



Public Opinion Programme, HKU
Independent Police Complaints Council
香港大學民意研究計劃
獨立監察警方處理投訴委員會

Jointly conduct
合作進行

Independent Police Complaints Council
Public Opinion Survey 2017
獨立監察警方處理投訴委員會(監警會)
意見調查 2017

Questionnaire
調查問卷

February 22, 2017
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Part I Introduction 第一部分 自我介紹

Good evening! My name is X. I'm an interviewer from the Public Opinion Programme of The University of Hong Kong. We have been commissioned by the Independent Police Complaints Council (IPCC) to conduct a territory-wide random telephone survey, and would like to ask for your opinion on the works of IPCC. This will only take you a few minutes. Please rest assured that your phone number is randomly selected by our computer and your information provided will be kept strictly confidential. If you have any questions about the research, you can call xxxx-xxxx to talk to our supervisor. If you want to know more about the rights as a participant, please contact the University of Hong Kong (full name: Human Research Ethics Committee of the University of Hong Kong) at xxxx-xxxx during office hours. For quality control purpose, our conversation may be recorded for internal reference, and will be destroyed within six months. Is it okay for us to start this survey?

喂，先生／小姐／太太你好，我姓 X，我係香港大學民意研究計劃嘅訪問員嚟嘅，我哋而家受獨立監察警方處理投訴委員會（簡稱「監警會」）委託進行緊一項全港性抽樣意見調查，想阻你幾分鐘時間，同我哋做一份有關監警會工作嘅問卷調查。請你放心，你嘅電話號碼係經由我哋嘅電腦隨機抽樣抽中嘅，而你提供嘅資料係會絕對保密嘅。如果你對今次嘅訪問有任何疑問，你可以打去熱線電話 xxxx-xxxx 同我哋嘅督導員聯絡。如果你想知多啲關於參與研究嘅權利，你可以喺辦公時間致電 xxxx-xxxx 向香港大學（全名為：香港大學研究操守委員會）查詢。為咗保障數據嘅真確性，我哋嘅訪問可能會被錄音，但只會用作內部參考，並會喺六個月內銷毀。請問可唔可以開始訪問呢？

Yes 可以

No 唔可以 → Interview ends, thank you for your cooperation, bye-bye 訪問告終，多謝合作，拜拜

[S1] Is the telephone number here xxxx-xxxx?

請問你嘅住宅電話號碼係唔係 xxxx-xxxx？

Yes 係

No 唔係 → Interview ends, thank you for your cooperation, bye-bye 訪問告終，多謝合作，拜拜

Part II Selection of Respondents 第二部分 選出被訪者

[S2] Are there any Hong Kong residents aged 18 or above in your household who live here at least 5 nights a week? How many such persons are there right now? (If no one is eligible, interview ends, thank you for your cooperation, bye-bye)

呢份問卷嘅訪問對象係 18 歲或以上香港居民，同埋要每星期住喺呢度最少 5 晚嘅，請問你屋企而家有幾多位屬於呢個組別嘅成員呢？(如果戶中有合資格嘅被訪者，訪問告終，多謝合作，拜拜)

- Yes → Interview begins (If the qualified family member is not the one who answered the phone, invite him/her to the phone and repeat the introduction)
- Yes, more than one, ____ (exact number) → S3
- No → Interview ends, thank you for your cooperation, bye-bye.
- Refuse to answer → Interview ends, thank you for your cooperation, bye-bye.
- 有一位 → 開始訪問 (如合資格家庭成員不是接聽電話者，請邀請合資格家庭成員聽電話並重覆自我介紹)
- 有多過一位， ____ 位 (入實數) → S3
- 冇 → 訪問告終，多謝合作，拜拜
- 拒絕回答 → 訪問告終，多謝合作，拜拜

[S3] Since there is more than one available, we hope that all qualified family members have equal chance to be interviewed. I would like to speak to the one who will have his/her birthday next. (Interviewer can ask: “is there anyone whose birthday is in March or the coming three months?”) **Is it okay?** (If another family member is the respondent, before interview begins, interviewer must read out: For quality control purpose, our conversation may be recorded for internal reference, and will be destroyed within six months.)

因為多過一位，我哋希望所有合資格嘅家庭成員都有同等機會接受訪問，所以想請最快生日嗰位嚟聽電話。(訪問員可舉例說明：『即係有冇 3 月或未來三個月內生日嘅人喺度？』) 請問可唔可以呢？(如其他家人是被訪者，開始訪問前，訪問員必須讀出：為咗保障數據嘅真確性，我哋嘅訪問可能會被錄音，但只會用作內部參考，並會喺六個月內銷毀。)

- Yes – The one answered the phone is the respondent → Interview begins
- Yes – Another family member is the respondent → Interview begins
(interviewer please repeat the introduction)
- The qualified family member is not at home / not available (interviewer please arrange another time for interview)
- No – Family member refuses to answer → Interview ends, thank you for your cooperation, bye-bye.
- No – Respondent refuses to answer → Interview ends, thank you for your cooperation, bye-bye.
- 可以 – 接聽電話的人士是被訪者 → 開始訪問
- 可以 – 其他家人是被訪者 (訪問員請重覆自我介紹) → 開始訪問
- 被選中的家庭成員不在家/沒空 (訪問員請另約時間再致電)
- 唔可以 – 家人拒絕回答 → 訪問告終，多謝合作，拜拜
- 唔可以 – 訪者拒絕回答 → 訪問告終，多謝合作，拜拜

Part III Opinion Questions 第三部分 問卷主體部分

Awareness of IPCC 「監警會」的認知

[Q1] Prior to this survey, have you heard of Independent Police Complaints Council, or IPCC?

喺呢個電話訪問前，請問你有冇聽過「獨立監察警方處理投訴委員會」，或者簡稱「監警會 (IPCC)」呢一個機構呢？

Yes → Continue to Q2a

有 → 續問 Q2a

No → Skip to Q3, then skip to Q6

冇 → 跳至 Q3，然後跳至 Q6

Don't know / hard to say

唔知道／難講

Refuse to answer

拒答

[Q2a] From where have you heard of IPCC? Any other channels? (Do not read out options, multiple answers allowed)

請問你係從乜野途徑聽過「監警會」呢？仲有呢？(不讀答案，可答多項)

[Q2b] Have you ever heard of IPCC from the following channels then? (Read out those channels with

* which the respondents have not mentioned in Q2a, multiple answers allowed) (* Channels previously adopted by IPCC)

咁你有冇從下面嘅途徑聽過「監警會」呢？(請讀出“*”號而被訪者在 Q2a 沒有提及的途徑，可答多項) (“*”號是「監警會」曾經推出或沿用的宣傳途徑)

	Q2a		Q2b
	First mentioned 第一提及	Other mentioned 其他提及	Have no mentioned 沒有提及
* Television 電視			
TV series (IPCC Files) 電視特輯 (監警有道)			
TV interview 電視訪問			
News 電視新聞			
Now TV programme preview (The IPCC Perspective) Now TV 監警會節目預告 (監警透視)			
Other TV programmes 其他電視節目			
* Radio 電台			
* Newspaper (Probe: Which newspaper?) 報紙 (追問：咁係邊一份?)			
Ming Pao (The IPCC perspective) 明報 (監警透視)			
Sharp Daily (Business of the Cops) 爽報 (關人差事)			
Other newspaper stories (Please specify: _____) 其他報紙訪問及報導 (請註明：_____)			
Magazines 雜誌			

	Q2a		Q2b
	First mentioned 第一提及	Other mentioned 其他提及	Have no mentioned 沒有提及
* Internet (Probe: Which website or app?) 互聯網 (追問: 咁係邊個網站或 app?)			
IPCC website 「監警會」網站			
Website / app of a particular media 媒體專屬網頁/app			
News aggregation website / app 新聞整合網站/app			
Social media 社交媒體			
Forum 討論區			
Banner 廣告			
Other online channels (Please specify: _____) 其他網上途徑 (請註明: _____)			
* Advertisements on public transport (Probe: Which public transport?) 公共交通廣告 (追問: 咁係邊一類交通工具?)			
MTR 港鐵			
Light rail 輕鐵			
Bus 巴士			
Tram 電車			
Ferry / Pier 渡海小輪/碼頭			
Others (Please specify: _____) 其他 (請註明: _____)			
* Poster (Probe: Where did you see the poster?) Place (Please specify: _____) 海報 (追問: 喺邊度見到海報?) 地點 (請註明: _____)			
* Annual report of IPCC / brochure 「監警會」年報/小冊子			
* IPCC newsletter 「監警會」通訊			
* IPCC channel on YouTube YouTube 「監警會頻道」			
* Quarterly meeting between IPCC and CAPO 「監警會」同警察投訴課的季度聯席會議			
* District Fight Crime Committee 分區撲滅罪行委員會			
IPCC symposium 監警有道研討會			
Talks 講座			
Community activities 社區活動			
Friends / neighbours / relatives / schoolmates 朋友/鄰居/親戚/同學			
Others (Please specify: _____) 其他 (請註明: _____)			
Don't know / can't remember 唔知道/唔記得			
Refuse to answer 拒答			

[Q3]If given a free choice, through which channels would you like to know more about IPCC? (Do not read out options, multiple answers allowed)

如果任你選擇，你會比較鍾意從乜野途徑認識「監警會」呢？(不讀答案，可答多項)

TV programmes	電視節目
Radio programmes	電台節目
Newspaper columns	報紙專欄
TV programmes on public transport (e.g. Roadshow)	公共交通工具嘅電視節目 (例如 RoadShow)
IPCC website	「監警會」網站
IPCC page on Facebook	Facebook「監警會專頁」
IPCC channel on YouTube	YouTube「監警會頻道」
IPCC publications	「監警會」刊物
Symposium / Talks	研討會／講座
School activities	學校活動
Community activities	社區活動
Others (Please specify: _____)	其他 (請註明: _____)
Not interested to know more about IPCC	冇興趣認識「監警會」
Don't know / hard to say	唔知道／難講
Refuse to answer	拒答

[Q4]To your knowledge, what are IPCC's duties? Any other duties? (Do not read out options, multiple answers allowed, interviewer to probe "any more?", select ALL suitable options. If what the respondents said is NOT equivalent to an option, do NOT ask if he means that. Instead, record his response in "Others".)

據你了解，「監警會」嘅主要工作係啲乜呢？(不讀答案，可答多項，追問「仲有呢？」，選擇所有適用答案。如果被訪者所述答案不等同選項，不要詢問被訪者他的意思是否某一選項，而是將被訪者所述答案記錄於「其他」。)

Correct answers

- Monitor CAPO's cases handling process / Monitor how Police handle complaints
- Review / verify investigation reports / results by CAPO
- Review statistics on types of Police's behavior that citizens complained
- Identify mal-practices in Police's works that has led or may lead to complaints
- Monitor Police's follow-up / disciplinary actions towards officers being complained
- Improve Police Force's quality of service

Incorrect answers

- Receive / investigate citizen's complaints on Police directly
- Monitor Police's behavior / conduct
- Investigate Police bribing cases
- Improve police-community relation / enhance communication
- Others (Please specify: _____)
- Don't know / can't remember
- Refuse to answer

正確答案

監察「投訴警察課」所處理個案嘅程序 / 監察警方處理投訴
審閱／覆檢「投訴警察課」所處理個案嘅調查報告／結果
覆檢導致市民投訴嘅警務人員各類行為嘅統計數字
找出警方嘅工作程序中，引起投訴或可能引起投訴嘅不當之處
監察警方對被投訴警務人員採取跟進及紀律行動
改善警隊的服務質素

錯誤答案

直接接受／處理／調查市民投訴警察個案
監察警務人員行為／操守
調查警務人員貪污個案
改善警民關係／加強警民溝通

其他 (請註明：_____)

唔知道／唔記得

拒答

[Q5]Do you think IPCC is ...? (Read out first two options, order to be randomized by computer, one answer only)

你認為「監警會」係...? (讀出首兩項答案，次序由電腦隨機排列，只選一項)

A totally independent organization, not under the Police	完全獨立，唔隸屬於警隊嘅
Part of the Police	屬於警隊嘅一部份
Don't know	唔知道
Refuse to answer	拒答

[Q6]What do you think is the most direct channel to make a complaint of Police? (Do not read out options, one answer only)

你認為市民投訴警察最有效係經邊個渠道呢? (不讀答案，只選一項)

CAPO	投訴警察課
IPCC	監警會
Police Force (no specified division)	警署 (沒有註明部門)
Office of the Ombudsman, HK	香港申訴專員公署
Equal Opportunities Commission	平等機會委員會
ICAC	廉政公署
DC / LegCo members	區議會／立法會議員
Media	傳媒
Internet	互聯網
Others (Please specify: _____)	其他 (請註明：_____)
No channel	沒有有效渠道
Don't know	唔知道
Refuse to answer	拒答

[Q7]Which of the following IPCC-related information would you be interested to learn more?

(Read out options, order to be randomized by computer, multiple answers allowed)

你對以下邊啲關於「監警會」嘅資訊比較有興趣呢?(讀出答案,次序由電腦隨機排列,可答多項)

Functions of IPCC and its work	「監警會」職能同工作
Members and structure of IPCC	「監警會」成員同架構
System and procedures of handling complaints	投訴警察嘅制度同程序
Statistics, progress and results of complaints	投訴個案嘅進度、結果同統計數字
Complaint cases sharing	投訴個案分享
Observations and suggestions on Police's quality improvement	就改善警隊服務質素嘅觀察及建議
Others (Please specify: _____)	其他(請註明:_____)
Not interested to know more about IPCC	冇興趣認識「監警會」
Equally interested in all kinds	全部一樣咁有興趣
Don't know / hard to say	唔知道/難講
Refuse to answer	拒答

Awareness of news on complaints against the Hong Kong Police Force

對過去有關投訴香港警察新聞的認知

[Q8]In the past year, did you hear any news on complaints made to the Hong Kong Police Force? If

yes, can you tell me what was it about? (Do not read out options, multiple answers allowed, select ALL suitable options. If what the respondents said is NOT equivalent to an option, do NOT ask if he means that. Instead, record his response in "Others".)

喺過去一年,你有冇聽聞過有關投訴警務人員嘅新聞?如有,你可唔可以講俾我知係關於乜野?(不讀答案,可答多項,選擇所有適用答案。如果被訪者所述答案不等同選項,不要詢問被訪者他的意思是否某一選項,而是將被訪者所述答案記錄於「其他」。)

Yes	有
Conflicts between Police and citizens during processions, gatherings and demonstrations	遊行/集會示威發生警民衝突
News related to the Occupy Movement	佔領運動相關新聞
Use of excessive and unnecessary force	使用過度及不必要武力
Assault	毆打/襲擊
Franklin Chu King-wai police baton assault case	朱經緯警棍毆打案
Seven police officers case / dark corner case / Ken Tsang Kin-chiu case	暗角七警案/曾健超案
News related to the Mong Kok conflict	年初一旺角衝突相關新聞
Mistaken arrest of / Taking statements from a man with intellectual disability	誤拘智障男子/錄口供事件
News related to National People's Congress Standing Committee Chairman Zhang Dejiang's visit to Hong Kong	全國人大常委會委員長張德江訪港相關新聞
Suspects wearing masks and shower caps in identity parades	認人手續疑犯戴口罩浴帽
Detention of reporters pursuing Eddie Ng Hak-kim	記者追訪吳克儉被扣留
Police officers involved in Tarlac State University forgery case	警員涉及國力書院偽造文件案
Police's misconduct / bad attitude / abusive language	警員行為不當/態度欠佳/粗言穢語

Police's neglect of duty	警員疏忽職守
Sexual harassment / indecent assault	性騷擾／非禮
Police's abuse of power	警員濫權
Others (Please specify: _____)	其他 (請註明: _____)
Heard of, but can't remember the content	唔記得
Refuse to answer	拒答
No	冇
Don't know / hard to say	唔知道／難講
Refuse to answer	拒答

[Q9] Which one of the following types of complaints of the Police Force would you care about most?

(Read out options, order to be randomized by computer, one answer only)

就以下各類對警員嘅投訴嚟講，你自己會最關注邊一類投訴？(讀出答案，次序由電腦隨機排列，只選一項)

On police officers' abuse of power	有關警員濫權
On Police handling public demonstration	有關警員處理遊行示威
On press releases arrangement	有關警方發放新聞的安排
On media coverage arrangement	有關警方和傳媒採訪的安排
On stop and search issue / searching	有關警員截停搜查事宜／搜身
On officers' law enforcement of traffic regulations	有關警員交通方面的執法
On police officers' use of violence	有關警員使用暴力
On corruption of police officers	有關警員貪污
On investigation method of police officers	有關警員查案方法
On unfairness of police officers in handling cases	有關警員不公平／公正處理案件
On working attitude of police officers	有關警員工作態度
Don't care about any complaints against Police Force	唔關注任何投訴警察的事情
Others (Please specify: _____)	其他 (請註明: _____)
Don't know / hard to say	唔知道／難講
Refuse to answer	拒答

Image and confidence in IPCC 對「監警會」的看法

Interviewers read out: I will now briefly introduce to you the work of IPCC, and please answer some questions based on the impression you have for IPCC.

訪問員請讀出：而家我會向你簡單介紹「監警會」嘅工作，之後請你就你對「監警會」嘅印象回答一啲問題。

The IPCC is an organisation independent from the Hong Kong Police Force and its Members are appointed by the Chief Executive. It is an important part of the two-tier police complaints system in Hong Kong, specialising in observing, monitoring and reviewing complaints made by the public against the police force via CAPO. Although the complaints are made through CAPO, the investigation results must be endorsed by the IPCC to ensure that the investigation is fair, impartial and transparent.

「監警會」係一個完全獨立於香港警務處嘅機構，委員由行政長官委任，係香港投訴警察制度「兩層架構」嘅一個主要部份，專門負責觀察、監察同覆檢「投訴警察課」調查市民投訴警察個案嘅工作。雖然市民投訴警察都係由警方嘅投訴警察課調查，但調查結果必須要得到「監警會」嘅通過，確保調查係公平、公正同透徹嘅。

[Q10]Do you think IPCC is independent in monitoring and reviewing public complaints of the Police? (Read out options, only one answer is allowed)

你覺得「監警會」能唔能夠以一個獨立嘅身份去監察同覆檢市民投訴警察嘅個案？(讀出答案，只選一項)

Independent	獨立
Quite independent	頗獨立
Half-half	一般
Not quite independent	唔太獨立
Not independent at all	唔獨立
Don't know / hard to say (do not read out)	唔知道／冇意見 (不要讀出)
Refuse to answer	拒答

[Q11]Do you think IPCC is able to monitor and review CAPO's investigations in an impartial and objective way? (Read out options, only one answer is allowed)

你覺得「監警會」能唔能夠公平公正咁監察同覆檢「投訴警察課」嘅調查工作呢？(讀出答案，只選一項)

Impartial and objective	公平公正
Quite impartial and objective	頗公平公正
Half-half	一般
Not quite impartial and objective	唔太公平公正
Not impartial and objective at all	唔公平公正
Don't know / hard to say (do not read out)	唔知道／冇意見 (不要讀出)
Refuse to answer	拒答

[Q12]Do you think IPCC's complaint monitor and review is efficient? (Read out options, only one answer is allowed)

你覺得「監警會」監察同覆檢投訴個案嘅效率係點？(讀出答案，只選一項)

Efficient	有效率
Quite efficient	頗有效率
Half-half	一般
Not quite efficient	唔太有效率
Not efficient at all	冇效率
Don't know / hard to say (do not read out)	唔知道／冇意見 (不要讀出)
Refuse to answer	拒答

[Q13]What do you think of IPCC's level of transparency in complaint monitor and review? (Read out options, only one answer is allowed)

你覺得「監警會」嘅監察同覆檢投訴個案嘅透明度係點？(讀出答案，只選一項)

High	高
Quite high	頗高
Half-half	一般
Quite low	頗低
Low	低
Don't know / hard to say (do not read out)	唔知道／冇意見 (不要讀出)
Refuse to answer	拒答

[Q14]Overall speaking, are you confident in IPCC? (Interviewer to probe intensity)

請問你對監警會有冇信心？(訪員追問程度)

Very confident → Skip to Q16

好有信心 → 跳至 Q16

Quite confident → Skip to Q16

幾有信心 → 跳至 Q16

Half-half → Skip to Q16

一半半 → 跳至 Q16

Not quite confident → Continue to Q15

唔係幾有信心／幾有信心 → 續問 Q15

Not confident at all → Continue to Q15

好有信心 → 續問 Q15

Don't know / hard to say (do not read out) → Skip to Q16

唔知道／冇意見 (不要讀出) → 跳至 Q16

Refuse to answer → Skip to Q16

拒答 → 跳至 Q16

[Q15][Only ask respondents who have answered “not quite confident” and “not confident at all” in Q14]

Why do you think it is “not quite confident” / “not confident at all”? Any more? (Do not read out options, multiple answers allowed, select ALL suitable options. If what the respondents said is NOT equivalent to an option, do NOT ask if he means that. Instead, record his response in “Others”.)

[只問 Q14 答「唔係幾有信心／幾有信心」或「好有信心」的受訪者] 點解你對監警會有信心呢？仲有呢？(不讀答案，可答多項，選擇所有適用答案。如果被訪者所述答案不等同選項，不要詢問被訪者他的意思是否某一選項，而是將被訪者所述答案記錄於「其他」。)

Committees are appointed, not elected by citizens

委員都係委任而非民選

Police officers could be appointed as committee member

警員都可以被委任為委員之一

Both are under the Government

覺得兩者同屬政府人員／機構

It's like self-investigation

好似自己人查自己人

Not independent enough

不夠獨立

May take sides with police officers when monitoring or reviewing cases

監察或覆檢個案時可能會偏袒警務人員

Not fair and impartial (without indicating which side IPCC takes side with)

不公平／不公正 (不指明偏向哪一方)

The process and results of complaints are not released to public

投訴嘅過程同結果都唔會公開

Don't think IPCC investigate or monitor complaints in citizen's perspective

唔覺得佢哋會站在市民嘅立場／角度調查或者監察投訴

No direct investigation, only responsible for monitoring and review, no actual authority

佢哋唔會直接處理投訴，只係負責監察同覆檢工作，冇實權

Brings little to no effect / Police's misconduct continues

沒有效用／效用小／警察依然做錯

It takes too long to handle complaints / No result of investigation after a long time / Cases go unattended

處理投訴時間太長／遲遲未有調查結果／案件不了了之

May cover up the truth to avoid unfavorable impact on Police's image

為避免不利消息影響警方形象，可能會隱瞞事實真相

Have little confidence in the Chairman of IPCC Mr Larry Kwok Lam-kwong

不信任監警會主席郭琳廣先生

Have little confidence in some IPCC members

不信任監警會部分委員

Not clear about IPCC's works

唔係好清楚監警會嘅工作／運作

Other (Please specify: _____)

其他 (請註明: _____)

Don't know / hard to say

唔知道／難講

Refuse to answer

拒答

[Q16] Are you confident in the existing two-tier system of complaints made to the police?
(Interviewer to probe intensity)

請問你對現時兩層架構嘅投訴警察制度有冇信心？(訪員追問程度)

Very confident → Skip to Q18

好有信心 → 跳至 Q18

Quite confident → Skip to Q18

幾有信心 → 跳至 Q18

Half-half → Skip to Q18

一半半 → 跳至 Q18

Not quite confident → Continue to Q17

唔係幾有信心／幾有信心 → 續問 Q17

Not confident at all → Continue to Q17

好有信心 → 續問 Q17

Don't know / hard to say (do not read out) → Skip to Q18

唔知道／冇意見 (不要讀出) → 跳至 Q18

Refuse to answer → Skip to Q18

拒答 → 跳至 Q18

[Q17] [Only ask respondents who have answered “not quite confident” and “not confident at all” in Q16]

How do you think IPCC could improve this two-tier complaints system? (Do not read out options, multiple answers allowed, select ALL suitable options. If what the respondents said is NOT equivalent to an option, do NOT ask if he means that. Instead, record his response in “Others”.)

[只問 Q16 答「唔係幾有信心／幾有信心」或「好有信心」的受訪者] 你認為監警會可以點樣改善呢個兩層架構嘅投訴制度？(不讀答案，可答多項，選擇所有適用答案。如果被訪者所述答案不等同選項，不要詢問被訪者他的意思是否某一選項，而是將被訪者所述答案記錄於「其他」。)

IPCC should have authorization to investigate so that it can receive complaints and investigate directly

監警會應該要有調查權，直接接受投訴並直接調查

IPCC should have authorization to investigate serious cases

監警會應該要有調查嚴重個案嘅權利

IPCC should have authorization to decide punitive sanctions on police officers who violated regulations

監警會應該有權決定對違規警員嘅懲罰

Shorten the time for investigation and review

縮短調查及覆檢嘅時間

Simplify the monitor and review procedures

簡化調查及覆檢嘅程序

Increase transparency

提高透明度

More promotion

增加宣傳

Change the method for forming the Council

改變委員會組成嘅方法

Involve individuals from different classes in the process

讓不同階層人士都可參與其中

IPCC should become an independent department

監警會要成為一個獨立部門

Handle complaints fairly and impartially

公平公正處理投訴

Improve work efficiency

加強工作效率

Others (Please specify: _____)

其他 (請註明: _____)

No area needs to be improved

沒有需要改善嘅地方

Don't know / hard to say

唔知道／難講

Refuse to answer

拒答

Overall perception on IPCC 對「監警會」的整體意見

[Q18]Overall speaking, do you think IPCC's image is? (Read out options, only one answer is allowed)
整體嚟講，你覺得「監警會」嘅形象係？(讀出答案，只選一項)

Positive → Continue to Q19	正面 → 續問 Q19
Quite positive → Continue to Q19	頗正面 → 續問 Q19
Half-half → Skip to Q20	一般 → 跳至 Q20
Quite negative → Continue to Q19	頗負面 → 續問 Q19
Negative → Continue to Q19	負面 → 續問 Q19
Don't know / hard to say (do not read out) → Skip to Q20	唔知道/冇意見 (不要讀出) → 跳至 Q20
Refuse to answer → Skip to Q20	拒答 → 跳至 Q20

[Q19][Only ask respondents who have answered “positive” and “quite positive” in Q18] **Why do you think it is “positive” or “quite positive” or “quite negative” or “negative”? Any more?** (Do not read out options, multiple answers allowed, select ALL suitable options. If what the respondents said is NOT equivalent to an option, do NOT ask if he means that. Instead, record his response in “Others”.)

[只問 Q18 答「正面」或「頗正面」或「頗負面」或「負面」的受訪者] 點解你覺得[讀出 Q18 的答案]呢？仲有呢？(不讀答案，可答多項，選擇所有適用答案。如果被訪者所述答案不同選項，不要詢問被訪者他的意思是否某一選項，而是將被訪者所述答案記錄於「其他」。)

Positive answers

IPCC members have sufficient and professional knowledge to monitor and review
IPCC is independent enough
IPCC is fair enough
IPCC has high transparency
IPCC has high efficiency
IPCC has sufficient authorization to fulfill its duties
IPCC provides a helpful monitoring system / mechanism
IPCC's structure gives people confidence
IPCC fulfills its duties
IPCC's work brings an impact
IPCC's image / name is positive
No / Little bad news about IPCC
Intuition / Impression / Personal feeling
Other positive answers (Please specify: _____)

Negative answers

Don't think IPCC members have sufficient and professional knowledge to monitor and review
No trust in IPCC's independence
IPCC might take sides with police officers when monitoring or reviewing cases
IPCC is not fair and impartial (without indicating which side IPCC takes side with)
IPCC has low transparency
IPCC has low efficiency
IPCC doesn't have sufficient authorization to fulfill its duties
IPCC's work does not bring an impact
Other negative answers (Please specify: _____)

Don't know / hard to say
Refuse to answer

正面答案

- 監警會人員有足夠及專業知識去做監察同覆檢嘅工作
- 監警會夠獨立
- 監警會夠公正
- 監警會嘅透明度好高
- 監警會嘅效率好高
- 監警會有足夠嘅權力去履行職責
- 監警會提供監察系統／機制有助監察
- 監警會架構使人安心／有信心
- 監警會有履行職責
- 監警會工作有成效
- 監警會形象／名稱正面
- 監警會沒有／少負面新聞
- 直覺／印象／個人感覺
- 其他正面答案 (請註明：_____)

負面答案

- 不相信監警會人員有足夠及專業知識去做監察同覆檢嘅工作
- 不相信監警會嘅獨立性
- 監警會係監察／覆檢個案時可能會偏袒警務人員
- 監警會不公平／不公正 (不指明偏向哪一方)
- 監警會嘅透明度好低
- 監警會嘅效率好低
- 監警會有足夠權力去履行職責
- 監警會工作沒有成效
- 其他負面答案 (請註明：_____)

唔知道／難講

拒答

[Q20] Please rate on a scale of 0-100 your satisfaction with IPCC's performance. 0 stands for very dissatisfied, 100 stands for very satisfied, 50 stands for half-half. How would you rate it?

請你用 0 至 100 分評價你對「監警會」表現嘅滿意程度，0 分代表非常唔滿意，100 分代表非常滿意，50 分代表一半半，你會俾幾多分佢呢？

____ (Input exact figure)

Don't know

Refuse to answer

____ (入實數)

唔知道／難講

拒答

[Q21] Lastly, what are your expectations on IPCC? Any more? (Do not read out options, multiple answers allowed, select ALL suitable options. If what the respondents said is NOT equivalent to an option, do NOT ask if he means that. Instead, record his response in "Others".)

最後，整體而言你對「監警會」有乜野期望？(不讀答案，可答多項，選擇所有適用答案。如果被訪者所述答案不等同選項，不要詢問被訪者他的意思是否某一選項，而是將被訪者所述答案記錄於「其他」。)

Hope IPCC can improve Police-community relation / enhance its communication	希望監警會可以改善警民關係／加強警民溝通
Hope IPCC can monitor HK Police Force's work effectively	希望監警會可以有效監察香港警察嘅工作
Hope IPCC can pressure HK Police Force effectively in order to improve their work	希望監警會可以有效俾香港警察適當壓力令工作做得更好
Hope IPCC can explain more to citizens the work / complaints system of HK Police Force	希望監警會可以向市民多解釋香港警察嘅工作／投訴機制
Hope IPCC can ensure citizens will get appropriate Police services	希望監警會可以保障市民得到適當嘅警察服務
Hope IPCC can provide a channel for complaints against police	希望監警會可以提供投訴香港警察嘅渠道
Hope IPCC can handle cases in a fair, impartial and transparent manner	希望監警會處事公平公正公開
Hope IPCC can improve its transparency	希望監警會提高透明度
Hope IPCC can become an independent organization / handle complaint cases directly	希望監警會可以成為獨立機構／直接處理投訴個案
Hope IPCC can increase its efficiency	希望監警會提高效率
Hope IPCC will keep up with its good work	希望監警會繼續做好現時工作
Hope IPCC can do better	希望監警會做得更好
Hope IPCC can have more promotion of its work	希望監警會加強宣傳其工作
Hope IPCC can change the method for selecting its members	希望監警會改變組成委員的方法
Hope IPCC can broaden its member base	希望監警會讓不同人士成為委員
Hope IPCC can expand its mandated functions	希望可以擴大監警會嘅法定職能
Hope IPCC is not swayed by external influence	希望監警會不受外界影響
Others (Please specify: _____)	其他 (請註明: _____)
No expectation	沒有期望
Don't know / hard to say	唔知道／難講
Refuse to answer	拒答

Part IV Demographics 第四部分 個人資料

We would like to ask you some personal information for aggregate analyses. Your information provided will be kept strictly confidential. You may also refuse to answer any question.

我哋想請問您一啲簡單嘅個人資料以作綜合分析，你所提供嘅資料係會絕對保密，你亦有權拒絕回答任何問題。

[DM1] Gender 性別

Male	男
Female	女

[DM2a] Age 年齡

____ (Exact age)	____ (準確數字)
Do not want to tell	唔肯講

[DM2b] [For those who do not want to tell their exact age] **Age interval** (Interviewer can read out the intervals)

[只問不肯透露準確年齡的被訪者] **年齡範圍** (訪問員可讀出範圍)

18 – 19	18 – 19 歲
20 – 24	20 – 24 歲
25 – 29	25 – 29 歲
30 – 34	30 – 34 歲
35 – 39	35 – 39 歲
40 – 44	40 – 44 歲
45 – 49	45 – 49 歲
50 – 54	50 – 54 歲
55 – 59	55 – 59 歲
60 – 64	60 – 64 歲
65 – 69	65 – 69 歲
70 or above	70 歲或以上
Refuse to answer	拒答

[DM3] Education Attainment 教育程度

Not educated, pre-elementary education	未受教育／學前教育
Primary	小學
Junior secondary (F.1-F.3)	初中 (中一至中三)
Senior secondary (F.4-F.5, vocational training included)	高中 (中四至中五包括工藝程度)
Matriculation (F.6-F.7)	預科 (中六至中七)
Tertiary, non-degree (Diploma / Certificate)	專上非學位 (文憑／證書課程)
Tertiary, non-degree (Associate degree)	專上非學位 (副學士課程)
Tertiary, degree	專上學位
Postgraduate or above	研究院或以上
Refuse to answer	拒答

[DM4] Occupation 職業

Managers / administration staff	經理及行政人員
Professional	專業人員
Associate professional	輔助專業人員
Clerk	文員
Service worker and Shop & market sales worker	服務工作及商店銷售人員
Skilled agricultural & fishery worker	漁農業熟練工人
Craft & related trade worker	手工藝及有關人員
Plant & machine operator / assembler	機台及機器操作員及裝配員
Unskilled worker	非技術工人
Students	學生
Homemakers	料理家務者
Retired	已退休
Unidentified	不能辨別
Others (unemployed and non-worker included)	其他 (包括失業及其他非在職者)
Refuse to answer	拒答

[DM5] Residential District 居住地區

Central and Western District	中西區
Wan Chai District	灣仔區
Eastern District	東區
Southern District	南區
Sham Shui Po District	深水埗區
Kowloon City District	九龍城區
Wong Tai Sin District	黃大仙區
Kwun Tong District	觀塘區
Yau Tsim Mong District	油尖旺區
Kwai Tsing District	葵青區
Tsuen Wan District	荃灣區
Tuen Mun District	屯門區
Yuen Long District	元朗區
Northern District	北區
Tai Po District	大埔區
Sha Tin District	沙田區
Sai Kung District	西貢區
Islands District	離島區
Refuse to answer	拒答

Part V Recruitment of Focus Group Participants 第五部分 招募意見交流會參加者

[R1] Finally, we would like to invite you to participate in a focus group about the IPCC, which will take around 1.5 hours. As a token of appreciation, each participant will be given HK\$150 cash or coupon at the end of the focus group. Would you be interested to join?

最後，我哋想邀請你遲啲參加一個有關監警會嘅意見交流會，大約需時一個半小時。交流會完結後我哋會送返\$150 現金或禮券以答謝出席者嘅參與。唔知你會唔會有興趣參加呢？

Yes, interested

有興趣

No, not interested → Skip to end

冇興趣 → 問卷完

Don't know / hard to say

唔知／難講

Refuse to answer → Skip to end

拒答 → 問卷完

[R2][Only ask those answered “yes, interested” or “don't know / hard to say” in R1] Would you mind leaving a name and contact for future communication when the details of the focus group are fixed?

[只問 R1 答「有興趣」或「唔知／難講」者] 介唔介意留低稱呼同聯絡資料，俾我哋之後再通知你交流會嘅詳情呢？

Name: _____

稱呼: _____

Tel.: _____

電話: _____

Email: _____

電郵地址: _____

Refuse to provide

唔願意提供聯絡資料

End of Questionnaire 問卷完成

This is the end of the interview. Thank you for your time.

問卷已經完成，多謝你接受訪問。