

2018年監警會公眾意見調查

IPCC Public Opinion Survey 2018

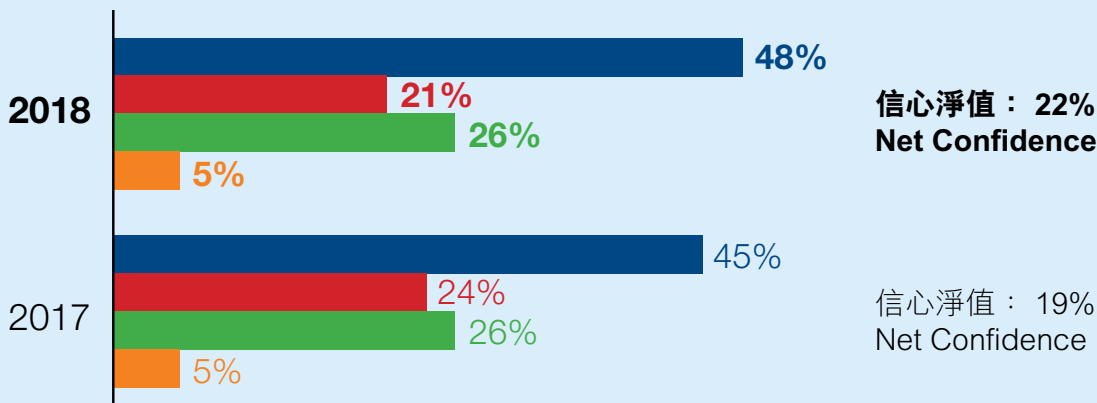
受訪者對監警會的信心

Respondents' confidence in the IPCC

問：整體而言，請問你對監警會有無信心？

Q : Overall speaking, are you confident in IPCC?

- 有信心 Confident
- 一般 Half-half
- 沒有信心 Not Confident
- 不知道 Don't Know



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，了解公眾對監警會工作的認知度及趨勢，輔助會方評估及擬定推廣及傳訊的方向。今次是監警會自成為獨立法定機構後進行的第七次調查，調查於今年三月透過固網電話和首次引入的手提電話隨機抽樣形式，訪問了本港1,002名成年居民。監警會秘書長俞官興先生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結果。

公眾意見調查結果

本年度的公眾意見調查結果顯示，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19個百分點，上升至今年的22個百分點，亦是連續第二年錄得升幅；滿意度評分為59.6分，與去年相若；形象方面，半數受訪者認為監警會形象正面或非常正面。

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 the IPCC’s work and related trends. This is the seventh public opinion survey conducted since the IPCC became an independent statutory body. In March 2018, 1,002 local adult residents were interviewed through telephone interviews (via landlines and, for the first time, cellphones) on a random sampling basis. In July, Mr Richard Yu, Secretary-General of the IPCC, hosted a press briefing with Dr Robert Chung Ting-yiu, Director of the University of Hong Kong’s Public Opinion Programme (HKUPOP), to release the survey results.

Results of the Public Opinion Survey

This year’s survey results show that the respondents’ net confidence in the IPCC (i.e. the percentage of positive minus that of negative responses) rose from 19 percentage points last year to 22 percentage points this year, marking the second consecutive year that confidence has risen. The satisfaction rating was 59.6, similar to that of the previous year, while half of the respondents felt positive about the IPCC’s image.



俞官與秘書長(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意見調查結果。

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

加強公眾教育

調查結果顯示年紀越輕及教育程度較高的受訪者，傾向對監警會的觀感沒有其他年齡組般正面，情況與往年大致相同。為深入了解不同年齡組別受訪者對會方觀感的同異，影響其看法的因素，以及探討如何提升他們對會方的工作的了解，監警會透過香港大學民意研究計劃，特別安排多個不同年齡組別的焦點小組討論，聆聽他們的意見和建議。結果顯示年紀較輕的受訪者認為監警會應加強學校的宣傳工作，提升年輕一代對監警會的認知。受訪的年輕人亦表示，教育和宣傳工作必須深入社區，累積時日方可見到成果。

校園推廣計劃獲受訪者肯定

受訪者的意見對會方自2016年11月起推出的校園推廣計劃，以及赴大專院校進行專題講座的方向給予肯定。過去一年，監警會分別在香港中文大學逸夫書院、香港樹仁大學新聞與傳播學系周會，以及香港浸會大學新聞系主修科目課堂進行專題講座，向超過1,100名大學生和講師介紹監警會的職能、角色，以及講解已通過的投訴個案，獲得與會者熱烈回應。此外，自校園計劃推出至今，會方積極走訪了25間中、小學，透過40次探訪接觸逾4,600名師生，以互動遊戲、個案分析和小組討論等形式，深入淺出地介紹監警會的工作。未來，會方將繼續透過更多學校、專業機構和商會探訪等活動，讓廣大持份者可以更直接地了解監警會的工作。

Strengthening public education

As in the previous years, the latest survey results revealed that the younger and more educated respondents tended to have a less positive perception of the IPCC compared with other age groups. To examine the similarities and discrepancies between respondents of different age groups regarding their perception of the Council, together with factors that influence them, and explore ways to enhance public understanding of the Council's work, the IPCC has specially arranged through HKUPOP several focus group sessions for people of diverse ages, to gather their opinions and suggestions. It was found that younger respondents hoped the Council could step up its publicity efforts in schools, to raise young people's awareness of the IPCC's work. They also opined that education and publicity efforts should deeply penetrate the community, and hence would take time to come to produce results.

Positive public feedback regarding the School Programme

Feedback from the respondents has affirmed the IPCC's direction in fostering education for young people through the School Programme launched in November 2016, and talks at the tertiary institutions. In the past year, the IPCC has visited Shaw College of the Chinese University of Hong Kong, the Department of Journalism and Communication of Hong Kong Shue Yan University and the Department of Journalism of Hong Kong Baptist University, to deliver talks during two of their assemblies, and in a major course lecture. These three talks, attended by more than 1,100 students and teachers, were well received. The functions and roles of the IPCC and some endorsed complaint cases were clearly explained at these talks. Since the introduction of the School Programme, the IPCC has conducted 40 visits, reaching out to over 4,600 teachers and students from 25 secondary and primary schools. The work of the Council was illustrated with the aids of interactive games, case studies and group discussions. In future, the IPCC will continue to engage with more schools, professional organisations and business associations, enabling a wider range of stakeholders to have a more direct and better understanding of the Council.

受訪者最重視「公平」

Respondents regard “fairness” as the most important attribute

■ 評分要素 (以重視程度排列) Attributes (according to their importance)

	公平 Fairness	獨立 Independence	透明度 Transparency	效率 Efficiency
重視程度 (10分滿分) Level of importance (out of 10)	6.8	6.6	6.5	6.2
評分 (5分滿分) Rating (out of 5)	3.5	3.5	2.8	2.9

提升透明度

在「審閱或處理警察投訴個案」的四個指標中，受訪者普遍認為「公平性」最重要，「獨立性」緊隨其後，然後順序為「透明度」及「效率」。監警會的工作一向以證據為依歸、獨立、不偏不倚，符合市民對會方的期望。透明度方面，監警會須維護審核個案的公正性及遵守保密責任，因此在未完成審核個案調查報告前，不宜對外披露投訴的細節或作出評論，可能因而影響市民對透明度方面的觀感。即便如此，為了讓大眾更明瞭監警會的審核工作程序、調查結果分類，以及如何協助警隊提升服務質素等工作，會方近年已採取以主題方式，適時透過《監警會通訊》及《工作報告》發布更多已通過的投訴個案，讓公眾了解會方如何按每宗個案的獨特性，採取以證據為依歸的原則審視個案，並涵蓋會方就個案細節向投訴警察課提出質詢和討論的過程，最後得出對投訴人和被投訴者公平公正的調查結果分類。

提升審核投訴效率

在效率方面，監警會近年不斷優化內部審核程序，增強資訊科技應用，加上獲增撥資源，審核每宗須匯報投訴調查報告所需的平均時間逐年縮短。以2017/18年度為例，所需時間較上年度大幅度縮減接近三成。會方將繼續檢視各方面的工作，尤其是在預防投訴方面，監警會將因應審核投訴個案時的發現，適時向警方提出優化程序或指引的建議，進一步提升警隊的服務質素，為香港市民服務。

監警會2018年度公眾意見調查結果已上載至監警會網頁：www.ipcc.gov.hk

Enhancing transparency

Among the four attributes of “reviewing or handling of police complaint cases”, the respondents generally regarded “fairness” as the most important, closely followed by “independence”, “transparency” and “efficiency”. In accordance with this finding, the IPCC has always upheld its principle to be independent, impartial and evidence-based in meeting the expectation of the public. To maintain impartiality and comply with obligations regarding confidentiality, the IPCC is not in a position to disclose any details of or make any comments on a complaint case before the conclusion of the vetting process. This may in turn affect public perception of the Council's transparency. Nevertheless, the IPCC has enhanced its efforts in releasing information regarding endorsed cases in a timely manner, and categorised according to themes, through the *IPCC Newsletter* and its annual report. This enables the general public to gain a deeper insight regarding the Council's vetting process, classifications of investigation results and recommendations made to improve the service quality of the Police. By doing so, IPCC hopes the community will better understand its efforts in scrutinising every single case based on merits and evidence, as well as raising Queries and discussing case details with CAPO. The ultimate goal of IPCC's work is to always achieve an investigation result which is scrupulously fair to both the Complainants and the Complainees.

Enhancing efficiency in vetting complaints

In terms of efficiency, the IPCC has been improving its internal vetting procedures on an ongoing basis, by enhancing the application of information technology. Coupled with the provision of additional resources, the average time required to review each complaint case has been decreasing year by year. In 2017/18, the time required was nearly 30% shorter than in the previous year. The Council will continue evaluating various aspects of its work, especially on complaint prevention. The IPCC will make timely recommendations to the Police whenever it identifies potential improvements during the vetting of complaint cases, to further enhance the service quality of the Police for Hong Kong people.

The results of the IPCC Public Opinion Survey 2018 are now available on the IPCC's website at: www.ipcc.gov.hk.