

澳門研究簡報

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世衛特別許可中文版「一步步」心理健康應用程式啟動 WHO granted a special permission for the launch of the Chinese version of the “Step by Step” digital mental health mobile app

澳門大學與上海紐約大學共同開發的「一步步」心理健康應用程式，有關調研計劃 2021 年 11 月 18 日於澳門大學崇文樓啟動。「一步步」心理健康應用程式研究得到中國銀行澳門分行冠名贊助，以及澳門友誼扶輪社、澳門扶輪社及澳門西望洋扶輪社贊助，由澳大澳門研究中心與上海紐約大學共同開發，澳大學生事務部學生輔導處、滿珍紀念書院及紹邦書院負責該項目的社區助手培訓工作。

The “Step by Step” digital mental health intervention programme, a research project jointly developed by the University of Macau and New York University Shanghai, was launched on 18 November 2021 at the UM Cultural Building. The “Step by Step” digital mental health programme, with title sponsorship by the Bank of China Macau Branch, and sponsorship from the Rotary Club of Amizade Macau, Rotary Club of Macau, and Rotary Club of Penha Macao, is jointly developed by the UM Centre for Macau Studies and New York University Shanghai. The Student Counselling Section of the UM Student Affairs Office, Moon Chun Memorial College and Shiu Pong College are responsible for the training of student peer supports (e-helpers) in this project.



新型冠狀病毒疫情對人的情緒或心理健康均產生了一定的影響。抑鬱是常見的心理問題，過去一些研究顯示，在大學群體中，每四個人當中便約有一個人受抑鬱困擾。然而，大部分受抑鬱困擾的人並未能及時得到適切的心理支援，當中原因可能包括服務資源不足、社會對心理健康需求不理解甚或歧視、沒有找到合適的求助渠道等。

The novel coronavirus outbreak has had an impact on people's emotional and psychological well-being. Depression is a common psychological problem. Past studies have shown that about one in four university students suffers from depression. However, most people who suffer from depression do not receive timely and appropriate psychological support, which may be due to insufficient human resources in the health care system, lack of understanding about their mental health needs or discriminatory attitudes in the community, and failure to find appropriate channels for seeking assistance.

為填補這些限制，世界衛生組織於 2017 年設計了一個名為「一步步 (Step by Step)」的電子心理健康手機應用程式，並在嚴格的隨機對照試驗中被評估為有效。澳門大學澳門研究中心的研究人員獲得了世界衛生組織的特別許可，可以針對使用華語的年輕人，在文化和語言上對該程式進行改編。澳門大學澳門研究中心與上海紐約大學的研究人員團隊，根據相

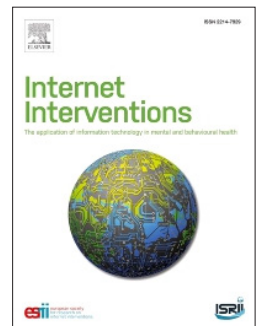
關研究結果，在得到本地商業機構及服務團體的資助下，開發了針對大學生群體的試用版本，利用電子心理健康手機應用程式來支援受情緒困擾的大學生，通過使用「一步步」心理健康應用程式，使用者可望改善情緒和減少困擾。本調研項目目標是研發具有實證支持的電子心理健康干預服務，補充心理健康服務，讓人們可以隨時隨地輕鬆使用，改善心理健康。

To address these limitations, the World Health Organisation (WHO) designed a digital mental health mobile app “Step-by-Step” in 2017 and evaluated the effectiveness of the programme in rigorous randomized controlled trials. CMS researchers were given special permission from the WHO to conduct a cultural and language adaptation of the programme for Chinese young adults. Based on previous research findings and with funding from local business organisations and service organisations, a pilot version is now being evaluated for use among Chinese college students. The digital mental health mobile app is used to support college students suffering from emotional distress. By using the “Step by Step” mental health app, users are expected to experience an improvement to their mood and reduction in their emotional distress. The hope for this evidence-based digital mental health intervention programme is that it can be embedded within the existing mental health system in Macao so people can easily access it anytime and anywhere to conveniently improve their well-being.

「一步步」中文版研究成果獲國際權威期刊刊出 Research Results of the Chinese Version of the “Step by Step” Published in Prestigious International Journal

「一步步」心理健康應用程式從英語轉為中文時的文化及語言適應研究的部分結果，已獲國際權威期刊 *Internet Interventions* 刊出，該刊的影響因子為 4.333，在健康照護科學與服務 (Health Care Sciences & Services) 類別的 108 種期刊中排行 22。

Results of the Chinese version of the “Step by Step” mental health app have been published in the prestigious international journal *Internet Interventions*. The impact factor of this journal is 4.333, ranking it 22 out of 108 in Health Care Sciences & Services.



「眾包」設計宣傳方案：向中國青少年推廣世衛組織的電子心理健康干預措施 Crowdsourcing to Design a Marketing Package to Promote a WHO Digital Mental Health Intervention among Chinese Young Adults

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目的：「一步步」是一個由世界衛生組織設計的、可擴展的關於抑鬱症的電子心理健康手機應用程式。為了讓澳門的大學生（「一步步」的潛在受益者）參與其宣傳過程，我們籌辦了一場相關的設計馬拉松活動：參加者需要為「一步步」設計宣傳方案，並評估成果的可行性和可操作性。

Objective: With the goal of engaging potential intervention beneficiaries in digital mental health dissemination, the current project implemented a digital mental health crowdsourcing designathon for Chinese college students in Macao SAR, China and evaluated the feasibility of the contest and the products. The contest asked participants to design marketing packages for Step-by-Step, a scalable WHO digital mental health intervention focusing on depression.

方法：設計馬拉松的參加者在澳門大學的全球健康課程中招募，他們後來被分成專業知識程度相當的不同團隊。兩個評審小組（一個由相關領域的專家組成，另一個由大學生組成）對宣傳方案進行了評估，並選出了入圍作品。為期四天的設計馬拉松以現場方式舉行，活動包括匯報、研討會、競賽和頒獎儀式。研究人員採用平行混合研究的方法——包括來自評委和參與者的回饋意見，以及關於參加者滿意度和抑鬱症狀的量化數據——來加深對活動和參加者的理解。此外，評委們還根據他們對參加者的回饋意見對宣傳方案進行得獎排名。

Methods: Designathon participants, recruited from a global health class, were sorted into teams with balanced areas of expertise. Two judging panels—one of experts in relevant fields and another of Chinese college students—evaluated the marketing packages and selected finalists. The designathon was held in-person over four days and involved debriefing, workshops, a contest, and an awards ceremony. A parallel mixed-methods approach was applied, including qualitative feedback from judges and participants alongside quantitative data on participant satisfaction and depressive symptoms to enrich our understanding of the event. Additionally, based on judges' feedback given to participants, the communication packages of the contest were ranked.

參加團隊設計的標誌與海報

Logos and Posters designed by the teams



結果：是次設計馬拉松有 49 名參加者合共 8 個團隊參加，每個團隊有 6 至 7 名成員。研究人員同時使用相關抑鬱量表 (PHQ-9) 對參加者進行問卷評估（以 10 分為臨界分數），結果顯示有 11.4% 的參加者有中度或高度的抑鬱症狀。活動中，所有團隊都成功製作了一份完整的電子心理健康宣傳方案，依據他們所提交的設計作品，選出了四隊入圍隊伍。評委認為這些宣傳方案簡單、考慮周全、具吸引力，但當中包含的信息量仍然不足。雖然有一些參加者認為比賽時間不夠，組織和指導不夠清晰，但整體而言，他們對是次的活動仍感到滿意。

Results: 49 participants (8 teams of 6-7 members each) were involved in the designathon. Using a cutoff score of 10 on the Patient Health Questionnaire-9 (PHQ-9), 11.4% of participants had moderate or higher depressive symptoms. All teams successfully produced complete digital mental health marketing packages. Four finalists' packages were selected quantitatively with judges' scores and the top finalist's package was described by judges' comments as simple, thoughtful, and appealing, although not informative enough. Participants were overall satisfied with the designathon, but some mentioned that time was insufficient and that organisation/instruction clarity could have been improved.

結論：設計馬拉松是一種新穎、可行的策略，可為心理健康的傳播收集群眾意見。與傳統的傳播策略相比，這種自下而上的方法包含和聯繫了潛在的受益者，讓他們在心理健康的宣傳中發揮積極的作用。在未來相同的活動實施中，可給參與者更多的時間，並對活動的各方面進行檢討和改善。

Conclusions: The designathon is a novel, feasible strategy to collect crowd input for the dissemination of a mental health intervention. Compared with traditional communication strategies, this bottom-up approach included and engaged potential intervention beneficiaries to take an active role in creating digital mental health marketing communication. Future contests should allow participants more time and reconsider aspects of event organisation.

疫情之下的澳門

——《澳門研究》總第 100 期刊出新冠疫情專欄

Macao under the Pandemic: Column Articles for the 100th Issue of the *Journal of Macau Studies*

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新冠疫情肆虐全球近兩年，截止 2021 年 11 月 21 日，全球 2.57 億人感染，死亡人數高達 514 萬，疫情成為二戰以來影響人類社會的最大事件。作為一個微型經濟體，澳門在經濟、社會各方面受到前所未有的衝擊。有見於此，《澳門研究》在其具有特殊意義的第 100 期推出「新冠疫情專輯」，刊登七篇從不同的角度來分析疫情對澳門社會所產生的影響的文章。各個文章的視角可能不同，但都致力於釐清疫情對澳門社會所產生的後果，從而為澳門社會長期的繁榮穩定與良治作出貢獻。

The COVID-19 pandemic has been ravaging the world for nearly two years. As of 21 November 2021, 257 million people have been infected and 5.14 million people died, making the pandemic the biggest event to affect human society since World War II. As a micro-economy, Macao has suffered unprecedented economic and social impacts. In view of this, the 100th issue of the *Journal of Macau Studies* features seven articles analysing the impact of the pandemic on Macao society from different perspectives. The perspectives of each article may be different, but they all aim to clarify the consequences of the pandemic on the whole community, thus contributing to the long-term prosperity, stability and good governance of Macao.



第一篇文章由本人和團隊成員共同完成。在名為《從日常活動理論看新冠疫情對澳門犯罪的影響》一文中，我們詳細探討了疫情對澳門犯罪的影響。雖然疫情對人類社會產生了重大的破壞性作用，它也產生了少數意外的好處。例如，因為人類生產與生活活動的減少而帶來了環境的改善；因為人類出行的減少而導致交通事故減少等。犯罪學的研究表明，人們的非法活動往往是依附在合法的活動基礎之上。疫情導致人類合法活動受限、進而帶來的犯罪數量減少則成為其意外的積極後果之一。在本文中，根據官方統計資料、新聞媒體資料以及對警察的訪談，我們分析了疫情對澳門犯罪產生影響的具體體現。一方面，疫情使澳門犯罪率降到回歸以來的最低點，與博彩業相關的犯罪更是下降了八成；另一方面，以電信詐騙為主體的非接觸式犯罪則顯著增加。我們進而從日常活動理論來解釋疫情對澳門犯罪所產生的影響，並提出疫情引起人類活動更多地從線下轉到線上，是澳門犯罪變化背後的結構性原因。文章最後探討了疫情對澳門犯罪潛在的影響，特別提出學界和政府都應該關注疫情對澳門有組織（黑社會）犯罪的潛在影響。

In the first article titled “The Impact of the COVID-19 Pandemic on Crimes in Macao: A Routine Activity Approach”, my team members and I explored the impact of the pandemic on crimes in Macao. Although the pandemic has had a devastating effect on human society, it has also had a few unexpected benefits. For example, the reduction in human production and daily activities has led to environmental improvements; the decrease in human travel has led to a decline in traffic accidents, etc. Criminological studies have shown that people’s illegal activities are often dependent on legal activities. The pandemic has restricted the legal activities of human beings, and the reduction in the number of crimes brought about by the pandemic was one of the positive unintended consequences. In this paper, we analysed the effects of the COVID-19 pandemic on crimes in Macao based on data collected from official crime statistics, news media, and interviews with police officers. On the one hand, crimes in Macao dropped to a new low since the handover, with an 80% decrease in gaming-related crimes; on the other hand, there has been a significant increase in non-contact crimes, mainly in the form of telecommunications frauds. We further explained the impact of the pandemic on crimes in Macao from the routine activity theory and suggested that the shift from offline to online human activities caused by the pandemic was the structural factor behind the changes in crimes in Macao. The article concludes by exploring the potential impact of the pandemic on crimes in Macao, with a particular focus on organised (triad) crimes in Macao.

本期的第二篇文章《澳門居民遵從新型冠狀病毒預防措施的概況》由唐國傑及其團隊完成。一直以來，澳門都是全球抗疫的優等生。在新冠疫情肆虐全球兩年之際（截止 2021 年 11 月 21 日），澳門疫情感染人數僅為 77 人，所有患者全部治癒出院，沒有死亡個案。這一成績既來自於澳門特區政府快速而有效的應對，也離不開民眾的積極參與。總體來說，澳門居民對於特區政府的防疫政策的配合度相當高，這從澳門開展三次全民核酸檢測時民眾的積極參與程度中可見一斑。但是，針對不同的防疫措施，民眾的遵從程度可能所有不同；對於同一措施，不同群體的遵從程度也會不同。唐國傑團隊通過比較在澳門收集的三次防疫調查資料，對上述問題作出探討，以求為進一步應對疫情建言獻策。首先，他們研究發現，在所有措施中，澳門居民在公眾地方佩戴口罩這一項上做得最好；但是，隨着時間推移，居民對這一措施的遵從程度也有所下降；在所有居民中，35—45 歲男性群體在這一點上遵從度最低。其次，研究發現，對於在公眾地方保持 1 米社交距離這一措施，絕大多數居民都做不到，儘管這一行為隨着疫情的發展有所改善；在所有居民中，年輕人最難做到保持社交距離。再次，對於兩類不當的抗疫行如“在未洗手前接觸口、鼻、眼”和“非必要的外出”這兩項上，超過六成的居民做不到。針對以上的發現，文章倡議政府和民眾都要意識到澳門防疫的成功之處和可能的薄弱環節，繼續努力，力爭繼續保持抗疫優等生的地位。

The second article, “Adherence to COVID-19 Prevention Policies in Macao”, was written by TONG Kwok Kit and his team. Macao has performed very well in the fight against the pandemic. As of 21 November 2021, nearly two years after the pandemic outbreak, the number of infections in Macao was only 77 and all patients have been discharged from the hospital with no deaths reported. This achievement was attributed to the rapid and effective response of the Macao SAR Government, as well as the active participation of the public. In general, Macao residents

have been very cooperative with the government's pandemic prevention policy, as evidenced by the active participation of the public in the three rounds of citywide nucleic acid testing programme. However, the level of compliance may vary for different pandemic prevention measures; and even for the same measure, the level of compliance may vary across different groups. By comparing the data collected from three surveys on pandemic prevention in Macao, Tong's team explored these issues in order to provide suggestions for future pandemic responses. Firstly, they found that Macao residents performed the best of all measures in terms of wearing masks in public places; however, residents' compliance with this measure declined over time, with the lowest compliance among men aged 35-45. Secondly, the study found that most residents failed to maintain a 1-metre social distance in public places, albeit this behaviour has improved as the pandemic progressed. Of all residents, young people had the hardest time in maintaining social distance. In addition, more than 60% of the residents failed to adhere to two types of anti-pandemic behaviours, which were "avoid touching mouth, nose and eyes before washing their hands" and "do not go outside when not necessary". Considering these findings, the article urges both the government and the public to recognise Macao's successes and to be aware of possible shortcomings in pandemic prevention and continue to strive to maintain its leading role in the fight against the pandemic.

作為支柱產業的博彩業吸納了超過 8 萬的就業人口。疫情以來，各大博彩企業積極履行其社會責任，力爭做到不辭退員工。面對經濟的大蕭條，企業員工即使保住了工作職位，也不得不面對減薪或放長假等措施，進而面臨各種各樣的焦慮。本期的第三篇文章《新冠疫情下服務業領導責任心如何影響焦慮的員工？——來自澳門的實證研究》一文正探討了這一課題。通過對疫情期間澳門綜合度假村 300 多名員工以及 70 多名管理者的問卷調查，劉丁己及其團隊重點研究了企業領導的責任心對員工焦慮的影響。文章發現，受新冠疫情影响，員工的忙碌心態會增加他們的焦慮程度，進而降低他們的主觀幸福感。與此同時，企業領導人的責任意識則能顯著地緩解員工焦慮對主觀幸福感的影響。文章建議企業領導人在疫情之下，要更加強化責任意識，積極和員工溝通，從而把疫情對員工的影響降到最低。

The gaming industry, a pillar industry in Macao, employs more than 80,000 people. Since the pandemic, major gaming companies have been actively fulfilling their social responsibilities and striving not to dismiss their employees. In the face of the economic recession, employees have to face a variety of anxieties as they need to accept pay cuts and long unpaid leave, even though they can keep their jobs. The third article, "Does Leader Conscientiousness Matter to Service Employees' Anxiety? Evidence from Macao under the COVID-19 Pandemic", examines this topic. Through a survey of over 300 service employees and 70 team leaders at Integrated Resorts in Macao during the pandemic, LIU Tingchi and his team studied the impact of corporate leadership responsibility on employee anxiety. The article found that during the pandemic, employees' busy mindset could increase their anxiety, which in turn could decrease their subjective happiness. At the same time, leadership responsibility could significantly help employees overcome anxiety and improve their subjective well-being. The article suggests that business leaders should be more aware of their responsibilities under the pandemic and should actively communicate with their employees to minimise the impact of the pandemic on them.

疫情以來，特區政府積極開展各種措施，保障居民就業。雖然疫情對經濟就業造成重大衝突，澳門的失業率也有所上升；但是，在特區政府的積極干預下，失業率仍維持在較低水平。2021 年中（7—9 月），澳門的就業總人口為 37.56 萬人，總體勞動力參與率為 68.5%，總體失業率為 2.9%。本期的第四篇文章《新冠肺炎疫情下的澳門就業政策》由鄧益奮撰寫。文章首先回顧了疫情對澳門的嚴峻挑戰，如本地生產總值的斷崖式下降、博彩收入顯著下跌、入境旅客銳減、失業率上升、月收入中位數減少、酒店入住率下降等。其次，文章亦回顧了澳門特區政府應對疫情的總體政策，包括設立新型冠狀病毒感染應變協調中心、推出三輪經濟援助、推出本地遊等。再次，文章介紹了澳門保就業政策的基本框架，如帶津培訓計劃、優先保障本地人就業、以及扶持青年就業三方面。最後，文章為新冠疫情下澳門就業政策的完善方向提供了幾點建議，包括堅持積極就業政策、完善職業培訓、堅持民生導向、落實本地人優先就業，以及積極支持應屆大學畢業生就業。

Since the beginning of the pandemic, the SAR Government has been actively implementing various measures to protect the employment of residents. Although the pandemic has caused a major disruption to the economy and the unemployment rate in Macao has also increased, the unemployment rate has remained relatively low with the active intervention of the SAR government. In mid-2021 (July-September), the total employed population in Macao was 375,600, the overall labour force participation rate was 68.5%, and the overall unemployment rate was 2.9%. The fourth article, “Macao’s Employment Policy under COVID-19”, was written by YIN Yifen. The article first reviews the severe challenges posed by the pandemic to Macao, such as the precipitous drop in GDP, the significant reduction in gaming revenue, the sharp decline in inbound tourists, the increase in unemployment rate, the reduction in median monthly income, and the decrease in hotel occupancy rate. Secondly, the article reviews the policies of the Macao SAR Government in response to the pandemic, including the establishment of the Novel Coronavirus Response and Coordination Centre, the launch of three rounds of financial subsidy, and the introduction of local tours. Thirdly, the article introduces the main measures taken by the SAR government to preserve employment, such as the subsidised training programme, the priority for local employment and the support for youth employment. Finally, the article provides several suggestions for formulating Macao’s employment policy under the new pandemic, including strengthening its active employment policy, improving vocational training, adhering to the orientation of people’s livelihood, giving priority to local people in employment, and supporting the employment and entrepreneurship of fresh college graduates.

作為全球最大的賭城，博彩業給澳門貢獻了一半的本地生產總值以及近九成的政府稅收。疫情對博彩企業的衝擊首當其衝。在本期的第五篇文章《新冠疫情衝擊下的澳門博彩企業》一文中，曾忠祿詳細研究了疫情對博彩業的具體影響。文章發現，總體而言，2020年澳門博彩企業的收入下降了近八成，六大博企全面虧損，其中虧損最嚴重的金沙高達127億港元。2021年前七個月，博企收入有所改善，但仍損失了67%的收入。文章進而認為，博彩企業受損的不僅僅限於財務，還包括信用、應收賬款以及資產估值等影響。與此同時，與全球其他地方博彩企業相比，澳門博企承擔了更多的社會責任，如捐款、捐贈抗疫物資、為中小企業提供支援、為零售租戶減免租金、不大規模裁減員工、提供隔離酒店等。文章最後指出，儘管面臨前所未有的困難，博彩企業對澳門的長遠發展仍充滿信心。

As the world’s largest gaming city, the gaming industry accounts for half of Macao’s GDP and nearly 90% of the government’s tax revenue. Gaming companies are the first to bear the brunt of the pandemic. The fifth article, “Macao Gaming Companies under the Impact of COVID-19”, ZENG Zhonglu examines the impact of the pandemic on the gaming industry. The article has found that the revenue of Macao’s casino operators fell by nearly 80% in 2020. The six largest casino operators suffered losses across the board, with Sands Macao recording the biggest loss at HK\$12.7 billion. In the first seven months of 2021, casino operators still lost 67% of its revenue. The article further argued that the impact of the pandemic on casino operators were not limited to financial losses, but also on their credibility, accounts receivable, asset valuation, etc. Compared to gaming companies in other parts of the world, Macao casino operators have assumed more social responsibilities, including donations of funds and anti-pandemic materials, providing support to small and medium-sized enterprises, reducing or exempting rents for retail tenants, avoiding laying off employees, and others. The article concludes by stating that despite the unprecedented difficulties, gaming companies remained confident in the long-term development of Macao.

儘管疫情對全人類都產生了不可磨滅的影響，不同群體和行業受影響的程度卻有所差異。一些行業因為疫情帶來的改變而發生根本性的轉變，高等教育則是其中之一。在疫情之前，線上授課、線上會議還是一種非主流的教學手段。疫情催生了線上教育的蓬勃發展，線上會議幾乎成為常態，並且還體現出傳統線下會議所不具體的優勢，如打破空間限制等。疫情既改變了教學模式，又改變了學生體驗。本期的第六和第七篇文章分別從這兩個方面作出探討。徐威和麥雁鈴的文章《新冠疫情期間澳門高校大學英語網絡教學研究》通過對澳門高校30位從事英語教育的教師進行訪談和問卷調查，探討疫情對

大學英語線上教學的具體影響。研究發現，一方面，多數教師在網課初期都面臨着相當大的挑戰，因為疫情之前多數教師並無網課經驗。另一方面，雖然網課有克服時空限制的優點，但課堂中師生互動受到相當的限制，從而使得教學效果大打折扣。邵艷菊《網課的“另類體驗”——疫情期間澳門高校大學生線上學習的調查分析》則從學生的角度來分析線上教育的體驗。作者對澳門某私立大學的26名學生進行訪談，詳細列出了學生對網課的矛盾體驗。一方面，網課打破了時空限制，節省了學生交通成本，提升了靈活性；另一方面，時空的打破又模糊了學習和生活的邊界，讓學習變得難以集中精神。文章進而分析了不同群體的學生如本澳學生和內地生在克服網課帶來的困難以及利用網課帶來的優勢上的差異。文章最後也對後疫情時代網課的發展和前景作出展望和反思。

While the pandemic has an indelible impact on all people, the extent to which it has affected different groups and industries varies. Higher education is one of the industries that has been fundamentally changed by the pandemic. Prior to the pandemic, online classes and online conferences were still supplemental methods of teaching. The pandemic has led to a boom in online education, with online meetings becoming almost the new norms offering advantages not found in traditional offline meetings, such as alleviating spatial constraints. The pandemic has changed both the mode of instruction and the student experience. The sixth and seventh articles explore these two aspects respectively. XU Wei and MAK Ngan-Leng's article, "A Study on College English Online Teaching in Macao Universities under the COVID-19 Pandemic", explores the impact of the pandemic on English online teaching in the universities in Macao through interviews and questionnaires with 30 teachers engaged in English education. The study found that, on the one hand, most of the teachers faced considerable challenges in the early stages of online teaching because most of them had no experience in online teaching prior to the pandemic. On the other hand, although online courses have the advantages of overcoming temporal and spatial constraints, the interaction between teachers and students in the classroom is quite limited, thus reducing the effectiveness of instructors' teaching. SHAO Yanju's article, "Alternative Experiences of Online Courses: An Investigation of Online Learning Experience of Undergraduate Students in Macao during the COVID-19 Pandemic", analyses the experience of online education from the students' perspective. The authors interviewed 26 students from a private university in Macao, explaining students' contradictory experiences of online learning. On the one hand, online classes alleviated temporal and spatial constraints, saving students' transportation costs, and increasing their flexibility; on the other hand, this blurred the boundary between learning and life, making it difficult to concentrate on learning. The article further analyses the differences between different groups of students, such as local students and Mainland students, in overcoming the difficulties and taking advantage of the benefits of online classes. The article concludes with an outlook and reflection on the development and future of online classes in the post-pandemic era.

疫情對澳門社會產生全面而深遠的影響。七篇文章雖然力圖從不同的角度來進行探究，但其所涵蓋的範圍仍相當有限。我們期待着更多的學者對這一課題繼續進行深入的研究。只有更多的優秀學者以飽滿的熱情、科學的方法、嚴謹的態度、開放的視野投入到澳門研究當中。只有高質量的研究和有效的知識，才能既為國際學術的發展提供獨特澳門視角，又能為澳門社會的發展貢獻良策。

The pandemic has a far-reaching impact on many aspects in Macao. Although the seven articles attempt to explore the impact of the pandemic from different perspectives, the scope of coverage is still quite limited. We look forward to having more scholars to conduct their research on this topic. Only when more outstanding scholars devote themselves to Macao studies with enthusiasm, innovative research methods, rigorous attitudes, and open-mindedness will they be able to produce high-quality research and knowledge that will provide a unique Macao perspective for international academic development and contribute to the development of Macao society.



澳大組織專家為 2022 特區施政提供意見 UM Organised Seminars Discussing (Commenting on) the Macao SAR Government's Policy Address for the Fiscal Year 2022

澳門特別行政區政府於 2021 年 11 月 16 日發表《2022 年財政年度施政報告》，為此，澳門大學澳門研究中心於 2021 年 11 月 10 和 17 日，分別舉行「澳門特區政府 2022 年財政年度施政報告」前瞻和解讀座談會，專家學者認為在疫情財政收入未明朗的情況下，特區政府仍努力維持相關惠民服務、體恤低下階層，這一點十分值得認同。多名專家學者亦就不同領域探討澳門未來施政，以下為相關意見的簡要。

On 16 November 2021, the Macao SAR Government delivered the Policy Address for the Fiscal Year 2022. In this regard, the University of Macau (UM) Centre for Macau Studies (CMS) held seminars discussing the Policy Address on 10 and 17 November 2021. Experts and scholars appreciated the SAR government's efforts to maintain the livelihood services and show compassion for the underprivileged people despite the challenges in revenue forecasting due to the pandemic. They also discussed different areas of Macao's future governance, and the following is a summary of their views.

描繪宏觀施政藍圖，前瞻未來政策路向

Set out the policy blueprint and forecasting policy directions

與會的專家學者認為，澳門特區政府已公佈了「二五計劃」、「城市總體規劃」、「博彩諮詢」、「粵澳深合區」等不同的規劃和政策，需出台一些措施，以補充不同規劃之間的相互影響和配合工作，為未來宏觀施政藍圖作出準備。在政策的前瞻性方面，應評估澳門發展新型產業的軟硬件基礎，預視該產業未來的變化和預期回報。疫情要求特區政府更加理性地認識和分析所要面臨的逆境的困難程度、合理地運用資源，在果斷決策的同時應準備承擔風險的預留方案，在政策制定時應重視居民的支持度和認可度。在有關公共資本企業的監管問題上，建議完善相關法規，建立科學化的評價體系，並參考國家相關法律和管理規範。而在公務員問責方面，特區政府需加強與市民的溝通，讓市民更了解政策和措施的實施原因。

The Macao SAR Government has already announced different plans and policies, such as the Second Five-Year Plan, Urban Master Plan, public consult on gaming section and the Master Plan of the Development of the Guangdong-Macao Intensive Cooperation Zone in Hengqin. Experts and scholars believed that the government need to introduce supplementary policies that consider the interplay between different plans, so as to prepare a policy blueprint for the future. The government should be forward-looking when formulating policies, assess the necessary facilities for the development of new industries in Macao, and anticipate changes that may arise in the future and the expected returns on investments in these industries. The pandemic requires the SAR government to be more rational in understanding and analysing the degree of difficulty of the adversity it is facing, to use resources more judiciously, to be prepared to take risks while making important decisions, and to take public sentiments into consideration. Regarding the supervision of enterprises funded by public capital, the government should improve the existing laws and regulations and propose a scientific evaluation system within the framework of national laws and management regulations. The government should strengthen public communication regarding civil service accountability, so that the public can better understand the reasons for the implementation of the various policies and measures.



注意疫下經濟佈局，官民合作推旅遊品牌**Lay out the economic framework during the pandemic and work together to promote Macao as a tourist destination**

在疫情的不明朗因素下，專家學者均認為未來施政仍需審慎，特區政府應在評估疫情對社會和經濟影響上作出準備，並與廣東和香港建立一套相關的三地協調應對機制。在疫情下的國際宏觀經濟情況下，全球供應鏈出現問題，通漲或會影響澳門未來經濟復甦。

博彩業是澳門經濟的龍頭產業，學者認為賭牌續期問題的不穩定因素仍多，會影響投資者對未來澳門投資的部署；應檢討和完善相關博彩法規尤其是「博彩信貸法」，以規管和阻止博彩貸款中可能發生的亂象。此外，特區政府可在吸引中場（大眾市場）顧客上加大力度，並與企業一起共同合作推廣澳門旅遊品牌。在其他產業方面，評估和支持中小企的復甦，利用國際博企引入一些非博彩的經濟多元產業；推動新產業如現代金融、跨境體育活動等的同時，應注意創造就業和稅收，並考慮現金分享和消費優惠等經濟援助的適切性。文創實體產業在疫情下大受打擊，但網上媒體卻大幅增長，特區政府可加強支持線上的文化創業產業發展。

Given the ongoing uncertainties caused by the pandemic, experts and scholars believed that the government still needs to be prudent in future governance, should be prepared to assess the social and economic impact of the pandemic in the coming year and should establish a coordinated response mechanism with Guangdong and Hong Kong. Inflation may affect the economic recovery of Macao since the global supply chains continue to face unprecedented logistical challenges because of the pandemic.

The gaming industry is the leading industry in Macao's economy, and scholars thought that there are still a lot of uncertainties over gaming licence renewal in Macao, which will affect investors' future deployment of investments in Macao. They called on the review and improvement of the current gaming laws and regulations, especially the gaming credit law, in order to regulate and prevent possible chaos in gaming loans. Besides, the SAR government should step up efforts to attract customers in the mass market and work together with enterprises to promote Macao as a tourist destination. The government should also support small and medium-sized enterprises and assess the recovery process, while developing non-gaming industries in Macao with the help of international gaming enterprises. While introducing new industries in areas such as modern finance and cross-border sports activities, the government should pay attention to job creation and the use of tax revenue, adding that it is necessary to consider the appropriateness of relief measures, such as the Wealth Partaking Scheme and the electronic consumption benefits plan. Although the cultural and creative industries have been hit hard by the pandemic, the online media has grown significantly. The SAR government should strengthen its support for cultural industries on the internet.

注意新型犯罪手段，疫下增加社會服務**Beware of new ways of committing crimes and increasing social services under the pandemic**

疫情下澳門犯罪率下降，可趁此機會反思警察隊伍規模和警務新媒體發展的問題，亦要思考博彩產業收縮下會否促使有組織犯罪尋找新的犯罪手段。在社會服務和社會保障方面，可關注照顧者津貼中的重症精神病的領域、精神健康自殺未遂問題、殘疾人士的牙科保健問題、有需要人士的無障礙旅行和出行問題；增加工科和技術型人才的培養，針有對性的協助就業，如提供一些硬件設施支持青年人的創業；可發展本地的文化導遊行業，提供周日或假日開展社會服務的津助和獎勵，開展專項追蹤研究。在人才引進上需要有專業和正確的判斷原則，聚焦應放在人才之間的「互動」上。

The decline in crime rates in Macao during the pandemic offers an opportunity to reflect on the size of the



current police workforce, the necessity of using new media for policing, and the possibility that the slump in gaming revenues would prompt organised crime groups to find new ways of committing crimes. As for social services and social security, the government can pay attention to these issues: 1. caregiver allowance to care for people with severe mental illnesses; 2. mental health policies and measures to prevent suicide; 3. dental care for people with disabilities; 4. barrier-free travel and mobility; 5. training of engineering and technical personnel; 6. targeted employment assistance, such as providing financial support and necessary facilities for young people to start their own businesses; 7. development of the local cultural tourism industry; 8. subsidies and incentives for social services on Sundays and during holidays; and 9. special tracking studies. The introduction of skilled workers into Macao should be conducted with professional and accurate judgment and must focus on creating “interactions” between these workers.

深合區創多元經濟，前瞻持續建設澳門

Promoting economic diversification and planning ahead

與會的專家學者均認為粵澳深度合作區的發展是施政的重點之一，應廣泛聽取各界人士的意見，落實具體細節，以新思維招商引「智」，為澳門經濟適度多元發展抓緊機會。澳門基礎建設要融入和對接深合區和灣區的建設，可考慮與國家、不同省份和城市的產業鏈、職業培訓進行聯動對接。此外，澳門人口老化問題嚴重，未來勞動人口將會越來越少，不利經濟多元發展。粵澳深合區是澳門經濟多元發展的重大舉措，澳門特區政府一定要思考清楚澳門在其中的定位和貢獻。

在智慧城市、都市更新的領域，應在多範疇總結經驗和成果，訂定本澳本來智慧城市的發展策略，利用技術的手段協助後疫情時期的恢復和發展；有計劃地使用公帑進行建設，需要更加關注相關建設的可持續性和前瞻性，如地下供暖制冷、智慧城市硬件、電網建設等「升級轉型」式的發展。

All experts and scholars agreed that one of the SAR government's top priorities should be the development of the Guangdong-Macao In-Depth Cooperation Zone in Hengqin. They suggested that the SAR government should listen extensively to people from all sectors, implement the specific details of the project, launch new initiatives to attract investment and professionals, in order to seize the development opportunities and promote the economic diversification of Macao. Macao's infrastructure should be integrated into the Cooperation Zone in Hengqin and the Guangdong-Hong Kong-Macao Greater Bay Area. They proposed the industries should cooperate with the industrial chains of different provinces and cities in the country. Besides, Macao has a serious problem of population aging, and this will lead to a shrinking pool of younger workers in the future, which is not conducive to economic diversification. The Cooperation Zone in Hengqin is a major initiative for the economic diversification of Macao, and the SAR government should clearly identify Macao's role in this project.

In the areas of smart city and urban renewal, the government should take stock of past experiences and current achievements in order to formulate a more effective smart city development strategy. The government should also use technologies to help promote economic recovery and development in the post-pandemic period, use public funds systematically for construction projects and pay more attention to the sustainability and scalability of these projects, which is especially important for underground heating and cooling systems, smart facilities, and power grid construction.



「澳門特區政府 2022 年財政年度施政報告」前瞻和解讀座談會專家學者名單

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