsatisfied with their living environment. From the focus group discussion and the independent observation, it is revealed that the residents were satisfied with the air quality inside the building, the location of the residence, the facilities such as hospital, market, supermarket, and the department stores, etc. in the neighborhood, but they were not satisfied with the air-conditioning inside the building (too cold), and the transportation to leave the premises in the case of Cheerful Court.

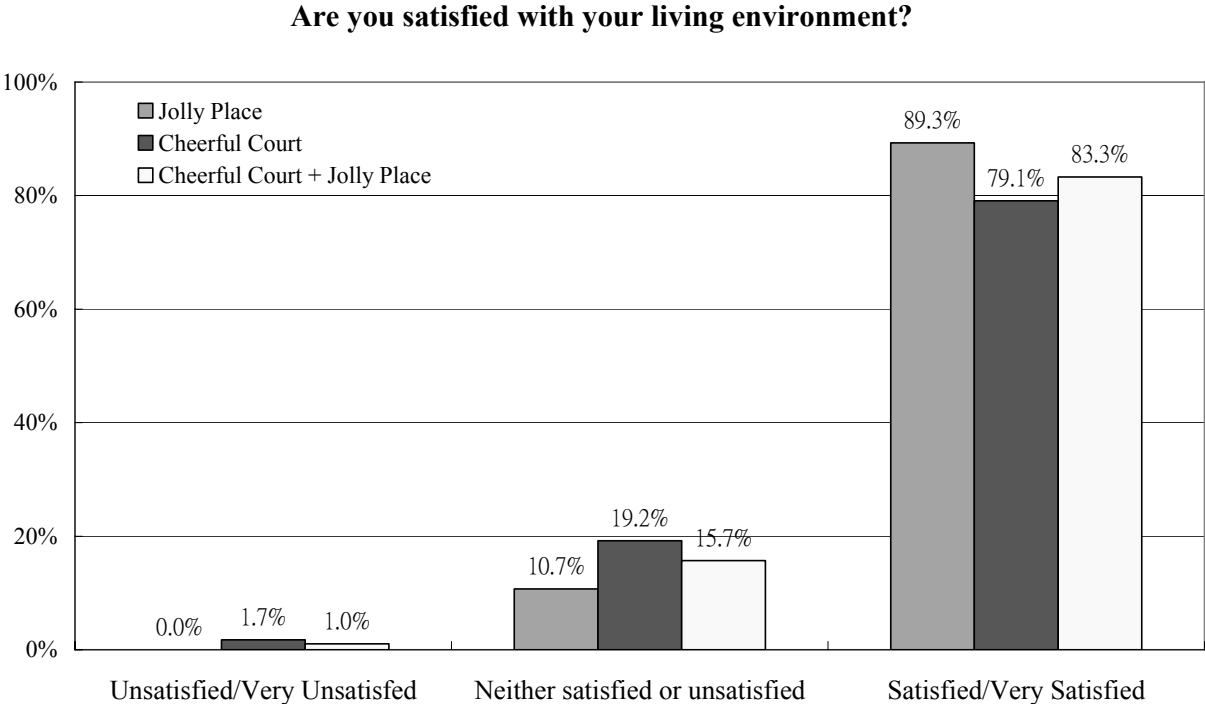


Figure 1. The results from the questionnaire survey on the living environment.

4.2 Residents' views on their satisfaction of the design of the housing estates:

Figure 2 shows the survey results that 81.8% of the respondents were satisfied or very satisfied with the design of the housing estates whereas 2.4% of the respondents were unsatisfied or very unsatisfied with the design of the housing estates. From the focus group discussion and the independent observation, it is revealed that the residents were satisfied with the space inside and outside residence units, the safety devices and measures inside and outside, and the residence units, but they were not satisfied with the kitchen cabinets, the cement on the walls inside residence units, and the household electric appliances, locks and shower units (CUD, 2003).

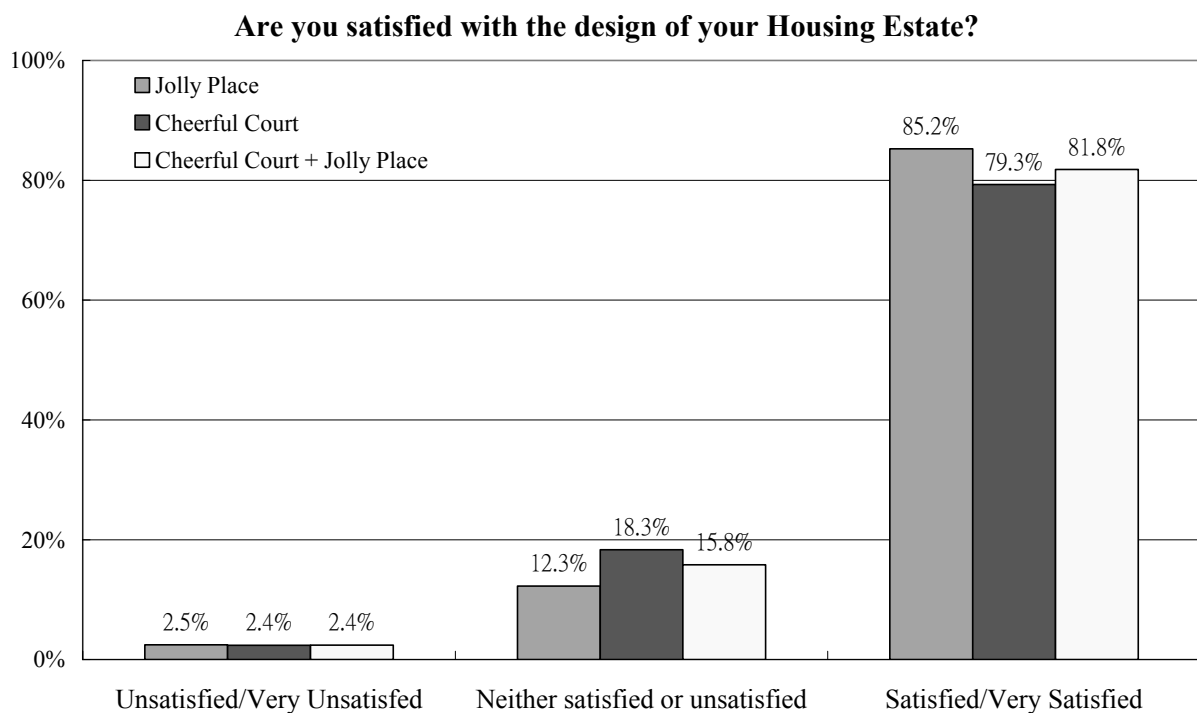


Figure 2. The results from the questionnaire survey on the design of the two Housing Estates.

4.3 Residents' views on their satisfaction of the facilities of the housing estates:

Figure 3 shows the survey results that 70.0% of the respondents were satisfied or very satisfied with the facilities of the housing estates whereas 0.7% of the respondents were unsatisfied or very unsatisfied with the facilities of the housing estates. From the focus group discussion and the independent observation, it is revealed that the residents were satisfied with the platform for use by residents, the rails and supporting units for the convenience of elders, and the armchairs with massage function in the gymnasium, but they were not satisfied with the sauna and swimming pool, the dining room, and the reading room.

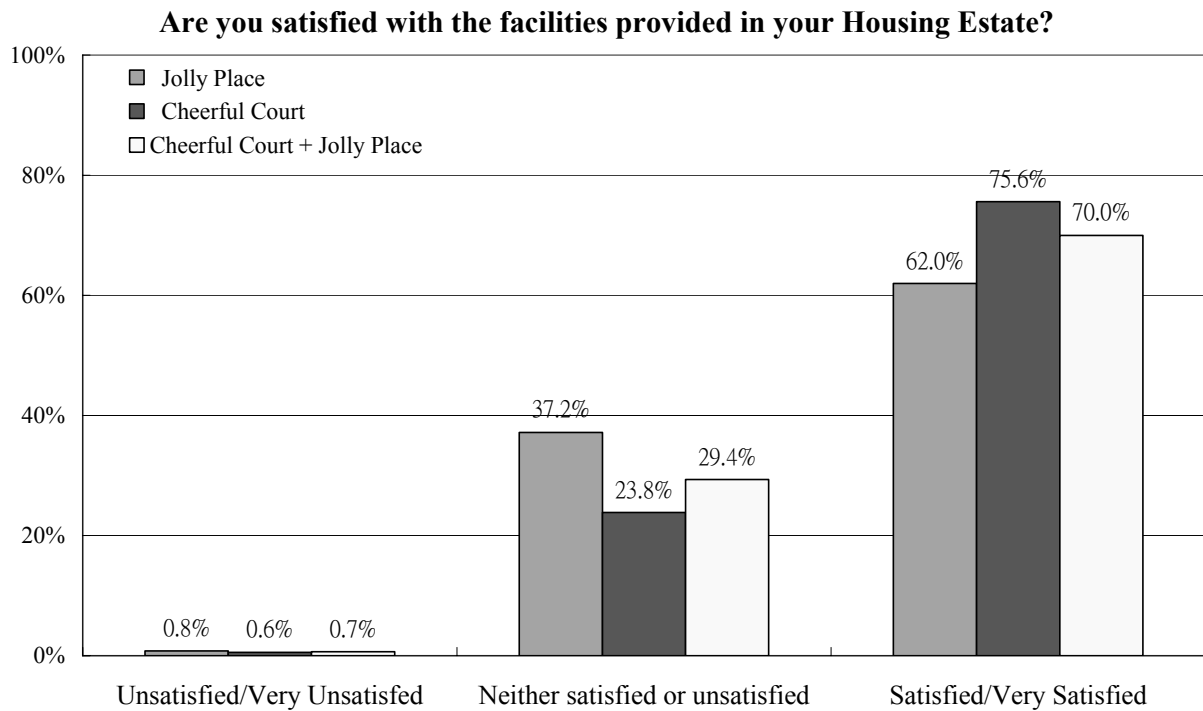


Figure 3. The results from the questionnaire survey on the facilities.

4.4 Residents' views on their satisfaction of the basic care services provided in the housing estates:

Figure 4 shows the survey results that 18.3% of the respondents were satisfied or very satisfied with the basic care services provided in the housing estates whereas 6.6% of the respondents were unsatisfied or very unsatisfied with the basic care services provided in the housing estates. From the focus group discussion and the independent observation, it is revealed that the residents were satisfied with the basic services provided in at the housing estates, the health promotion activities, and the seminars on health-care, but they were not satisfied with the charges for the health-care provided, the day-care services provided, and the communication with regard to the care services provided (彩頤居, 2007).

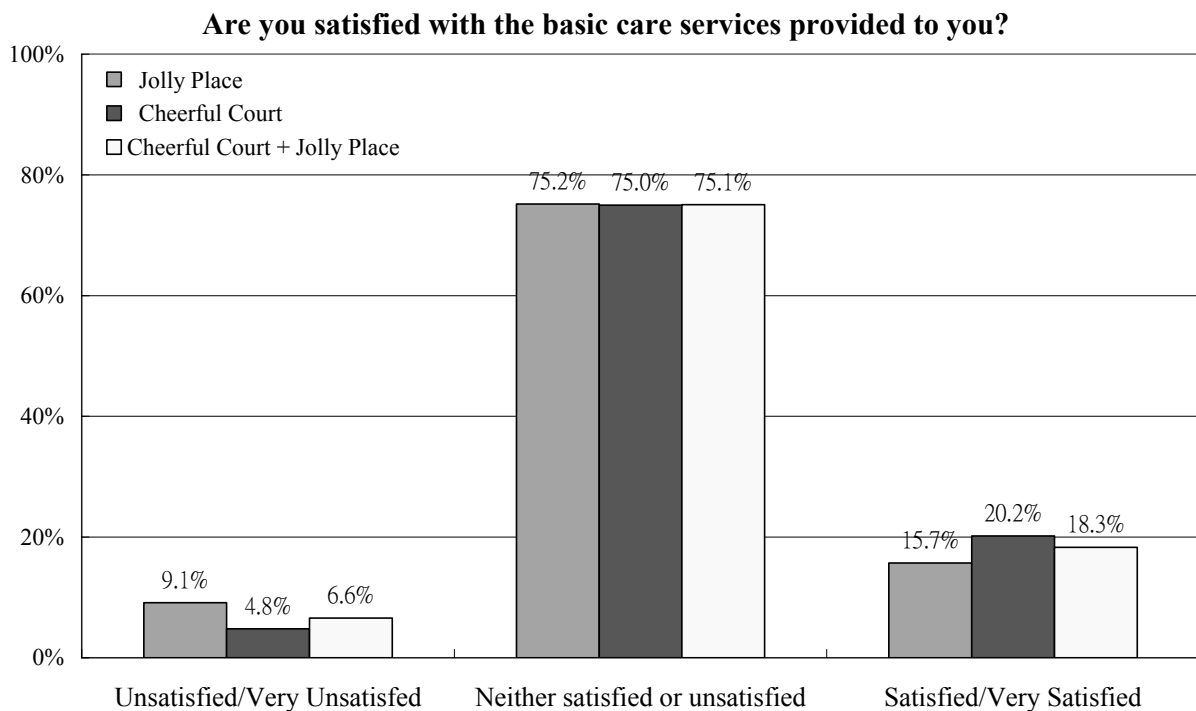


Figure 4. The results from the questionnaire survey on the basic care services.

4.5 Residents’ views on their satisfaction of the selective medical care service provided in the housing estates:

Figure 5 shows the survey results that 35.4% of the respondents were satisfied or very satisfied with the selective medical care services provided in the housing estates whereas 9.3% of the respondents were unsatisfied or very unsatisfied with the selective medical care services provided in the housing estates. From the focus group discussion and the independent observation, it is revealed that the residents were satisfied with the selective medical services provided at the housing estates, residents were pleased with the quality services provided, but at the Cheerful Court were not satisfied with the charges for the health-care provided and the day-care services provided.

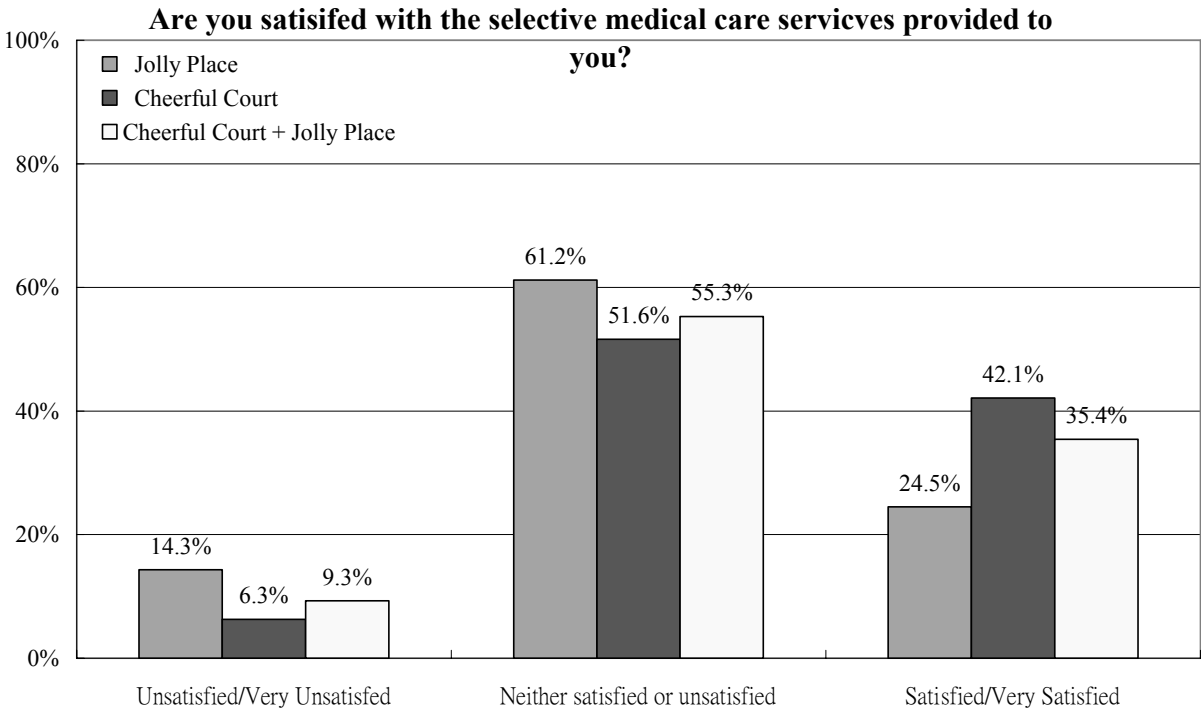


Figure 5. The results from the questionnaire survey on the selective medical care services.

4.6 Residents’ views on their satisfaction of the residence charge and the terms of lease for the housing estates:

Figure 6 shows the survey results that 47.8% of the respondents were satisfied or very satisfied with the residence charge and the terms of lease for the housing estates whereas 7.5% of the respondents were unsatisfied or very unsatisfied with the residence charge and the terms of lease for the housing estates. From the focus group discussion and the independent observation, it is revealed that the residents were satisfied with their freedom of choices, the application procedures, and the arrangement for moving into the residence, but they were not satisfied with their change of the residence units, and the availability of the residence units for singles.

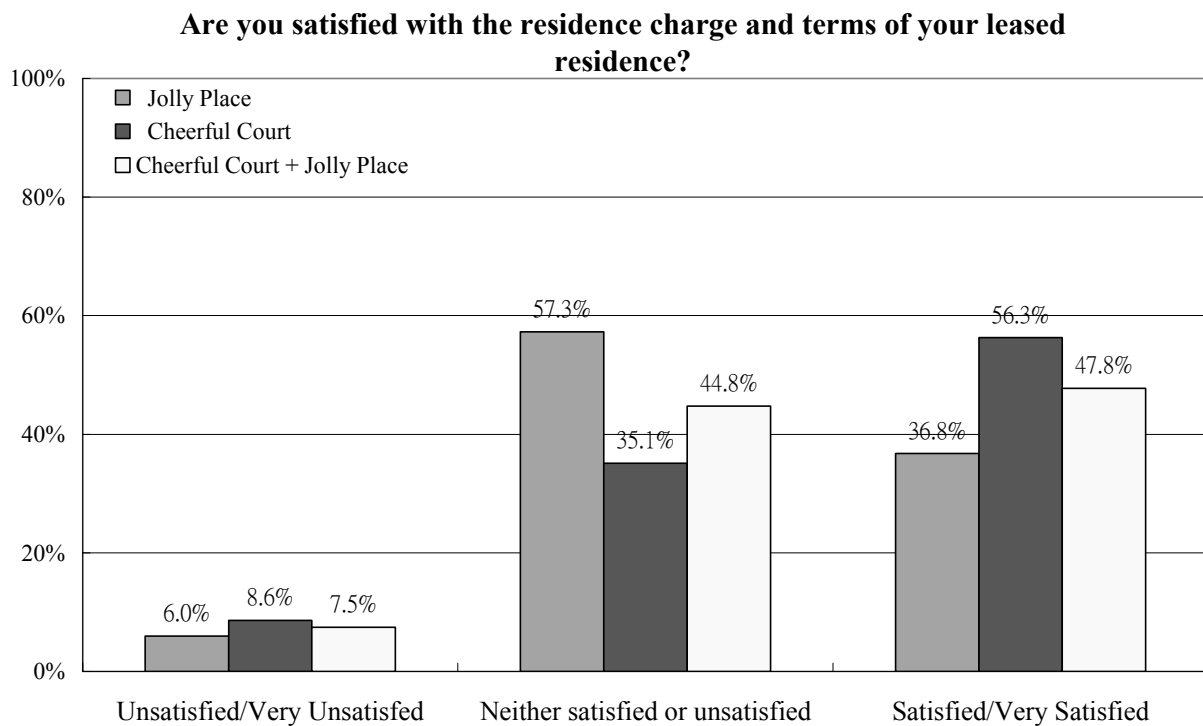


Figure 6. The results from the questionnaire survey on the residence charge and the terms of lease.

4.7 Residents' views on their satisfaction of the management of the housing estates:

Figure 7 shows the survey results that 65.2% of the respondents were satisfied or very satisfied with the management of the housing estates whereas 7.2% of the respondents were unsatisfied or very unsatisfied with the management of the housing estates. From the focus group discussion and the independent observation, it is revealed that the residents were satisfied with the management staff, the security and maintenance staff, and the publication of their financial records, but they were not satisfied with the change of management in the case of Jolly Place, the raise of management fee, and the utilization of some facilities (大公報, 2007年6月28日; 明報, 2007年6月30日; 星島日報, 2007年6月28日).

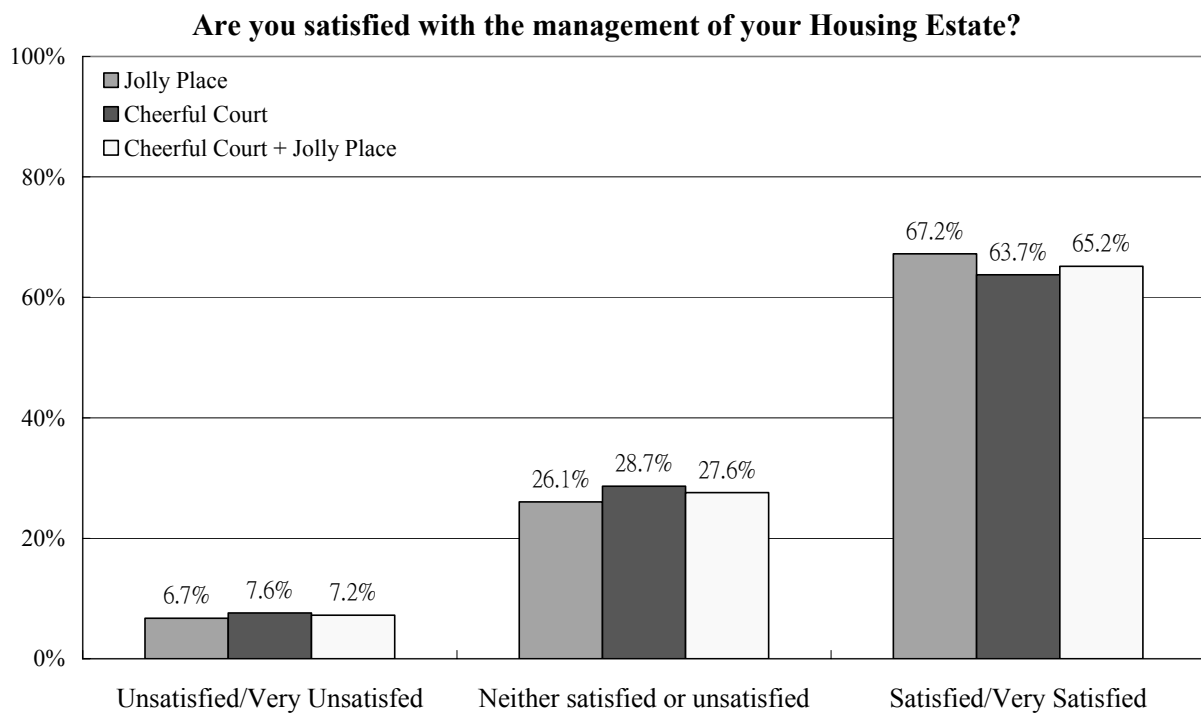


Figure 7. The results from the questionnaire survey on the management.

4.8 Residents' views on their satisfaction of the SEN project meeting their expectations:

Table 4 shows the survey results that 49.6% of the respondents were satisfied with the SEN project or more than their expectations whereas 17.7% of the respondents were unsatisfied with the SEN project, not meeting their expectations or even disappointed.

Table 4. Results from the responses to the question “Des the SEN project meet your expectation?”

Questionnaire Item: “Does the SEN project meet your expectation ? ”					
	Responses from Cheerful Court Residents (N1)	Percentage (N1/122) x 100%	Responses from Jolly Place Residents (N2)	Percentage (N2/172) x 100%	TOTAL N1+N2 (%)
Higher than expected	4	3.28%	2	1.16%	6 (2.0%)
Same as expected	49	40.16%	91	52.91%	140 (47.6%)
No comments	43	35.25%	53	30.82%	96 (32.7%)
Lower than expected	24	19.67%	25	14.53%	49 (16.7%)
Very disappointed	2	1.64%	1	0.58%	3 (1.0%)
ALL	122(41.5%)	100%	172	100%	294 (100%)

4.9 Residents' views on their satisfaction of the entire SEN project:

Table 5 shows the survey results that 73.5% of the respondents were satisfied or very satisfied with the entire SEN project whereas 4.4% of the respondents were unsatisfied or very unsatisfied with the entire SEN project.

Table 5. Results from the responses to the question “Are you satisfied with the SEN?”

Questionnaire Item: “Are you satisfied with the entire SEN ? ”					
	Responses from Cheerful Court Residents (N1)	Percentage (N1/122) x 100%	Responses from Jolly Place Residents (N2)	Percentage (N2/172) x 100%	TOTAL N1+N2 (%)
Very satisfied	8	6.56%	6	3.49%	14 (4.8%)
Satisfied	72	59.01%	130	75.58%	202 (68.7%)
No comments	35	28.69%	30	17.44%	65 (22.1%)
Unsatisfied	6	4.92%	6	3.49%	12 (4.1%)
Very unsatisfied	1	0.82%	0	0%	1 (.3%)
ALL	122	100%	172	100%	294 (100%)

4.10 Residents’ views on whether or not they would recommend of the SEN project to other people:

Table 6 shows the survey results that 77.2% of the respondents replied with “Yes” or “Definitely yes” regarding their recommendations of the SEN project to other people whereas 11.6% of the respondents replied with “No” or “Definitely no” regarding their recommendations of the SEN project to other people.

Table 6. Results from the responses to the question “Will you recommend the SEN to others?”

Questionnaire Item: “Will you recommend the SEN to other people?”					
	Responses from Cheerful Court Residents (N1)	Percentage (N1/122) x 100%	Responses from Jolly Place Residents (N2)	Percentage (N2/172) x 100%	TOTAL N1+N2 (%)
Definitely “Yes”	9	7.38%	18	10.47%	27 (9.2%)
Yes	72	59.02%	128	74.42%	200 (68.0%)
Don’t know	19	15.57%	14	8.14%	33 (11.2%)
No	19	15.57%	10	5.81%	29 (9.9%)
Definitely “No”	3	2.46%	2	1.16%	5 (1.7%)
ALL	122	100%	172	100%	294 (100%)

4.11 Comparison of residents’ satisfaction of their residence in the domains between the two housing estates:

Table 7 shows the survey results from the comparison of residents’ satisfaction of their residence in the domains between the two housing estates as follows:

- The satisfaction mean score of the Cheerful Court residents was significantly higher than that of the Jolly Place residents in the domain of living environment.

- The Jolly Place residents significantly excelled the Cheerful Court residents in the satisfaction mean scores in the domains of basic services and optional services.
- The Cheerful Court residents and the Jolly Place residents were not significantly different in the satisfaction mean scores in the other four domains.
- The percentage of the respondents who were “satisfied” or “very satisfied” was greater than that of the respondents who were “unsatisfied” or “very unsatisfied” in each of the six domains.
- Although the respondents who were “satisfied” or “very satisfied” outnumbered the respondents who were “unsatisfied” or “very unsatisfied” in all six domains, the respondents who were neither “satisfied” nor “unsatisfied” outnumbered any of the above two groups of respondents in the domain of basic services and were, on average, about the same as the respondents who were “satisfied” or “very satisfied” in the domain of residence charge and terms of lease.

Table 7. Results of the t-test mean satisfaction scores in the domains between the Housing Estates

Domain	Estate	N	Mean	SD	t	p
Living Environment	CC	122	22.07	3.14	3.15	.002**
	JP	172	20.90	3.14		
Design of the Estate	CC	122	17.78	2.86	0.04	.968
	JP	170	17.76	2.97		
Facilities of the Estate	CC	122	58.61	9.05	-1.28	.204
	JP	172	59.92	8.03		
Basic Services	CC	121	17.06	9.50	-3.10	.002**
	JP	169	20.64	9.94		
Optional Services	CC	98	7.08	4.11	-4.46	.000***
	JP	159	9.55	4.62		
Residence Charge & Terms of Lese	CC	122	19.91	5.04	-0.68	.497
	JP	165	20.40	6.68		
Management	CC	122	16.62	4.13	0.33	.746
	JP	171	16.47	3.91		

V. CONCLUSION AND RECOMMENDATIONS

5.1 Conclusions

Based on the analysis results in the preceding chapter, answers to the previously stated research questions are summarized as follows:

1. In general, the majority of the residents living in the two housing estates were satisfied with the management, facilities and services provided.
2. There were differences in the domains of satisfaction between the residents in the two housing estates. Specifically, the Cheerful Court residents were more satisfied with their living environment whereas the Jolly Place residents were happier with the basic optional services provided for them.
3. By and large, the majority of the residents living in the two housing estates supported the SEN project. However, they had suggested different ways to improve their living and the provisions in the two housing estates in a productive and constructive manner.
4. The majority of the residents living in the two housing estates considered the SEN project as a success. They opined that the entire SEN project was satisfactory, could meet their expectations, and was worth recommending to other elderly citizens.

5.2 Recommendations

It is believed that the findings of the present study are valuable for the policy makers, the administrative and managerial personnel, and the public to make decisions on policy, the improvement and the future development of the public, subsidized and private housing for elderly citizens. The recommendations based on the findings of the present study are made in the following:

1. Effective communication is a key factor in the successful running of the elderly housing. The complaints raised in the focus-group discussion were mainly due to the lack of communication between the management staff and the residents. The administration and the

management of the elderly housing should adopt measures to ensure effective communication between the management staff and the residents and also among the three parties, i.e. the administration, the management and the residents, particularly if the administration and the management are not of the same organization.

2. Management fee is of residents' great concern. In the questionnaire survey, the focus-group discussion and the independent observation, a number of residents were under great stress when they knew that the management fee would be increased. It is understandable that the management fee needs to be adjusted according to the inflation. However, an open policy to release all accounts of income, expenditure and balance with regards to the management as much as possible will minimize the conflict between the management and the residents when the raise of management fee becomes necessary. In addition, it is also helpful to reduce the tension between the management and the residents if the reasons for raising the management fee are clearly given to the residents in advance for their understanding of the necessity of raising the management fee.
3. Since basic service (no additional charge for residents) and optional service (with additional charge for residents to use) are usually provided in the elderly housing, these two different services should be clearly stated in the terms of lease so that residents would not be confused and thus would not complain for the charge imposed on them. In addition, the management staff' attitude towards the residents and the way the management staff handle residents' complaints on the charge of the optional service would also affect the successful running of the elderly housing as reflected in the investigation of the issues on the provision of the services in the present study. The management staff should be trained with the customer-friendly attitude and the customer-service techniques in handling the services provided.

4. The design of the elderly housing should cater for elderly citizens. In the existing design of the two elderly housing estates, the corridor lighting, the cooking utensils, the clothes-drying facilities, the showering unit, the air-conditioning, the household appliances, and the hand-washing unit, etc. need to be improved in order to meet the needs of elderly persons. Particular attention should be paid to meeting the needs of elderly citizens in the future design of the elderly housing estates.
5. It occurred in the present study that the residents preferred basic services to optional service in the elderly housing estates. Most of them did not use the optional service because the optional service was either more expensive than they expected or not meeting their needs. It is recommended that in the provision of services in the elderly housing, more basic service should be considered, and optional service should be selective and meet the needs of elderly persons.
6. The outdoor activities organized by the administrative or managerial staff for the residents were found unfavorable in the present study because these activities were not customer-made and also more expensive than they expected. In addition, the residents preferred the activities organized in the elderly centres because they were members of these elderly centres and these activities were free of charge for members. Therefore, there existed a competition between the elderly housing estates and the elderly centres in attracting elderly residents to participate in the outdoor activities organized by both parties. It is recommended that, on the one hand, the administration and the management of the elderly housing should organize outdoor activities that meet the needs of the residents with an affordable fee, and, on the other hand, the elderly housing estate and the elderly centre should coordinate their activities for elderly citizens in order to have a better participation of elderly persons in their activities.

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VII. APPENDICES

Appendix A: Questionnaire Survey Items and Results

問 題	樂頤居			彩頤居			所有住戶		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
屋苑環境：									
您認為屋苑的環境怎樣？	121	3.86	.521	172	3.69	.617	293	3.76	.585
您認為屋苑的整潔程度怎樣？	121	3.89	.444	170	3.87	.517	291	3.88	.487
您認為屋苑的設施怎樣？	113	3.40	.662	165	3.59	.653	278	3.51	.662
您認為屋苑的空氣調節怎樣？	117	3.60	.631	168	3.37	.770	285	3.46	.724
您認為屋苑的地點及交通怎樣？	121	4.04	.569	169	3.53	.824	290	3.74	.769
您認為屋苑的鄰近環境怎樣？	119	3.87	.566	165	3.32	.818	284	3.55	.771
屋苑設計：									
您認為屋苑的大堂如何？	119	3.72	.551	167	3.84	.563	286	3.79	.560
您認為屋苑的通道照明如何？	121	3.51	.720	166	3.77	.632	287	3.66	.681
您認為屋苑的電梯如何？	122	3.59	.831	166	3.61	.720	288	3.60	.768
您認為屋苑的消防設備如何？	109	3.60	.709	142	3.73	.651	251	3.67	.679
您認為屋苑的走廊通道如何？	121	3.89	.497	169	3.70	.625	290	3.78	.582
屋苑設施（居住單位外）：									
您認為屋苑的「休閒間」怎樣？	67	3.40	.579	-	-	-	67	3.40	.579
您認為屋苑的「護理安老部」怎樣？	48	3.60	.536	-	-	-	48	3.60	.536
您認為屋苑的「興趣間」怎樣？	47	3.40	.614	-	-	-	47	3.40	.614
您認為屋苑的「健身間」怎樣？	32	3.44	.716	-	-	-	32	3.44	.716
您認為屋苑的「遊戲間」（麻雀房）怎樣？	35	3.60	.736	-	-	-	35	3.60	.736
您認為屋苑的「閱讀間」怎樣？	78	3.22	.832	-	-	-	78	3.22	.832
您認為屋苑的「禮堂」怎樣？	90	3.58	.560	-	-	-	90	3.58	.560
您認為屋苑的「平台花園」怎樣？	98	3.68	.683	-	-	-	98	3.68	.683
您認為屋苑的「復康及保健中心」怎樣？	37	3.38	.594	-	-	-	37	3.38	.594
您認為屋苑的「桑拿房」怎樣？	13	3.23	1.09	-	-	-	13	3.23	1.09
您認為屋苑的「按摩浴池」怎樣？	22	2.95	1.13	-	-	-	22	2.95	1.13
您認為屋苑的「停車場」怎樣？	51	3.71	.576	-	-	-	51	3.71	.576
您認為屋苑的「室內泳池」怎樣？	-	-	-	69	3.04	.977	69	3.04	.977
您認為屋苑的「庭園」怎樣？	-	-	-	133	3.50	.765	133	3.50	.765
您認為屋苑的「工作坊」怎樣？	-	-	-	77	3.57	.594	77	3.57	.594
您認為屋苑的「美容室/理髮室」怎樣？	-	-	-	79	3.30	.774	79	3.30	.774
您認為屋苑的「綜合醫療診所」怎樣？	-	-	-	140	3.80	.578	140	3.80	.578
您認為屋苑的「長者之家」怎樣？	-	-	-	81	3.49	.793	81	3.49	.793
您認為屋苑的「咖啡座/便利店」怎樣？	-	-	-	70	3.44	.715	70	3.44	.715
您認為屋苑的「便利店」怎樣？	-	-	-	77	3.32	.658	77	3.32	.658
您認為屋苑的「多用途會堂」怎樣？	-	-	-	118	3.91	.433	118	3.91	.433
您認為屋苑的「餐廳」怎樣？	-	-	-	149	3.11	.823	149	3.11	.823
您認為屋苑的「健身室」怎樣？	-	-	-	59	3.61	.526	59	3.61	.526
屋苑設施（居住單位內）：									

您認為單位的「起居室/睡房」怎樣?	121	3.65	.667	172	3.70	.551	293	3.68	.601
您認為單位的「浴室」怎樣?	119	3.47	.790	169	3.02	1.03	288	3.20	.964
您認為單位的間隔怎樣?	116	3.62	.628	171	3.68	.609	287	3.66	.616
您認為單位防盜眼怎樣?	114	3.68	.521	155	3.81	.511	269	3.75	.518
您認為單位內照明系統怎樣?	110	3.69	.502	166	3.45	.798	276	3.54	.704
您認為單位內抽油煙機怎樣?	110	2.69	.926	156	3.22	.869	266	3.00	.930
您認為單位內碗櫃怎樣?	120	3.09	.830	166	3.42	.818	286	3.28	.838
您認為單位內暖燈怎樣?	105	3.50	.786	124	3.77	.557	229	3.65	.683
您認為單位內廁所門設計怎樣?	117	3.70	.864	164	3.89	.607	281	3.81	.729
您認為單位內電磁爐怎樣?	110	3.16	.873	160	3.54	.708	270	3.39	.800
您認為單位內企缸設計怎樣?	118	3.42	.720	168	3.35	.889	286	3.37	.823
您認為單位內灶頭高度怎樣?	119	3.50	.675	166	3.76	.541	285	3.65	.613
您認為單位內平安鐘怎樣?	77	3.71	.686	109	3.94	.524	186	3.85	.605
您認為單位內電掣位置怎樣?	120	3.68	.637	170	3.68	.592	290	3.68	.610
您認為單位內地板怎樣?	120	3.62	.638	167	3.57	.671	287	3.59	.657
您認為單位窗台怎樣?	122	3.58	.702	170	3.60	.725	292	3.59	.714
您認為單位窗門(開關及高度)怎樣?	121	3.26	.883	167	3.43	.764	288	3.36	.819
您認為的樓層的「電梯大堂」怎樣?	115	3.66	.576	169	3.56	.625	284	3.60	.607
屋苑服務(基本服務):									
會所會籍	56	3.09	.721	143	3.48	.579	199	3.37	.644
每月社康護理、身體檢查(一小時)	110	3.40	.744	129	3.68	.599	239	3.55	.683
平安報到(每日一次)	20	3.35	.875	20	3.70	.657	40	3.53	.784
二十四小時緊急召喚服務	36	3.75	.841	55	3.98	.561	91	3.89	.690
簡單家居維修(每月一小時,不包零件)	84	3.50	.753	125	3.51	.819	209	3.51	.791
每年訂定個人照顧計劃	20	3.35	.671	42	3.64	.577	62	3.55	.619
社交及康樂文娛活動	65	3.34	.644	90	3.59	.616	155	3.48	.638
健康推廣活動及講座	69	3.49	.504	95	3.63	.620	164	3.57	.576
健康生活指導、諮詢及轉介服務	36	3.33	.478	52	3.73	.630	88	3.57	.603
專責顧客服務主任配套各項服務	42	3.36	.692	87	3.60	.637	129	3.52	.663
診金優惠	74	3.18	.582	136	3.35	.736	210	3.29	.689
屋苑服務(選擇服務):									
專業醫療及護理	24	3.67	.482	74	3.61	.569	98	3.62	.547
門診服務	53	3.51	.576	136	3.68	.593	189	3.63	.592
私家看護	4	2.75	.500	13	3.46	.967	17	3.29	.920
飲食到戶服務	57	3.05	.854	73	3.34	.916	130	3.22	.898
家居護理服務	56	3.41	.708	63	3.63	.655	119	3.53	.687
個人護理	12	3.67	.492	68	3.41	.604	80	3.45	.593
居住權費用及條款:									
現時個人經濟能力限額合理	112	3.26	.732	135	3.46	.759	248	3.37	.752
現時租住權費用合理	115	3.23	.762	142	3.49	.728	260	3.37	.753
申請條件合理	111	3.41	.694	140	3.68	.623	254	3.56	.667
租約限制合理	113	3.19	.808	134	3.60	.658	250	3.41	.757
一次過或分期繳付一筆租住權費用安排合理	116	3.41	.723	137	3.54	.672	256	3.48	.697
管理費合理	118	2.28	.815	160	2.71	.986	281	2.53	.941

服務費合理	115	2.51	.820	156	2.73	.926	274	2.64	.888
屋苑管理：									
職員服務態度	106	3.71	.647	165	3.84	.505	271	3.79	.568
護理人員服務態度	107	3.75	.568	144	3.89	.460	251	3.83	.512
保安人員服務態度	122	3.98	.522	169	3.93	.583	291	3.95	.558
物業管理人員服務態度	86	3.63	.595	112	3.65	.667	198	3.64	.635
清潔員工服務態度	115	3.80	.463	151	3.64	.627	266	3.71	.567

Appendix B: Personal Interview Items and Results

訪問結果	樂頤居		彩頤居		總數	
	N	%	N	%	N	%
完成訪問	111	19.3	150	26.0	261	45.3
未能完成訪問	132	22.8	183	31.8	315	54.7
1. 長者健康欠佳	11	1.9	8	1.4	19	3.3
2. 長者外遊	5	0.9	8	1.4	13	2.3
3. 長者拒絕訪問	38	6.6	30	5.2	68	11.8
4. 長者家人拒絕訪問	2	0.3	2	0.3	4	0.7
5. 電話名單錯誤，找不到長者	0	0.0	13	2.3	13	2.3
6. 方言問題，未能與長者溝通	1	0.2	0	0.0	1	0.2
7. 長者暫時不在單位居住	2	0.3	0	0.0	2	0.3
8. 長者已搬走或仍未入住	3	0.5	1	0.2	4	0.7
9. 長者已離世	0	0.0	3	0.5	3	0.5
10. 未能與長者取得聯絡	56	9.7	107	18.6	163	28.3
11. 長者無時間接受訪問	14	2.4	11	1.9	25	4.3
總數	243	42.1	333	57.8	576	99.9

Appendix C: Calculation of Return Rate

$$\begin{aligned}
 \text{Return Rate} &= \frac{\text{No. of completed questionnaires}}{\text{No. of completed questionnaires} + \text{No. of unreturned questionnaires}} \times 100\% \\
 &= \frac{261}{261 + 97} \times 100\% = 72.9\%
 \end{aligned}$$

Asia-Pacific Institute of Ageing Studies (APIAS) at Lingnan University

HISTORY

The Asia-Pacific Institute of Ageing Studies (APIAS) was established as a University-wide institute in 1998 and has been operating as one of the research centers in the Institute of Humanities and Social Science (IHSS) since September 2001. The mission of APIAS is to facilitate and develop research in gerontology and issues related to population ageing in Hong Kong and the Asia-Pacific region.

OUR MISSION

“To develop a better environment for older people and their families in Hong Kong and the Asia-Pacific region.”

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- To develop an area of research excellence in programme evaluation and action research; both quantitative and qualitative research methodologies.
- To strengthen our collaboration within the Lingnan University and the local communities, particularly in relation to student learning.
- To strengthen the collaboration and network amongst the Asia-Pacific region.

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