

Name	Description	Remarks
StartDate_T1	Activity begin time	Data Type:Time Data format: (DD/MM/YYYY)
EndDate_T1	Activity end time	Data Type:Time Data format: (DD/MM/YYYY)
Duration__in_seconds__T1	Duration of activity	Data Type:Numeric (bigger values signify longer time to take the survey)
RecordedDate_T1	Activity Recorded time	Data Type:Time Data format: (DD/MM/YYYY)
ResponseId_T1	System generated unique identifier	Data Type:Text
Q1_T1	What is your age range?	Data Type: Numeric Acceptable values: 10-19 (1), 20-29 (2), 30-39 (3), 40-49 (4), 50-59 (5), 60-69 (6), 70 or older (7)
Q2_T1	What is your gender?	Data Type: Numeric Acceptable values: Male (1) or Female (2))
Q3_T1	How many years have you lived in Hong Kong?	Data Type: Numeric
Q4_T1	Do you consider yourself to be	Data Type: Numeric Acceptable values: Chinese, Hong Kong (1), Chinese, Mainland (2), Chinese, Macanese (3), Other Asian (4) (specify), European (5), North American (6), South American (7), African (8), Others (9) (specify))
Q4_4_TEXT_T1	Do you consider yourself to be, in text	Data Type: Text
Q4_9_TEXT_T1	Do you consider yourself to be, in text	Data Type: Text
Q5_T1	Are you employed full time?	Data Type: Numeric Acceptable values: 1=yes, 2=no

Q6_T1	Where do you work?	Data Type: Numeric Acceptable values: Government Sector (1), Business Sector (2), NGO/NPO/Social Sector (3), Self-employed (4), Somewhere else (please specify) (5)
Q6_5_TEXT_T1	Where do you work? In text	Data Type: Text
Q7_T1	How many years have you worked? (Please count all of your experience including part-time jobs)	Data Type: Numeric
Q5a_T1	Are you...?	Data Type: Numeric Acceptable values: working in part-time (1), a full time student (2), self-employed (3), others (please specify) (4)
Q5a_4_TEXT_T1	Are you...? In text	Data Type: Text
Q6a_T1	In your longer-term career, where would you want to work?	Data Type: Numeric Acceptable values: Government Sector (1), Business Sector (2), NGO/NPO/Social Sector (3), Self-employed (4), Somewhere else (please specify) (5)
Q6a_5_TEXT_T1	In your longer-term career, where would you want to work? In text	Data Type: Text
Q7a_T1	How many years have you worked, if any?	Data Type: Numeric
Q8_T1	Which of the following categories best describes your income during the last month?	Data Type: Numeric Acceptable values: less than \$10,000 (1), \$10,000 to \$29,900 (2), \$30,000 to \$49,900 (3), \$50,000 or more (4)

Q9_T1	Which one does describe your final education the best?	Data Type: Numeric Acceptable values: Primary education (1), Secondary education (2), College (3), Bachelor (4), Master (5), Doctorate (6), Other (7)
Q9_7_TEXT_T1	Which one does describe your final education the best? In text	Data Type: Text
Q10_T1	Do you have children?	Data Type: Numeric Acceptable values: 1=yes, 2=no
Q10a_T1	How many children do you have?	Data Type: Numeric
Q10b_1_T1	How old are they? (Please check all available age ranges)	Data Type: Numeric Acceptable values: 0 ~ 2 years old (1), 3 ~ 5 years old (2), 6 ~ 11 years old (3), 12 ~ 17 years old (4), Grown-up (18 years old or more) (5)
Q10b_2_T1	How old are they? (Please check all available age ranges)	Data Type: Numeric Acceptable values: 0 ~ 2 years old (1), 3 ~ 5 years old (2), 6 ~ 11 years old (3), 12 ~ 17 years old (4), Grown-up (18 years old or more) (5)
Q10b_3_T1	How old are they? (Please check all available age ranges)	Data Type: Numeric Acceptable values: 0 ~ 2 years old (1), 3 ~ 5 years old (2), 6 ~ 11 years old (3), 12 ~ 17 years old (4), Grown-up (18 years old or more) (5)
Q10b_4_T1	How old are they? (Please check all available age ranges)	Data Type: Numeric Acceptable values: 0 ~ 2 years old (1), 3 ~ 5 years old (2), 6 ~ 11 years old (3), 12 ~ 17 years old (4), Grown-up (18 years old or more) (5)

Q10b_5_T1	How old are they? (Please check all available age ranges)	Data Type: Numeric Acceptable values: 0 ~ 2 years old (1), 3 ~ 5 years old (2), 6 ~ 11 years old (3), 12 ~ 17 years old (4), Grown-up (18 years old or more) (5)
Q26_1_T1	In your daily life experience, how are you familiar to (or how frequently use) Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_2_T1	In your daily life experience, how are you familiar to (or how frequently use) Street and road maintenance	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_3_T1	In your daily life experience, how are you familiar to (or how frequently use) Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_4_T1	In your daily life experience, how are you familiar to (or how frequently use) Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_5_T1	In your daily life experience, how are you familiar to (or how frequently use) Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_6_T1	In your daily life experience, how are you familiar to (or how frequently use) Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_7_T1	In your daily life experience, how are you familiar to (or how frequently use) Resource management (Water)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_8_T1	In your daily life experience, how are you familiar to (or how frequently use) Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily

Q26_9_T1	In your daily life experience, how are you familiar to (or how frequently use) Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_10_T1	In your daily life experience, how are you familiar to (or how frequently use) Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_11_T1	In your daily life experience, how are you familiar to (or how frequently use) Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_12_T1	In your daily life experience, how are you familiar to (or how frequently use) Public safety (police service)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_13_T1	In your daily life experience, how are you familiar to (or how frequently use) Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q26_14_T1	In your daily life experience, how are you familiar to (or how frequently use) Secondary education system	Data Type: Numeric Acceptable values: 1 = never, 2 = yearly, 3 = monthly, 4 = weekly, 5 = daily
Q11_T1	How many people do you live with? (Please do not count a helper or paid employees, if any.)	Data Type: Numeric
Q12_T1	Which type of residence do you live in?	Data Type: Numeric Acceptable values: Public rental housing (1), Housing Authority/Housing Society subsidized sale flats (2), Private rental housing (3), Home owner (4), Staff Quarters (5), Other (Please specify: (6)
Q12_6_TEXT_T1	Which type of residence do you live in? in text	Data Type: Text

Q27_T1	Which district of HK do you live?	Data Type: Numeric Acceptable values: Hong Kong Island –Central and Western (1), HK Island – Eastern (2), HK Island – Southern (3), HK Island – Wan Chai (4), Kowloon – Sham Shui Po (5), Kowloon – Kowloon City (6), Kowloon – Kwun Tong (7), Kowloon – Wong Tai Sin (8), Kowloon – Yau Tsim Mong (9), NT – Islands (10), NT – Kwai Tsing (11), NT – North (12), NT – Sai Kung (13), NT – Sha Tin (14), NT – Tai Po (15), NT – Tsuen Wan (16), NT – Tuen Mun (17), NT – Yuen Long (18)
E1L_T1	How would you rate your expectations for the district council's performance? (to Perf- Low)	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
E1H_T1	How would you rate your expectations for the district council's performance? (to Perf - High)	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q14L_T1	How would rate the cleanliness of city streets in TC?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neutral, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q15L_T1	Based on the cleanliness of TC, how satisfied would you be with the city government's performance?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q14H_T1	How would rate the cleanliness of city streets in TC?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neutral, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q15H_T1	Based on the cleanliness of TC, how satisfied would you be with the city government's performance?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q16overall_HK_exp_T1	Thinking back a few years-How would you rate your EXPECTATIONS back then of the overall quality of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q17_1exp_cleanliness_st_T1	Your EXPECTATION about Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_2exp_maintenance_st_T1	Your EXPECTATION about Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_3exp_parks_T1	Your EXPECTATION about Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_4exp_food_safety_T1	Your EXPECTATION about Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_5exp_air_safety_T1	Your EXPECTATION about Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_6exp_garbage_T1	Your EXPECTATION about Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_7exp_water_T1	Your EXPECTATION about Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_8exp_electrity_T1	Your EXPECTATION about Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_9exp_recycling_T1	Your EXPECTATION about Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_10exp_libraries_T1	Your EXPECTATION about Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_11exp_mtr_T1	Your EXPECTATION about Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_12exp_polic e_T1	Your EXPECTATION about Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_13exp_fire_ T1	Your EXPECTATION about Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_14exp_seco ndary_edu_T1	Your EXPECTATION about Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q18overall_HK_ quality_T1	Considering all of your recent experiences, how would you rate the OVERALL QUALITY of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q19_1qual_cleanl iness_st_T1	Your rating of the quality of Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_2qual_maintenance_st_T1	Your rating of the quality of Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_3qual_parks_T1	Your rating of the quality of Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_4qual_food_safety_T1	Your rating of the quality of Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_5qual_air_safety_T1	Your rating of the quality of Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_6qual_garbage_T1	Your rating of the quality of Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_7qual_water_T1	Your rating of the quality of Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_8qual_electr_ity_T1	Your rating of the quality of Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_9qual_recyc ling_T1	Your rating of the quality of Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_10qual_libra ries_T1	Your rating of the quality of Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_11qual_mtr_ T1	Your rating of the quality of Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_12qual_police_T1	Your rating of the quality of Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_13qual_fire_T1	Your rating of the quality of Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_14qual_secondary_edu_T1	Your rating of the quality of Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q20overall_HK_gap_T1	Considering all of your EXPECTATIONS, to what extent have the services provided by Hong Kong government fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_1gap_cleanliness_st_T1	Considering all of your EXPECTATIONS, to what extent have the Cleanliness of streets and sidewalks fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_2gap_maintenance_st_T1	Considering all of your EXPECTATIONS, to what extent have the Street and road maintenance fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_3gap_parks_T1	Considering all of your EXPECTATIONS, to what extent have the Parks and playgrounds fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_4gap_food_safety_T1	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Food safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_5gap_air_safety_T1	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Air safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_6gap_garbage_T1	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Garbage collection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_7gap_water_T1	Considering all of your EXPECTATIONS, to what extent have the Resource management (Water) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_8gap_electri city_T1	Considering all of your EXPECTATIONS, to what extent have the Resource management (Electricity) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_9gap_recycl ing_T1	Considering all of your EXPECTATIONS, to what extent have the Resource management (Solid waste recycling) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_10gap_libraries_T1	Considering all of your EXPECTATIONS, to what extent have the Public libraries (not including college or university libraries) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_11gap_mtr_T1	Considering all of your EXPECTATIONS, to what extent have the Public transportation service (MTR/bus) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_12gap_police_T1	Considering all of your EXPECTATIONS, to what extent have the Public safety (police service) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_13gap_fire_T1	Considering all of your EXPECTATIONS, to what extent have the Public safety (fire protection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_14gap_secondary_edu_T1	Considering all of your EXPECTATIONS, to what extent have the Secondary education system fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q22overall_HK_sat_T1	Satisfaction means many things. Overall, how SATISFIED are you with the services provided by Hong Kong government?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_1sat_cleanliness_st_T1	How SATISFIED are you with the Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_2sat_maintenance_st_T1	How SATISFIED are you with the Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_3sat_parks_T1	How SATISFIED are you with the Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_4sat_food_safety_T1	How SATISFIED are you with the Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_5sat_air_safety_T1	How SATISFIED are you with the Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_6sat_garbage_T1	How SATISFIED are you with the Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_7sat_water_T1	How SATISFIED are you with the Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_8sat_electricity_T1	How SATISFIED are you with the Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_9sat_recycling_T1	How SATISFIED are you with the Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_10sat_libraries_T1	How SATISFIED are you with the Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_11sat_mtr_T1	How SATISFIED are you with the Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_12sat_police_T1	How SATISFIED are you with the Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_13sat_fire_T1	How SATISFIED are you with the Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_14sat_secondary_edu_T1	How SATISFIED are you with the Secondary education system	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q24_T1	How would you place your views on this scale?(1 = Private ownership of business and industry should be increased, 10 = Government ownership of business and industry should be increased)	Data Type: Numeric Acceptable values: 1-10
Q25_T1	How would you place your views on this scale?(1 = Government should take more responsibility to ensure that everyone is provided for, 10 = People should take more responsibility to provide for themselves)	Data Type: Numeric Acceptable values: 1-11
Q26_T1	How would you place your views on this scale?(1 = Competition is good. It stimulates people to work hard and develop new ideas, 10 = Competition is harmful. It brings out the worst in people)	Data Type: Numeric Acceptable values: 1-12

Q27_0_T1	How would you place your views on this scale?(1 = In the long run, hard work usually brings a better life, 10 = Hare work does not generally bring success - it is more a matter of luck and connections)	Data Type: Numeric Acceptable values: 1-13
Q28_1_T1	Could you tell me how much confidence you have in The press	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q28_2_T1	Could you tell me how much confidence you have in The police	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q28_3_T1	Could you tell me how much confidence you have in The courts	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q28_4_T1	Could you tell me how much confidence you have in The Hong Kong government	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q28_5_T1	Could you tell me how much confidence you have in Political parties	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q28_6_T1	Could you tell me how much confidence you have in Legislative Council	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q28_7_T1	Could you tell me how much confidence you have in The Civil service	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal

Q28_8_T1	Could you tell me how much confidence you have in The Mainland Chinese Government	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q28_9_T1	Could you tell me how much confidence you have in The United Nations	Data Type: Numeric Acceptable values: 1 = none at all, 2 = not very much, 3 = neutral, 4 = quite a lot, 5 = a great deal
Q29check_T1	Please RECALL the story you read in the FIRST question, and select the most appropriate description of the story.	Data Type: Numeric Acceptable values: Garbage can and empty bottles on the street (1), Pedestrian street covered with red bricks (2), Trees with flowers on the street (3), The street with full of cars (4)
T2_StartDate	Activity begin time	Data Type:Time Data format: (DD/MM/YYYY)
T2_EndDate	Activity end time	Data Type:Time Data format: (DD/MM/YYYY)
T2_Duration__in_seconds__	Duration of activity	Data Type:Numeric (bigger values signify longer time to take the survey)
T2_RecordedDate	Activity Recorded time	Data Type:Time Data format: (DD/MM/YYYY)
T2_ResponseId	System generated unique identifier	Data Type:Text
T2_ELPL0	How would you rate your expectations for the performance of air quality in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high

T2_ELPL2	How would rate the air quality of Lohas Park?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T2_ELPL3	Based on the air quality of Lohas Park, how satisfied would you be with the performance of of air quality in Lohas Park?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
T2_ELPH0	How would you rate your expectations for the performance of air quality in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T2_ELPH2	How would rate the air quality of Lohas Park?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T2_ELPH3	Based on the air quality of Lohas Park, how satisfied would you be with Lohas Park's performance toward air quality?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)

T2_EHPL0	How would you rate your expectations for the performance of air quality in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T2_EHPL2	How would rate the air quality of Sai Kung?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T2_EHPL3	Based on the air quality of Sai Kung, how satisfied would you be with the performance of air quality in Sai Kung?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
T2_EHPH0	How would you rate your expectations for the performance of air quality in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T2_EHPH2	How would rate the air quality of Sai Kung?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)

T2_EHPH3	Based on the air quality of Sai Kung, how satisfied would you be with the performance of air quality in Sai Kung?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
Q16overall_HK_exp_T2	Thinking back a few years- How would you rate your EXPECTATIONS back then of the overall quality of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q17_1exp_cleanliness_st_T2	Your EXPECTATION about Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_2exp_maintenance_st_T2	Your EXPECTATION about Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_3exp_parks_T2	Your EXPECTATION about Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_4exp_food_safety_T2	Your EXPECTATION about Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_5exp_air_safety_T2	Your EXPECTATION about Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_6exp_garbage_T2	Your EXPECTATION about Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_7exp_water_T2	Your EXPECTATION about Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_8exp_electricity_T2	Your EXPECTATION about Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_9exp_recycling_T2	Your EXPECTATION about Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_10exp_libraries_T2	Your EXPECTATION about Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_11exp_mtr_T2	Your EXPECTATION about Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_12exp_police_T2	Your EXPECTATION about Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_13exp_fire_T2	Your EXPECTATION about Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_14exp_sec ndary_edu_T2	Your EXPECTATION about Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q18overall_HK_ quality_T2	Considering all of your recent experiences, how would you rate the OVERALL QUALITY of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q19_1qual_cleanl iness_st_T2	Your rating of the quality of Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_2qual_maint enance_st_T2	Your rating of the quality of Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_3qual_parks _T2	Your rating of the quality of Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_4qual_food_safety_T2	Your rating of the quality of Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_5qual_air_safety_T2	Your rating of the quality of Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_6qual_garbage_T2	Your rating of the quality of Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_7qual_water_T2	Your rating of the quality of Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_8qual_electricity_T2	Your rating of the quality of Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_9qual_recycling_T2	Your rating of the quality of Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_10qual_libraries_T2	Your rating of the quality of Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_11qual_mtr_T2	Your rating of the quality of Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_12qual_police_T2	Your rating of the quality of Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_13qual_fire_T2	Your rating of the quality of Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_14qual_sec ndary_edu_T2	Your rating of the quality of Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q20overall_HK_ gap_T2	Considering all of your EXPECTATIONS, to what extent have the services provided by Hong Kong government fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_1gap_cleanli ness_st_T2	Considering all of your EXPECTATIONS, to what extent have the Cleanliness of streets and sidewalks fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_2gap_maintenance_st_T2	Considering all of your EXPECTATIONS, to what extent have the Street and road maintenance fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_3gap_parks_T2	Considering all of your EXPECTATIONS, to what extent have the Parks and playgrounds fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_4gap_food_safety_T2	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Food safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_5gap_air_safety_T2	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Air safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_6gap_garbage_T2	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Garbage collection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_7gap_water_T2	Considering all of your EXPECTATIONS, to what extent have the Resource management (Water) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_8gap_electr city_T2	Considering all of your EXPECTATIONS, to what extent have the Resource management (Electricity) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_9gap_recycl ing_T2	Considering all of your EXPECTATIONS, to what extent have the Resource management (Solid waste recycling) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_10gap_librar ies_T2	Considering all of your EXPECTATIONS, to what extent have the Public libraries (not including college or university libraries) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_11gap_mtr_T2	Considering all of your EXPECTATIONS, to what extent have the Public transportation service (MTR/bus) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_12gap_police_T2	Considering all of your EXPECTATIONS, to what extent have the Public safety (police service) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_13gap_fire_T2	Considering all of your EXPECTATIONS, to what extent have the Public safety (fire protection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_14gap_secondary_edu_T2	Considering all of your EXPECTATIONS, to what extent have the Secondary education system fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q22overall_HK_sat_T2	Satisfaction means many things. Overall, how SATISFIED are you with the services provided by Hong Kong government?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_1sat_cleanliness_st_T2	How SATISFIED are you with the Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_2sat_maintenance_st_T2	How SATISFIED are you with the Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_3sat_parks_T2	How SATISFIED are you with the Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_4sat_food_safety_T2	How SATISFIED are you with the Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_5sat_air_safety_T2	How SATISFIED are you with the Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_6sat_garbage_T2	How SATISFIED are you with the Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_7sat_water_T2	How SATISFIED are you with the Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_8sat_electricity_T2	How SATISFIED are you with the Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_9sat_recycling_T2	How SATISFIED are you with the Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_10sat_libraries_T2	How SATISFIED are you with the Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_11sat_mtr_T2	How SATISFIED are you with the Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_12sat_police_T2	How SATISFIED are you with the Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_13sat_fire_T2	How SATISFIED are you with the Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_14sat_secondary_edu_T2	How SATISFIED are you with the Secondary education system	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q29check_T2	Please recall the picture you looked in the previous question, and select the most appropriate description of the picture.	Data Type: Numeric Acceptable values: Location information of hospitals (1), Graphs of health information (2), Street map with air quality information (3), Street map with explanations of restaurants (4)
T3_StartDate	Activity begin time	Data Type:Time Data format: (DD/MM/YYYY)
T3_EndDate	Activity end time	Data Type:Time Data format: (DD/MM/YYYY)
T3_Duration__in_seconds__	Duration of activity	Data Type:Numeric (bigger values signify longer time to take the survey)
T3_RecordedDate	Activity Recorded time	Data Type:Time Data format: (DD/MM/YYYY)
T3_ResponseId	System generated unique identifier	Data Type:Text
T3_ELPL0	Based on what you have read about Tsim Sha Tsui, how would you rate your expectations for the performance of street cleaning in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)

T3_ELPL2	How would rate the cleanliness of this street in Tsim Sha Tsui?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T3_ELPL3	Based on the street of Tsim Sha Tsui, how satisfied would you be with the performance of cleaning streets in Tsim Sha Tsui?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
T3_ELPH0	Based on what you have read about Tsim Sha Tsui, how would you rate your expectations for the performance of street cleaning in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T3_ELPH2	How would rate the cleanliness of the street in Tsim Sha Tsui?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T3_ELPH3	Based on the cleanliness of the street in Tsim Sha Tsui, how satisfied would you be with the performance of cleaning streets in Tsim Sha Tsui?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)

T3_EHPL0	Based on what you have read about Discovery Bay, how would you rate your expectations for the performance of street cleaning in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T3_EHPL2	How would rate the cleanliness of the street in Discovery Bay?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T3_EHPL3	Based on the cleanliness of the street in Discovery Bay, how satisfied would you be with the performance of cleaning streets in Discovery Bay?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
T3_EHPH0	Based on what you have read about Discovery Bay, how would you rate your expectations for the performance of street cleaning in this district?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T3_EHPH2	How would rate the cleanliness of the street in Discovery Bay?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)

T3_EHPH3	Based on the cleanliness of the street in Discovery Bay, how satisfied would you be with the performance of cleaning streets in Discovery Bay?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
Q16overall_HK_exp_T3	NOW please think about your daily life. Based on your recent experiences, how would you rate your EXPECTATIONS of the overall quality of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q17_1exp_cleanliness_st_T3	Your EXPECTATION about Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_2exp_maintenance_st_T3	Your EXPECTATION about Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_3exp_parks_T3	Your EXPECTATION about Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_4exp_food_safety_T3	Your EXPECTATION about Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_5exp_air_safety_T3	Your EXPECTATION about Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_6exp_garbage_T3	Your EXPECTATION about Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_7exp_water_T3	Your EXPECTATION about Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_8exp_electricity_T3	Your EXPECTATION about Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_9exp_recycling_T3	Your EXPECTATION about Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_10exp_libraries_T3	Your EXPECTATION about Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_11exp_mtr_T3	Your EXPECTATION about Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_12exp_police_T3	Your EXPECTATION about Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_13exp_fire_T3	Your EXPECTATION about Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_14exp_sec ndary_edu_T3	Your EXPECTATION about Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q18overall_HK_ quality_T3	Considering all of your recent experiences, how would you rate the OVERALL QUALITY of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q19_1qual_cleanl iness_st_T3	Your rating of the quality of Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_2qual_maint enance_st_T3	Your rating of the quality of Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_3qual_parks _T3	Your rating of the quality of Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_4qual_food_safety_T3	Your rating of the quality of Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_5qual_air_safety_T3	Your rating of the quality of Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_6qual_garbage_T3	Your rating of the quality of Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_7qual_water_T3	Your rating of the quality of Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_8qual_electricity_T3	Your rating of the quality of Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_9qual_recycling_T3	Your rating of the quality of Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_10qual_libraries_T3	Your rating of the quality of Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_11qual_mtr_T3	Your rating of the quality of Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_12qual_police_T3	Your rating of the quality of Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_13qual_fire_T3	Your rating of the quality of Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_14qual_sec ndary_edu_T3	Your rating of the quality of Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q20overall_HK_ gap_T3	Considering all of your EXPECTATIONS, to what extent have the services provided by Hong Kong government fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_1gap_cleanli ness_st_T3	Considering all of your EXPECTATIONS, to what extent have the Cleanliness of streets and sidewalks fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_2gap_maintenance_st_T3	Considering all of your EXPECTATIONS, to what extent have the Street and road maintenance fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_3gap_parks_T3	Considering all of your EXPECTATIONS, to what extent have the Parks and playgrounds fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_4gap_food_safety_T3	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Food safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_5gap_air_safety_T3	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Air safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_6gap_garbage_T3	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Garbage collection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_7gap_water_T3	Considering all of your EXPECTATIONS, to what extent have the Resource management (Water) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_8gap_electri city_T3	Considering all of your EXPECTATIONS, to what extent have the Resource management (Electricity) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_9gap_recycl ing_T3	Considering all of your EXPECTATIONS, to what extent have the Resource management (Solid waste recycling) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_10gap_librar ies_T3	Considering all of your EXPECTATIONS, to what extent have the Public libraries (not including college or university libraries) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_11gap_mtr_T3	Considering all of your EXPECTATIONS, to what extent have the Public transportation service (MTR/bus) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_12gap_police_T3	Considering all of your EXPECTATIONS, to what extent have the Public safety (police service) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_13gap_fire_T3	Considering all of your EXPECTATIONS, to what extent have the Public safety (fire protection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_14gap_secondary_edu_T3	Considering all of your EXPECTATIONS, to what extent have the Secondary education system fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q22overall_HK_sat_T3	Satisfaction means many things. Overall, how SATISFIED are you with the services provided by Hong Kong government?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_1sat_cleanliness_st_T3	How SATISFIED are you with the Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_2sat_maintenance_st_T3	How SATISFIED are you with the Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_3sat_parks_T3	How SATISFIED are you with the Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_4sat_food_safety_T3	How SATISFIED are you with the Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_5sat_air_safety_T3	How SATISFIED are you with the Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_6sat_garbage_T3	How SATISFIED are you with the Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_7sat_water_T3	How SATISFIED are you with the Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_8sat_electricity_T3	How SATISFIED are you with the Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_9sat_recycling_T3	How SATISFIED are you with the Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_10sat_libraries_T3	How SATISFIED are you with the Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_11sat_mtr_T3	How SATISFIED are you with the Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_12sat_police_T3	How SATISFIED are you with the Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_13sat_fire_T3	How SATISFIED are you with the Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_14sat_secondary_edu_T3	How SATISFIED are you with the Secondary education system	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q29check_T3	Please RECALL the picture you looked in the PREVIOUS question, and select the most appropriate description of the picture.	Data Type: Numeric Acceptable values: Street/ map of Central (1), Street/ map of Sai Kung (2), Street/ map of Tsim Sha Tui (3), Street/ map of Discovery Bay (4)
T4_StartDate	Activity begin time	Data Type:Time Data format: (DD/MM/YYYY)
T4_EndDate	Activity end time	Data Type:Time Data format: (DD/MM/YYYY)
T4_Duration__in_seconds__	Duration of activity	Data Type:Numeric (bigger values signify longer time to take the survey)
T4_RecordedDate	Activity Recorded time	Data Type:Time Data format: (DD/MM/YYYY)
T4_ResponseId	System generated unique identifier	Data Type:Text
T4_ELPL0	Based on what you have read about STO school, how would you rate your expectations for the current performance of this school?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)

T4_ELPL2	How would rate the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T4_ELPL3	Based on this performance report, how satisfied would you be with the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
T4_ELPH0	Based on what you have read about STO school, how would you rate your expectations for the current performance of this school?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T4_ELPH2	How would rate the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T4_ELPH3	Based on this performance report, how satisfied would you be with the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)

T4_EHPL0	Based on what you have read about STO school, how would you rate your expectations for the current performance of this school?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T4_EHPL2	How would rate the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)
T4_EHPL3	Based on this performance report, how satisfied would you be with the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
T3_EHPH0	Based on what you have read about STO school, how would you rate your expectations for the current performance of this school?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high)
T3_EHPH2	How would rate the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good)

T3_EHPH3	Based on this performance report, how satisfied would you be with the performance of STO school?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied)
Q16overall_HK_exp_T4	NOW please think about your daily life. Based on your recent experiences, how would you rate your EXPECTATIONS of the overall quality of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q17_1exp_cleanliness_st_T4	Your EXPECTATION about Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_2exp_maintenance_st_T4	Your EXPECTATION about Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_3exp_parks_T4	Your EXPECTATION about Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_4exp_food_safety_T4	Your EXPECTATION about Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_5exp_air_safety_T4	Your EXPECTATION about Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_6exp_garbage_T4	Your EXPECTATION about Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_7exp_water_T4	Your EXPECTATION about Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_8exp_electricity_T4	Your EXPECTATION about Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_9exp_recycling_T4	Your EXPECTATION about Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_10exp_libraries_T4	Your EXPECTATION about Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_11exp_mtr_T4	Your EXPECTATION about Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_12exp_police_T4	Your EXPECTATION about Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q17_13exp_fire_T4	Your EXPECTATION about Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q17_14exp_sec ndary_edu_T4	Your EXPECTATION about Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q18overall_HK_ quality_T4	Considering all of your recent experiences, how would you rate the OVERALL QUALITY of Hong Kong government services?	Data Type: Numeric Acceptable values: 1 = very low, 2 = somewhat low, 3 = a little bit low, 4 = neutral, 5 = a little bit high, 6 = somewhat high, 7 = very high
Q19_1qual_cleanl iness_st_T4	Your rating of the quality of Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_2qual_maint enance_st_T4	Your rating of the quality of Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_3qual_parks _T4	Your rating of the quality of Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_4qual_food_safety_T4	Your rating of the quality of Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_5qual_air_safety_T4	Your rating of the quality of Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_6qual_garbage_T4	Your rating of the quality of Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_7qual_water_T4	Your rating of the quality of Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_8qual_electricity_T4	Your rating of the quality of Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_9qual_recycling_T4	Your rating of the quality of Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_10qual_libraries_T4	Your rating of the quality of Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_11qual_mtr_T4	Your rating of the quality of Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_12qual_police_T4	Your rating of the quality of Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q19_13qual_fire_T4	Your rating of the quality of Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good

Q19_14qual_sec ndary_edu_T4	Your rating of the quality of Secondary education system	Data Type: Numeric Acceptable values: 1 = very poor, 2 = somewhat poor, 3 = a little bit poor, 4 = neither poor nor good, 5 = a little bit good, 6 = somewhat good, 7 = very good
Q20overall_HK_ gap_T4	Considering all of your EXPECTATIONS, to what extent have the services provided by Hong Kong government fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_1gap_cleanli ness_st_T4	Considering all of your EXPECTATIONS, to what extent have the Cleanliness of streets and sidewalks fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_2gap_maintenance_st_T4	Considering all of your EXPECTATIONS, to what extent have the Street and road maintenance fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_3gap_parks_T4	Considering all of your EXPECTATIONS, to what extent have the Parks and playgrounds fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_4gap_food_safety_T4	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Food safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_5gap_air_safety_T4	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Air safety) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_6gap_garbage_T4	Considering all of your EXPECTATIONS, to what extent have the Environmental health (Garbage collection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_7gap_water_T4	Considering all of your EXPECTATIONS, to what extent have the Resource management (Water) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_8gap_electri city_T4	Considering all of your EXPECTATIONS, to what extent have the Resource management (Electricity) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_9gap_recycl ing_T4	Considering all of your EXPECTATIONS, to what extent have the Resource management (Solid waste recycling) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_10gap_librar ies_T4	Considering all of your EXPECTATIONS, to what extent have the Public libraries (not including college or university libraries) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_11gap_mtr_T4	Considering all of your EXPECTATIONS, to what extent have the Public transportation service (MTR/bus) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_12gap_police_T4	Considering all of your EXPECTATIONS, to what extent have the Public safety (police service) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q21_13gap_fire_T4	Considering all of your EXPECTATIONS, to what extent have the Public safety (fire protection) fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)

Q21_14gap_secondary_edu_T4	Considering all of your EXPECTATIONS, to what extent have the Secondary education system fallen short of your expectations or exceeded your expectations?	Data Type: Numeric Acceptable values: Far fallen short of my expectation (1), Somewhat fallen short of my expectation (2), A little bit fallen short of my expectation (3), Equals expectations (4), A little bit exceeds of my expectations (5), Somewhat exceeds of my expectations (6), Far exceeds of my expectations (7)
Q22overall_HK_sat_T4	Satisfaction means many things. Overall, how SATISFIED are you with the services provided by Hong Kong government?	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_1sat_cleanliness_st_T4	How SATISFIED are you with the Cleanliness of streets and sidewalks	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_2sat_maintenance_st_T4	How SATISFIED are you with the Street and road maintenance	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_3sat_parks_T4	How SATISFIED are you with the Parks and playgrounds	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_4sat_food_safety_T4	How SATISFIED are you with the Environmental health (Food safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_5sat_air_safety_T4	How SATISFIED are you with the Environmental health (Air safety)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_6sat_garbage_T4	How SATISFIED are you with the Environmental health (Garbage collection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_7sat_water_T4	How SATISFIED are you with the Resource management (Water)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_8sat_electricity_T4	How SATISFIED are you with the Resource management (Electricity)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_9sat_recycling_T4	How SATISFIED are you with the Resource management (Solid waste recycling)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_10sat_libraries_T4	How SATISFIED are you with the Public libraries (not including college or university libraries)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_11sat_mtr_T4	How SATISFIED are you with the Public transportation service (MTR/bus)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_12sat_police_T4	How SATISFIED are you with the Public safety (police service)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied

Q23_13sat_fire_T4	How SATISFIED are you with the Public safety (fire protection)	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q23_14sat_secondary_edu_T4	How SATISFIED are you with the Secondary education system	Data Type: Numeric Acceptable values: 1 = very dissatisfied, 2 = somewhat dissatisfied, 3 = a little bit dissatisfied, 4 = neutral, 5 = a little bit satisfied, 6 = somewhat satisfied, 7 = very satisfied
Q29check_T4	Please RECALL the story you read in the FIRST question, and select the most appropriate description of the story.	Data Type: Numeric Acceptable values: The performance of a primary school, STO (1), Education policy in Kwun Tong (2), The performance of a secondary school, STO (3), Education policy in TaiKoo (4)

Note: #NULL refers to a blank cell. This is because the data are from an experiment. The experiment includes a number of manipulations, and the cell has to be null as it is not a non or nil response as the question was simply not asked to some of our subjects.