

# 2017年監警會公眾意見調查

## IPCC Public Opinion Survey 2017

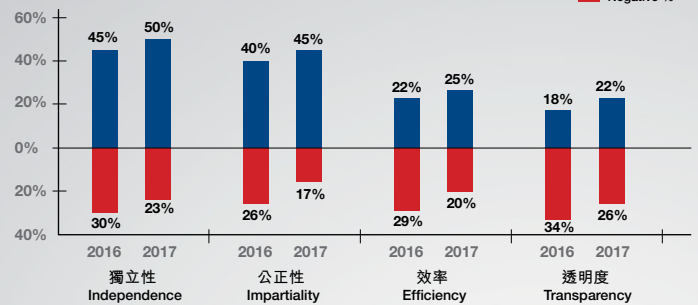
圖表一  
Figure 1

監警會滿意度評分  
Satisfaction rating of IPCC



圖表二  
Figure 2

監警會的形象  
Image profile of the IPCC



為了更有效履行《監警會條例》第8條(1)(e)賦予的法定職能——「加強公眾對監警會的角色認識」，委員會透過委託獨立機構進行公眾意見調查，以了解公眾對監警會的認知度、滿意度和整體形象的觀感。今次是監警會自成為獨立法定機構後進行的第六次調查，調查於今年三月初以隨機抽樣電話訪問形式進行，訪問了1,010名成年人。俞官與秘書長亦於七月與負責調查的港大民意研究計劃總監鍾庭耀博士，召開傳媒發布會公布調查結果。

### 公眾信心及滿意度上升

本年度的公眾意見調查結果顯示，公眾對監警會的信心、觀感及滿意度比去年均有所提升。五成半受訪者對監警會的形象感到正面，比去年上升三個百分點。受訪者對監警會的信心淨值(即正面減去負面的百分比)，由去年的五個百分點，大幅上升至今年的19個百分點。他們對會方的滿意度評分亦由去年的56.1分上升至今年的60.5分。

### 對監警會監察投訴警察課調查工作的觀感

就多個評估監警會在「監察及覆檢警察投訴個案」的工作的指標中，受訪者對監警會的「獨立性」及「公正性」的評分普遍較高，分別有五成及四成半人認為監警會獨立、公正，兩者均比去年上升五個百分點。至於「效率」及

In order to effectively discharge its statutory function – “to promote public awareness of the role of the Council” - under section 8(1)(e) of the IPCCO, the IPCC commissions independent institutions to conduct public opinion surveys, to understand public awareness of and satisfaction with the IPCC, as well as the overall perception of the IPCC’s image. This is the sixth public opinion survey conducted since the IPCC became an independent statutory body. The survey was conducted through telephone interviews on a random sampling basis in early March 2017 and 1,010 adults were interviewed. Mr Richard Yu, Secretary-General of the IPCC, hosted a press briefing in July with Dr Robert Chung Ting-yiu, Director of the University of Hong Kong’s Public Opinion Programme (HKUPOP), to release the survey results.

### Increase in public confidence and satisfaction

This year’s survey results show improvements in public confidence in, perception of and satisfaction with the IPCC. 55% of the respondents felt positive about the IPCC’s image, an increase of 3 percentage points over the previous year. The respondents’ net confidence in the IPCC (i.e. the percentage of positive minus the negative) rose significantly, from 5 percentage points last year to 19 percentage points this year. The satisfaction rating increased from last year’s 56.1 to this year’s 60.5.

### Perception of the IPCC’s monitoring of CAPO’s investigation work

As for the indicators of the IPCC’s work concerning “monitoring and reviewing complaint cases”, the respondents overall gave higher ratings to the IPCC’s “independence” and “impartiality”, with 50% and 45% believing that the IPCC is independent and impartial, respectively. Both ratings increased by 5 percentage points from the previous year. With regard to “efficiency” and “transparency”,



俞官興秘書長(圖左)與港大民意研究計劃總監鍾庭耀博士召開傳媒發布會公布公眾意見調查結果。

**Mr Richard Yu, Secretary-General, (on the left of the photo) hosted a media briefing with Dr Robert Chung Ting-yiu, Director of the HKUPOP, to release the public opinion survey results.**

「透明度」方面，過去受訪者對這兩個指標的意見比較兩極化，但今年分歧大幅收窄，當中認為監警會沒有效率或透明度低的受訪者明顯減少，分別下降九個及八個百分點。

### 提升審核投訴效率

在傳媒發布會上，俞官興秘書長介紹了近期委員會在優化審核投訴程序方面所推行的措施，以改善處理個案的效率，包括在年初向投訴警察課提出的多項要求：

- 投訴警察課應盡量於收到投訴後四個月內完成調查，並於六個月內向監警會呈交調查報告；
- 投訴警察課在呈交報告時應一次過提交齊全的文件和檔案，減少不必要的延誤；
- 投訴警察課應在四星期內回覆監警會提出的質詢；
- 與投訴警察課舉行的工作層面會議，由三個月一次增加至兩個月一次；及
- 監警會致力在收到調查報告後六個月內通過報告。

### 加強與持份者溝通

在透明度方面，為了維護審核個案的公正性及遵守保密責任，一直以來監警會在未完成審核個案前，不宜對外披露投訴的細節或作出評論，這難免會影響市民對透明度方面的觀感。此外，今年的調查結果亦顯示，年紀越輕的受訪者傾向對監警會持有較負面觀感。有見及此，監警會在過去一年，透過多個渠道發放資訊，積極和不同持份者溝通，讓公眾了解監警會角色、職能及審核個案時所秉持的原則和嚴謹的態度。

though views for these two indicators used to be more polarised, the divergence was significantly narrowed this year. The percentages of respondents who considered the IPCC is not efficient or not transparent dropped by 9 percentage points and 8 percentage points, respectively.

### Enhancing efficiency in monitoring complaints

During the media briefing, Mr Richard Yu, Secretariat-General, introduced various measures taken by the Council recently to enhance the monitoring complaint procedures and therefore the efficiency in handling cases, including requests made to CAPO earlier this year:

- CAPO should complete an investigation within four months after receiving a complaint, and submit the investigation report to the IPCC within six months;
- CAPO should provide the IPCC with all relevant files and documents when submitting an investigation report, in order to minimise unnecessary delays;
- CAPO should endeavour to respond to Queries raised by the IPCC within four weeks;
- the frequency of working level meetings with CAPO has been increased from once every three months to once every two months; and
- the Council will strive to endorse every investigation report within six months after receiving it.

### Strengthen engagement with stakeholders

Regarding transparency, the IPCC will not disclose any details or make any comments on a complaint before the vetting process is completed, in order to maintain impartiality during case vetting and to comply with obligations concerning confidentiality. This inevitably affects public perception of the IPCC's transparency. In addition, the latest survey results show that younger respondents tend to have a more negative perception of the IPCC. In view of this, during the past year the IPCC has been stepping up efforts to share information via various channels and strengthen engagement with different stakeholders, aiming to enhance public understanding of the IPCC's role, functions and vetting process, as well as the principles and serious manner adopted by the IPCC in case vetting.

這些措施包括：

- 加強透過《監警會通訊》分享已通過的投訴個案；
- 於監警會網頁增設《主席專欄》；及
- 自去年起推行校園推廣試驗計劃，到訪中、小學向學生講解監警會的工作，透過個案分享及遊戲讓學生了解審核個案的程序、監警會的價值觀，及投訴的權利和責任等。

俞官與秘書長表示：「監警會十分重視與年輕人交流意見的機會。試驗計劃初步獲得師生的正面回應，會方將繼續推展相關的工作。與此同時，我們會一如既往積極擴闊和各界人士的聯繫，聆聽意見，務求在各方面的工作精益求精。」

監警會2017年度公眾意見調查結果已上載至監警會網頁：<http://www.ipcc.gov.hk>

These initiatives include:

- more endorsed cases will be shared through the *IPCC Newsletter*;
- a new Chairman's column was added to the IPCC website; and
- a school pilot programme was rolled out last year, reaching out to secondary and primary students to introduce the IPCC's work. Through case sharing, the vetting procedures, values of the IPCC and the rights and responsibilities of making complaints were discussed with students.

Mr Richard Yu, Secretariat-General, added, "The IPCC cherishes every opportunity to exchange views with young people. The school pilot programme was well received by both students and teachers, and the IPCC will continue to expand its efforts on this. At the same time, we will continue to widen the scope of stakeholder engagement, listen to opinions and strive to excel in all aspects of our work."

The results of IPCC Public Opinion Survey 2017 are available on the IPCC's website at: <http://www.ipcc.gov.hk>.

## 監警觀點

### Viewpoint from IPCC

## 監警會觀察員工作坊

### Workshop for IPCC Observers

為了確保投訴警察課的投訴調查過程公平、恰當，監警會觀察員可以出席及觀察他們進行的會面和證據收集工作，如觀察員發現當中有任何不當之處，會向監警會報告，監警會便會和投訴警察課跟進。

為了讓觀察員有更多機會交流經驗及向監警會委員和投訴警察課反映意見，監警會於年內舉行各形式的工作坊。在今年4月中舉辦的工作坊暨午餐會上，謝偉詮副主席和俞官與秘書長分別致歡迎辭，感謝觀察員踴躍出席觀察，協助委員會加強監察警方處理投訴的工作。

觀察員譚兆炳先生、顧明仁博士、謝焯全博士、廖錦興先生及麥樂嫦女士，各自分享他們

To ensure that CAPO investigates complaints in a fair and proper manner, the IPCC Observers may attend and observe the interviews as well as collection of evidence conducted by CAPO. In case of any irregularities found in the process, Observers will report to the IPCC for its further action with CAPO.

During the year, workshops were organized for Observers to share their experiences and give feedback to Council Members and CAPO. In the workshop cum luncheon which took place in mid-April, Mr Tony Tse Wai-chuen (Vice-Chairman) and Mr Richard Yu (Secretary-General) gave their welcome speeches to extend their gratitude to Observers for actively participating and facilitating the Council's monitoring of complaints handled by the Police.

Observers Mr George Tam Siu-ping, Dr Charles Koo Ming-yan, Dr Patrick Tse Kwing-chuen, Mr Liu Kam-hing and Ms Mabel Mak Lok-sheung shared their observation experiences, including how to respond to an emotional interviewee or an interviewee who, due to