

法務部行政執行署____分署
為民服務及政風狀況問卷調查表

Questionnaire for Services and Civil Service Ethics
_____Branch, Administrative Enforcement Agency, Ministry of Justice

敬愛的女士、先生，您好！

為瞭解您至本分署洽辦業務之各項服務滿意程度，特製作此份問卷，問卷查訪結果將提供本分署辦理為民服務及政風工作之改進參考，惠請您不吝指教。

※申訴電話:_____研考人員
_____政風室

祝 身體健康 萬事如意

法務部行政執行署____分署敬啟

Dear ladies and gentlemen, hello!

We have made this questionnaire in order to understand your satisfaction with each of the services offered in this branch, and the result of this questionnaire will provide us with the opportunity to improve our services and civil service ethics. Please do not hesitate to provide any comments.

※Service Tel: 07-2358855 ext. 201 Researcher

07-2358855 ext. 228 Civil Service Ethics Office

All our best wishes for your perfect health and may everything go as you wish.

_____Branch, Administrative Enforcement Agency, Ministry of Justice, Taiwan

一、 請問您到本分署洽公事由為何? **Why did you come to this branch?**

- 繳納 To pay 辦理分期繳納 To process the payment by installments
到本分署向承辦單位說明 To provide explanation to the responsible unit of this branch 其他 Other:_____

二、 您是因何種案由到本分署? **What is the nature of your case?**

- 財稅 Finances and taxation 罰鍰 Fine 健保費 Health insurance fees
勞保費 Labor insurance fees 其他費用 Other charges

三、 執行金額大概多少? **What is the amount involved??**

- 一千元以下 Under one thousand NT- 一千元以上一萬元以下 Over one thousand NT and under ten thousand NT 一萬元以上十萬元以下 Over ten thousand NT and under hundred thousand NT 十萬元以上二十萬元以下 Over hundred thousand NT and under two hundred thousand NT 二十萬元以上 Over two hundred thousand NT

四、 本次為您服務人員: **The service personnel is:**

- _____樓 Floor_____股 Section
書記官 Clerk 執行員 Executor 替代役男 Substitute Civilian Serviceman

助理 Assistant 不知是誰 Unknown 其他 Other::_____

五、 申請案件所花費的時間 **Time spent:** :

5 分鐘以內 Within five minutes 5~15 分鐘以內 Within five to fifteen minutes 15~30 分鐘以內 Within fifteen to thirty minutes 30~60 分鐘以內 Within thirty to sixty minutes 60 分鐘以上 More than sixty minutes

六、 本分署員工有無故意刁難或暗示、要求送禮等操守不佳的情事? **Did any of this branch's staff deliberately give you a hard time, request, either overtly or by suggestion, that you send gifts, or do any other such things?**

無 No 有 Yes _____ (有請填寫 If yes, please explain.)

七、 有無不明人士以本分署名義與解決執行案件為由，向您詐取財物? **Did any unidentified person, in this branch's name and for the stated purpose of resolving your enforcement case, defraud you?**

無 No 有 Yes _____ (有請填寫 If yes, please explain.)

八、 請勾選您對下列各項服務滿意度 **Please indicate your level of satisfaction for the following services:**

(一)、您對本分署服務台For the attitude of service at information counter of this branch (志工 Volunteer 警衛 Guard 替代役男 Substitute Civilian Serviceman)的服務態度如何?

很滿意 Very satisfied 滿意 Satisfied 普通 No comment 不滿意 Unsatisfied
非常不滿意 Very unsatisfied

(非常)不滿意的理由: Reason if (very) unsatisfied: _____

(二)、您對本分署業務承辦人員之服務態度、回應問題正確率滿意度如何 What is your level of satisfaction towards the attitude and accuracy of responses of this branch's responsible unit?

很滿意 Very satisfied 滿意 Satisfied 普通 No comment 不滿意 Unsatisfied
非常不滿意 Very unsatisfied

(非常)不滿意的理由: Reason if (very) unsatisfied: _____

(三)、您對本分署提供的洽公環境、服務措施(如:動線引導標示規劃、服務項目及人員標示、書寫桌、飲水機等)滿意度 What is your level of satisfaction with this branch's environment and guiding services (e.g. guide map, signs for services and names of staff, writing

desk, water fountain, etc.)?

很滿意 Very satisfied 滿意 Satisfied 普通 No comment 不滿意 Unsatisfied
 非常不滿意 Very Unsatisfied

(非常)不滿意的理由：Reason if (very) unsatisfied: _____

(四)、您對本分署的解答詢問、服務流程及意見處理效率滿意度 What is your level of satisfaction with the efficiency of this branch' s answering of your inquiries, services and handling of suggestions.

很滿意 Very Satisfied 滿意 Satisfied 普通 No comment 不滿意 Unsatisfied
 非常不滿意 Very Unsatisfied

(非常)不滿意的理由：Reason if (very) unsatisfied: _____

(五)、您對本分署的機關網站提供資訊情形及有關法令規定之內容滿意度 What is your level of satisfaction with the information and relevant law and regulations provided on this branch' s website?

很滿意 Very Satisfied 滿意 Satisfied 普通 No comment 不滿意 Unsatisfied
 非常不滿意 Very Unsatisfied

(非常)不滿意的理由：Reason if (very) unsatisfied: _____

(六)、您對本分署申辦案件花費的時間滿意度 What is your level of satisfaction with the time this branch spent on your case.

很滿意 Very Satisfied 滿意 Satisfied 普通 No comment 不滿意 Unsatisfied
 非常不滿意 Very Unsatisfied

(非常)不滿意的理由：Reason if (very) unsatisfied: _____

(七)、您對本分署整體廉正形象滿意度 What is your level of satisfaction with the overall image and integrity of this branch?

很滿意 Very Satisfied 滿意 Satisfied 普通 No comment 不滿意 Unsatisfied
 非常不滿意 Very Unsatisfied

(非常)不滿意的理由：Reason if (very) unsatisfied: _____

九、 請問您有無其他建議、反映、申訴或檢舉事項? **Do you have any other suggestions, response, complaint or accusation to make?**

無 No 有，說明如下 Yes, the statement is as follows:: _____

十、 基本資料 **Basic information:** (本問卷回收後係由專人處理，請您放心填寫！) (This questionnaire will be handled by authorized personnel after we receive it, so please rest assured about the confidentiality of your information.)

(一)、性別 Sex: 男 Male 女 Female

姓名 Name: _____ 連絡電話 Contact Tel : _____

(二)、年齡 Age: 20-30 歲 20-30 years old 31-40 歲 31-40 years old 41-50 歲 41-50 years old

50 歲以上 More than 50 years old

(三)、教育程度 Education: 國小(含以下) Elementary School (include below) 國中 Junior High School

高中職 Senior High School and Vocational High School 大專 Junior College 大學 University

研究所以上 Above Graduate Schools

(四)、職業 Occupation: 軍公教 Military, Civil and Teaching staff 工 Worker 商 Businessman

農 Farmer 自由業 Freelance 學生 Student 無 Nil 其他 Other _____

(五)、填寫日期 Date of filling in : _____年_____月_____日

上午 A.M. 下午 P.M. 時間 Time : _____時_____分

※請注意：本分署目前並無使用電話語音催繳，請告知您週遭的親朋好友，不要撥打或回撥不明電話，以免被詐騙集團耍騙了。謝謝您！反詐騙諮詢專線：165

※Attention: At present, this branch does not remind you of payments via pre-recorded telephone messages. Please inform your relatives and friends to not call or dial back any unknown telephone numbers to avoid the risk of being defrauded. Thank you! Anti-Fraud Hotline: 165