



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 2014
獨立監察警方處理投訴委員會(監警會)
意見調查 2014

Questionnaire (Final)
調查問卷 (定稿)

February 24, 2014
2014 年 2 月 24 日

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 would like to ask for your opinion on the works of Independent Police Complaints Council (IPCC) which would only take you a few minutes, and you can choose to terminate the interview any time. Please rest assured that your phone number is randomly selected by our computer and your information provided will be kept strictly confidential and used for aggregate analysis only. If you have any questions about the research, you can call xxxx-xxxx to talk to our supervisor, Mr Wong or Miss Chan. 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 for Non-Clinical Faculties of the University of Hong Kong) at xxxx-xxxx during office hours. For quality control purpose, our conversation may be recorded but will be destroyed shortly after our quality control process is complete. 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既訪問員黎既，我地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，同我地做一份有關監警會工作既問卷調查。請你放心，你既電話號碼係經由我地既電腦隨機抽樣抽中既，而你提供既資料係會絕對保密既。如果你對今次既訪問有任何疑問，你可以打去熱線電話 xxxx-xxxx 同我地既督導員黃先生或陳小姐聯絡。如果你想知多 D 關於參與研究既權利，你可以喺辦公時間致電 xxxx-xxxx 向香港大學（全名為：香港大學非臨床研究操守委員會）查詢。為左保障數據既真確性，我地既訪問可能會被錄音，但只會用作內部參考，並會係六個月內銷毀。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 訪問完成，多謝合作，拜拜。(skip to end)

[S1] Is the telephone number here xxxx-xxxx? 請問你既住宅電話號碼係唔係 xxxx-xxxx?

Yes 係

No 唔係 (skip to end)

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?** (If no one is eligible, interview ends: thank you for your cooperation, bye-bye)

呢份問卷既訪問對象係 **18 歲或以上香港居民**，同埋要每星期住係呢度最少 **5 晚**既，請問你屋企宜家有幾多位屬於呢個組別既呢?【如果戶中有合資格既被訪者，訪問告終；多謝合作，收線】

Yes → Interview begins [If the qualified family member is not at home, interviewer please arrange another time for interview]

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

訪者拒絕回答 → 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 the 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 for us to start now?

因為多過一位，我地希望所有合資格既家庭成員都有同等機會接受訪問，所以想請即將生日果位黎聽電話。(訪問員可舉例說明：『即係有冇 3 月或未來三個月內生日既人係度?』)【開始訪問前，訪問員必須讀出：為左保障數據既真確性，訪問可能會被錄音，但只會用作內部參考。】

請問可唔可以呢?

Yes - The one answered the phone is the respondent → Start the interview

Yes - Another family member is the respondent【interviewer please repeat the self-introduction】 → Start the interview

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

No → Skip to Q5

Don't know / hard to say

Refuse to answer

有 → 續問 Q2a

冇 → 跳至 Q5

唔知道 / 難講

拒答

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

請問你係從乜野途徑聽過「監警會」呢？仲有呢？(不讀答案，可選多項)

[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) (* Channels previously adopted by IPCC) [Read out options, multiple answers allowed]

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

	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 the proper way) 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			
*Internet 互聯網			
* 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: 係邊度見到海報?) 地點 (請註明: _____)			
* Annual report of IPCC / Brochure 「監警會」年報 / 小冊子			
* IPCC website 「監警會」網站			
* 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			
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] To your knowledge, what are IPCC's duties? Any other duties? (Do not read out options, multiple answers allowed, interviewer to probe "any more?")

據你了解,「監警會」既主要工作係 D 乜呢? (不讀答案,可選多項,追問「仲有呢?」)

Correct answers

- Monitor CAPO's cases handling process
- 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

- 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」所處理個案既程序

審閱 / 覆檢「投訴警察課」所處理個案既調查報告 / 結果

覆檢導致市民投訴既警務人員各類行為既統計數字

找出警方既工作程序中，引起投訴或可能引起投訴既不當之處

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

[Q4] Do you think IPCC is...? (Read out first two options, order to be randomized by computer, only one answer is allowed)

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，唔隸屬於警隊既

Part of the Police 屬於警隊既一部份

Don't know 唔知道

Refuse to answer 拒答

[Q5] What do you think is the most direct channel to make a complaint of Police? (Do not read out options, ONE answers 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 傳播媒介

Others(Please specify: _____)其他 (請註明: _____)

Don't know 唔知道

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

[Q6] 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) 係過去一年，你有冇聽聞過有關投訴警務人員既新聞？如有，你可唔可以講俾我知係關於乜野？(不讀答案，可選多項)

Yes

Conflicts between Police and citizens during processions / gatherings and demonstrations
The dispute between teacher Lam Wai-sze and Police at Mong Kok pedestrian street on July 14, 2013
The public gathering of Police supporters at Mong Kok pedestrian street on August 4, 2013
Doubt on Police's political neutrality
Police officers bear hug female protestors
"Low profile arrest" of the OCLP Secretariat volunteer Melody Chan
Dissatisfaction with bail arrangements
Police's misconduct / bad attitude / abusive language
Police's neglect of duty
Members of Scholarship were prevented from attending the National Day flag-raising ceremony
Police's mishandling of sexual violent case
Others, please specify: _____
Heard of, but can't remember the content
Refuse to answer

No→Skip to Q8

Don't know / hard to say→Skip to Q8

Refuse to answer→Skip to Q8

有

遊行 / 集會示威發生警民衝突
2013年7月14日林慧思老師於旺角行人專用區與當值警員的爭端
2013年8月4日旺角行人專用區支持警察執法的集會
質疑警員的政治中立性
警察熊抱女示威者
「低調通緝」和平佔中秘書處義工陳玉峰
不滿保釋安排
警員行為不當 / 態度欠佳 / 粗言穢語
警員疏忽職守
十·一升旗禮學民思潮成員被不明人士抬走事件
警被指失當處理性暴力案
其他，請註明： _____
唔記得
拒答

有→跳至 Q8

唔知道 / 難講→跳至 Q8

拒答→跳至 Q8

[Q7] (Only ask respondents who answered “yes” in Q6) Were you aware of the results of these complaints? (Interviewer repeats the answer mentioned by the respondent in Q6, only one answer allowed) [只問 Q6 答有者] 咁你有冇留意呢 D 投訴既最後調查結果? (訪員重複被訪者於 Q6 提及的答案, 每項只選一個答案)

	Yes 有	Sometimes 一時事	No 冇	Don't know / hard to say 唔知道 / 難講	Refuse to answer 拒答
Conflicts between Police and citizens during processions / gatherings and demonstrations 遊行 / 集會示威發生警民衝突					
The dispute between teacher Lam Wai-sze and Police at Mong Kok pedestrian street on July 14, 2013 2013 年 7 月 14 日林慧思老師於旺角行人專用區與當值警員的爭端					
The public gathering of Police supporters at Mong Kok pedestrian street on August 4, 2013 2013 年 8 月 4 日旺角行人專用區支持警察執法的集會					
Doubt on Police's political neutrality 質疑警員的政治中立性					
Police officers bear hug female protestors 警察熊抱女示威者					
“Low profile arrest” of the OCLP Secretariat volunteer Melody Chan 「低調通緝」和平佔中秘書處義工陳玉峰					
Dissatisfaction with bail arrangements 不滿保釋安排					
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					
Members of Scholarism were prevented from attending the National Day flag-raising ceremony 十·一升旗禮學民思潮成員被不明人士抬走事件					
Police's mishandling of sexual violent case 警被指失當處理性暴力案					
Others 其他 (1)					
Others 其他 (2)					

[Q8] 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) 就以下各類對警員既投訴黎講，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 the abuse of power by the Police officers
- On how the police dealt with the demonstration
- On press releases arrangement
- On media coverage arrangement
- On the stop and search issue / searching
- On the law enforcement of the traffic regulation by the police officers
- On the usage of violence of the police officers
- On corruption of the police officers
- On investigation method of the police officers
- On the unfairness of the police officers / fair to handle cases
- On the working attitude of the police officers
- Don't care about any complaints made to the Police Force
- Others, please specify: _____
- Don't know / hard to say
- Refuse to answer
- 有關警員濫權
- 有關警員處理遊行示威
- 有關警方發放新聞的安排
- 有關警方和傳媒採訪的安排
- 有關警員截停搜查事宜 / 搜身
- 有關警員交通方面的執法
- 有關警員使用暴力
- 有關警員貪污
- 有關警員查案方法
- 有關警員不公平 / 公正處理案件
- 有關警員工作態度
- 唔關注任何投訴警察的事情
- 其他，請註明：_____
- 唔知道 / 難講
- 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」既工作，之後請你就你對「監警會」既印象回答一 D 問題。

IPCC is an independent organization from the Hong Kong Police Force, members to be appointed by the Chief Executive. It is an important part of the “two-tier” complaints system of the Hong Kong Police Force, specifying in monitoring and reviewing public complaints made to the police force via the CAPO. Although public complaints made to

the police force are processed through the CAPO, results must be passed by the IPCC in order to make sure the investigation is impartial, objective and transparent.

「監警會」係一個完全獨立於香港警務處既機構，委員由行政長官委任，係香港投訴警察制度「兩層架構」既一個主要部份，專門負責監察同覆檢「投訴警察課」調查市民投訴警察個案既工作。雖然市民投訴警察都係由警方既投訴警察課調查，但調查結果必須要得到「監警會」既通過，確保調查係公平、公正同透徹既。

[Q9] 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既身份去監察同覆檢市民投訴警察既個案？(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

[Q10] Do you think IPCC is able to monitor and review CAPO's investigation 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」既調查工作呢？(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

[Q11] 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既效率係點？(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

[Q12] 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」既監察同覆檢投訴個案既透明度係點?(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

[Q13] Overall speaking, are you confident in IPCC? (Interviewer probe intensity)

請問你對監警會有冇信心?(訪員追問程度)

Very confident	好有信心
Quite confident	幾有信心
Half-half	一半半
Not quite confident	唔係幾有信心 / 幾有信心
Not confident at all	好冇信心
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] (Only ask respondents who have answered "Not quite confident" and "Not confident at all" in Q 13) Why do you think it is "Not quite confident"/ "Not confident at all"? Any more?
(Do not read out options, multiple answers allowed)

(只問 Q13 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, 可選多項)

Committees are appointed, not elected by citizens
Both are under the Government
May take sides with police officers when monitoring or reviewing cases
It's like self-investigation
Police officers could be appointed as committees
The process and results of complaints are not released to public
Don't think IPCC investigate or monitor complaints in citizen's perspective
No direct investigation, monitor only, no actual authority
Only responsible for monitoring and review, didn't investigate directly
May cover up the truth to avoid unfavorable impact on Police's image
Not clear about IPCC's works
Other (Please specify :_____)
Don't know / hard to say
Refuse to answer
委員都係委任而非民選
覺得兩者同屬政府人員 / 機構

監察或覆檢個案時可能會偏袒警務人員
好似自己人查自己人
警員都可以被委任為委員之一
投訴既過程同結果都唔會公開
唔覺得佢地會站在市民既立場 / 角度調查或者監察投訴
佢地唔會直接處理投訴，只係監察 / 冇實權
只負責監察同覆檢工作，冇直接參與調查
為避免不利消息影響警方形象，可能會隱瞞事實真相
唔係好清楚監警會既工作 / 運作
其他 (請註明: _____)
唔知道 / 難講
拒答

[Q15] Are you confident in the existing two-tier system of complaints made to the police?
(Interviewer probe intensity)

請問你對現時兩層架構既投訴警察有冇信心？(訪員追問程度)

Very confident → Skip to Q17

好有信心 → 跳至 Q17

Quite confident → Skip to Q17

幾有信心 → 跳至 Q17

Half-half → Skip to Q17

一半半 → 跳至 Q17

Not quite confident (continue to Q16)

唔係幾有信心 / 幾有信心 → 續問 Q16

Not confident at all (continue to Q16)

好有信心 → 續問 Q16

Don't know / hard to say (do not read out) → Skip to Q17

唔知道 / 冇意見 [不要讀出] → 跳至 Q17

Refuse to answer → Skip to Q17

拒答 → 跳至 Q17

[Q16] (Only ask respondents who have answered "Not quite confident" and "Not confident at all" in Q15) How do you think IPCC could improve this two-tier complaints system? (Do not read out options, multiple answers allowed)

(只問 Q15 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既投訴制度？(不讀答案，可選多項)

IPCC should have authorization to investigate

IPCC should have authorization to investigate serious cases

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

Shorten the time for investigation and review

Simplify the monitor and review procedures

Increase transparency

More promotion

Involve individuals from different classes in the process

Others (Please specify : _____)

No area needs to be improved

Don't know / hard to say

Refuse to answer

監警會應該要有調查權

監警會應該要有調查嚴重個案既權利

監警會應該有權決定對違規警員既懲罰

縮短調查及覆檢既時間
簡化調查及覆檢既程序
提高透明度
增加宣傳
讓不同階層人士都可參與其中
其他(請註明: _____)
沒有需要改善的地方
唔知道/難講
拒答

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

[Q17] Overall speaking, do you think IPCC's image is? (Read out options, only one answer is allowed)

整體黎講，你覺得「監警會」既形象係?(讀出答案，只選一項)

Positive (continue to Q18)	正面 → 續問 Q18
Quite positive (continue to Q18)	頗正面 → 續問 Q18
Half-half → Skip to Q19	一半半 → 跳至 Q19
Quite negative (continue to Q18)	頗負面 → 續問 Q18
Negative (continue to Q18)	負面 → 續問 Q18
Don't know / hard to say (do not read out) → Skip to Q19	唔知道/冇意見[不要讀出] → 跳至 Q19
Refuse to answer → Skip to Q19	拒答 → 跳至 Q19

[Q18] (Only ask respondents who have answered "Positive" and "Quite positive" in Q17) 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)

[只問 Q17 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 Q17 的答案]呢?仲有呢?(不讀答案，可選多項)

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
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 has low transparency

IPCC has low efficiency
IPCC doesn't have sufficient authorization to fulfill its duties
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既工作

監警會夠獨立

監警會夠公正

監警會既透明度好高

監警會既效率好高

監警會有足夠既權力去履行職責

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

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既工作

不相信監警會既獨立性

監警會係監察 / 覆檢個案時可能會偏袒警務人員

監警會既透明度好低

監警會既效率好低

監警會冇足夠權力去履行職責

其他負面答案 (請註明: _____)

唔知道 / 難講

拒答

[Q19] Are you satisfied with the performance of IPCC? (Interviewer to probe intensity) 咁你對「監警會」既表現滿唔滿意? (訪員追問程度)

Very much satisfied	非常滿意
Quite satisfied	幾滿意
Half-half	一半半
Quite dissatisfied	幾唔滿意
Very much dissatisfied	非常不滿
Don't know / hard to say	唔知道 / 難講
Refuse to answer	拒答

[Q20] Please rate on a scale of 0-100 your satisfaction with the 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」表現既滿意程度, 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]	_____ [入實數]
Don't know	唔知道 / 難講
Refuse to answer	拒答

[Q21] Lastly, what are your expectations on IPCC? Any more? (Do not read out options, multiple answers allowed)

最後，整體而言你對「監警會」有乜野期望?(不讀答案，可選多項)

Hope IPCC can improve Police-community relation / enhance its communication

Hope IPCC can monitor HK Police Force's work effectively

Hope IPCC can pressure HK police effectively in order to improve their works

Hope IPCC can explain more to citizens the work / complaints system of HK Police Force

Hope IPCC can ensure citizens will get appropriate Police services

Hope IPCC can provide a channel for complaints against police

Others (Please specify : _____)

Don't know / hard to say

Refuse to answer

希望監警會可以改善警民關係 / 加強警民溝通

希望監警會可以有效監察香港警察既工作

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

希望監警會可以向市民多解釋香港警察既工作 / 投訴機制

希望監警會可以保障市民得到適當既警察服務

希望監警會可以提供投訴香港警察既渠道

其他(請註明: _____)

唔知道 / 難講

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. Please rest assured that your information provided will be kept strictly confidential.

我地想請問您一 d 簡單既個人資料以作綜合分析，你所提供既資料係會絕對保密，請放心。

[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

Non-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	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
Unclassified	不能辨別
Others (Unemployed and non-workers included)	其他(包括失業及其他非在職者)
Refuse to answer	拒答

[DM5] Personal monthly income (including all income source)
每月個人收入 (請包括所有收入來源)

No income	沒有收入
HK\$1 – HK\$3,999	HK\$1 – HK\$3,999
HK\$4,000 – HK\$5,999	HK\$4,000 – HK\$5,999
HK\$6,000 – HK\$7,999	HK\$6,000 – HK\$7,999
HK\$8,000 – HK\$9,999	HK\$8,000 – HK\$9,999
HK\$10,000 – HK\$14,999	HK\$10,000 – HK\$14,999
HK\$15,000 – HK\$19,999	HK\$15,000 – HK\$19,999
HK\$20,000 – HK\$24,999	HK\$20,000 – HK\$24,999
HK\$25,000 – HK\$39,999	HK\$25,000 – HK\$39,999
HK\$40,000 or above	HK\$40,000或以上
Refuse to answer	拒答

[DM6] Family monthly income (including all income source)
每月家庭收入 (請包括所有收入來源)

HK\$3,999 or below	HK\$3,999 或以下
HK\$4,000 – HK\$5,999	HK\$4,000 – HK\$5,999
HK\$6,000 – HK\$9,999	HK\$6,000 – HK\$9,999
HK\$10,000 – HK\$14,999	HK\$10,000 – HK\$14,999
HK\$15,000 – HK\$19,999	HK\$15,000 – HK\$19,999
HK\$20,000 – HK\$24,999	HK\$20,000 – HK\$24,999
HK\$25,000 – HK\$29,999	HK\$25,000 – HK\$29,999
HK\$30,000 – HK\$39,999	HK\$30,000 – HK\$39,999
HK\$40,000 – HK\$59,999	HK\$40,000 – HK\$59,999
HK\$60,000 or above	HK\$60,000 或以上
Refuse to answer	拒答

[DM7] 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

Thank you for your time. If you have any questions regarding this interview, you can call xxxx-xxxx to talk to our supervisor, or the Human Research Ethics Committee for Non-Clinical Faculties of the University of Hong Kong at xxxx-xxxx during office hours to verify this interview's authenticity and confirm my identity. Good-bye!

問卷已經完成，多謝你接受訪問。如果你對呢個訪問有任何疑問，可以打熱線電話 xxxx-xxxx 同我地既督導員聯絡，或者係辦公時間打 xxxx-xxxx 向香港大學操守委員會查詢今次訪問既真確性同埋核對我既身分。拜拜！

***** End of questionnaire *****

***** 問卷完 *****