

監警會 通訊

IPCC NEWSLETTER

監警會發佈2015年公眾意見調查報告

市民對監警會及投訴警察 的認知度顯著上升

2015 public opinion survey results

**Substantial increase in
awareness of the IPCC
and police complaints**



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監警會頻道 IPCC Channel

<http://www.youtube.com/user/ipccchannel>

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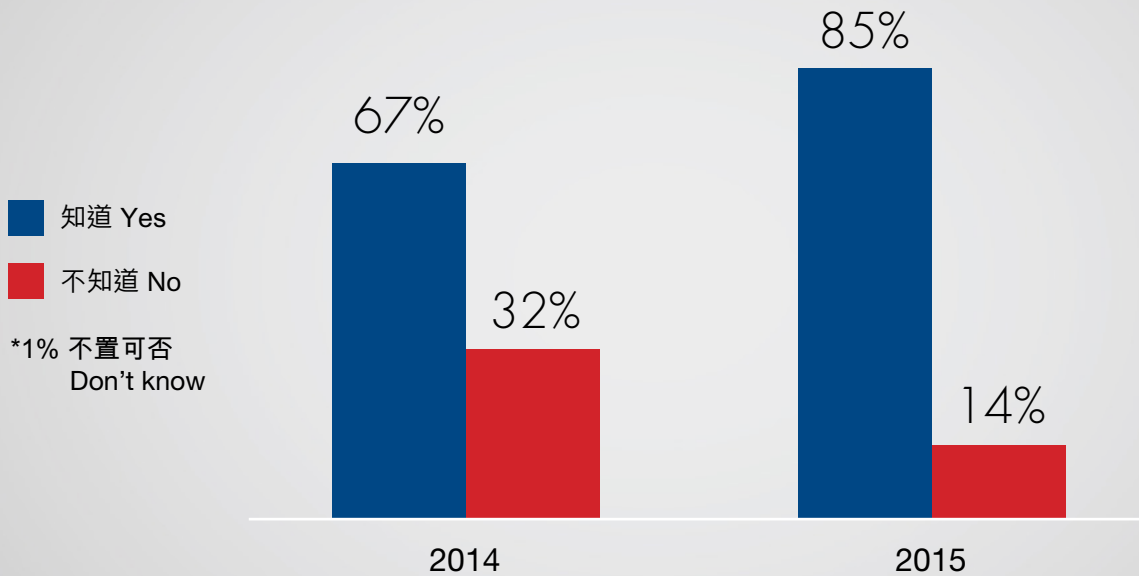
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真實投訴個案

監警會公眾認知度顯著上升

Substantial increase in awareness of the IPCC



調查顯示市民對監警會的認知度顯著上升

Survey shows substantial increase in public awareness of the IPCC

公眾意見調查是近年監警會用作評估公眾對監警會的認識的一個重要指標。自監警會在2009年正式成為獨立的法定機構後，監警會便要履行《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。」。調查結果有助會方擬定宣傳方向，以便有效履行《監警會條例》第8條(1)(e)。

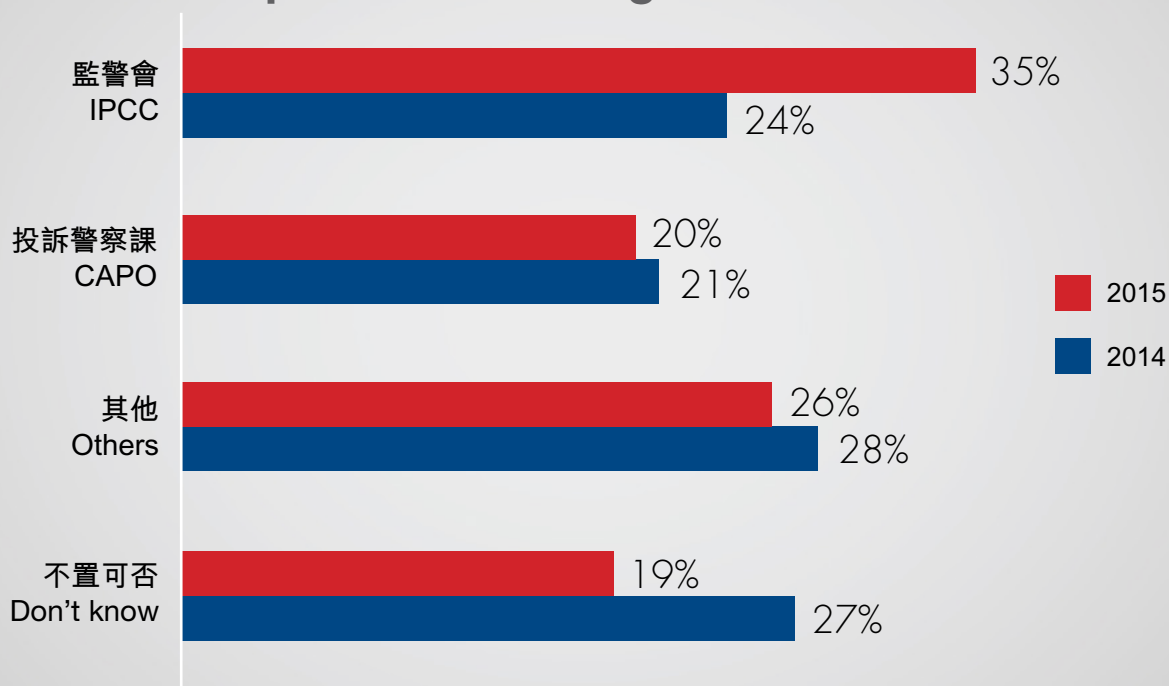
在2009年6月1日《監警會條例》正式生效，投訴警方獨立監察委員會(警監會)改稱為獨立監察警方處理投訴委員會(監警會)，監警會於同日成為法定機構，會方在2009年3月及2010年3月分別進行了兩次民意調查，希望藉此比較公眾分別對警監會及監警會的認知及觀感。調查結果為會方計劃往後幾年的對外傳訊工作提供了重要的資訊。

Public opinion surveys have proved an important tool in assessing the public's perception of the IPCC in recent years. Survey results have helped shape the IPCC's publicity initiatives since it became a statutory body in 2009, enabling the IPCC to effectively discharge its statutory duty, set out in section 8(1)(e) of the IPCC Ordinance (IPCCO), "to promote public awareness of the role of the Council".

When the IPCC became a statutory body on 1 June 2009, the first two public opinion surveys were carried out in March 2009 and March 2010 to measure the shift in public perceptions between the pre-and post-statutory IPCC. The results provided valuable information that helped the IPCC plan its publicity initiatives in the following years.

三分之一受訪者認為監警會是投訴警察最有效的渠道

One-third believe the IPCC is the most effective complaint channel against the Police



監警會在2013及2014年委任了香港大學民意研究計劃進行公眾意見調查，藉此評估對外傳訊工作的成效，以及大眾對監警會及其職能的認知度。調查結果有助會方識別各種有效加強公眾對監警會的認識的渠道。公眾意見調查在2015年繼續進行，部分問題因應去年的佔領事件作出了調整。這次調查於2015年3月3日至3月13日期間，以隨機抽樣電話訪問的形式進行，並成功訪問了1,014位18歲或以上的香港居民。

為了可以更有效地追蹤過往數年公眾對監警會的觀感，意見調查中的部分問題沿用2009年及2010年間卷內的問題。此外，亦有些問題會因應該年度的重大事件作出調整，以便量度這些事件對會方的影響。

本年度的公眾意見調查發現，公眾對監警會的認知度有顯著上升，今年整體受訪者中，曾聽過監警會的佔85%，較去年的67%，錄得18%的增幅。表示聽過監警會的受訪者當中，近一半人能夠正確地指出監警會至少一項職能，相較去年上升了9%。

In 2013 and 2014 the IPCC commissioned the University of Hong Kong's Public Opinion Programme (HKUPOP) to conduct additional surveys to assess the effectiveness of its publicity initiatives and to track public awareness of the IPCC and its duties. The results helped the IPCC identify different channels to enhance public understanding of the Council. This survey continued in 2015, and in view of the Occupy Movement last year, some questions were modified to measure the impact of the Occupy Movement on complaints against the Police. The survey was conducted by telephone interviewers on a random sample, from 3 March to 13 March 2015. There were 1,014 successful interviews with Hong Kong residents aged 18 or above.

To better track changes in public perception of the IPCC over the years, some survey questions are derived from the questionnaire used in 2009 and 2010. Some questions are modified yearly to measure the impact of significant events that occurred in the past year.

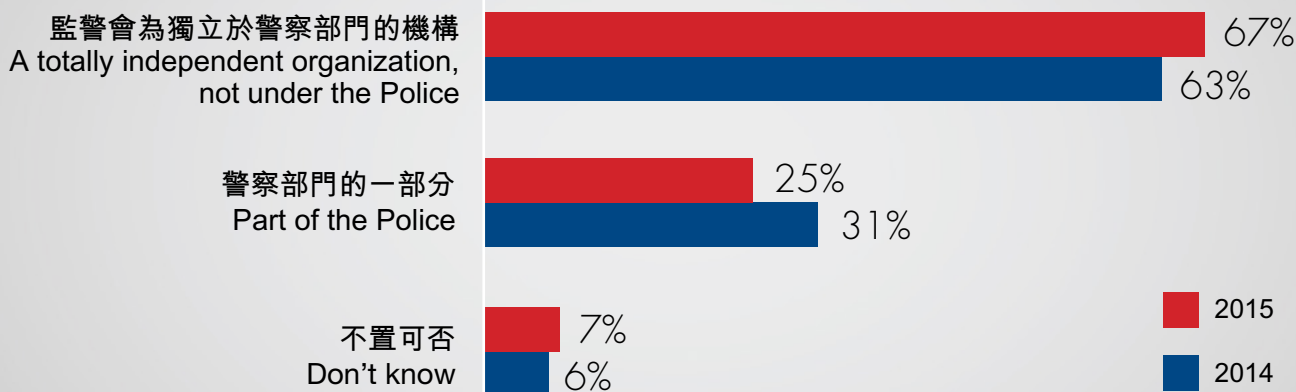
The highlight of this year's public opinion survey results was the significant increase in public awareness of the IPCC, with 85% of respondents indicating that they had heard of the Independent Police Complaints Council or IPCC. This is a substantial increase of 18%, compared with last year's 67%. Among those who had heard of the IPCC, almost half could correctly identify at least one of the IPCC's duties, representing an increase of 9% over last year.

三分二受訪者認識監警會的獨立性質

Two-thirds are aware of IPCC's independent status

監警會是.....

IPCC is.....



與此同時，95%曾聽過監警會的受訪者表示電視是他們認識監警會的主要途徑。另一項值得注意的是，從互聯網得知監警會的人數錄得明顯升幅，由去年的22%升至本年的33%。

為了回應這個趨勢，監警會不遺餘力地優化各種網上溝通渠道，例如推出新網站及開拓各種社交媒體。此外，由於電視是公眾認識監警會的主要途徑，監警會與香港電台聯合製作全新一輯電視劇集《監警有道》，於2015年5月至6月期間播映。該劇由一連八集半小時的單元劇組成，於黃金時段播出，是會方為了加強公眾對監警會及兩層架構投訴警察制度的了解而推行的宣傳項目，以履行《監警會條例》中第8條(1)(e)的職能。

這次調查的另一要點是有35%的受訪者認為監警會是投訴警察最有效的渠道，較去年的24%有明顯升幅。相反，僅兩成受訪者指出投訴警察課是最有效的投訴渠道。雖然向投訴警察課投訴（而非向監警會投訴）才是正確的方法，但上述結果反映市民對監警會及其監察角色有一定的信心。

調查結果顯示有更多市民了解監警會的獨立性質，當中67%受訪者能夠正確地指出「監警會是獨立於警察部門的機構」，較2014年的63%，同樣錄得增幅。

While 95% of respondents indicated that television was the main medium through which they had heard about the IPCC, it is worth noting that there was also an evident increase in the number of people who had learned about the IPCC via the Internet; 33% of respondents indicated this channel, compared with 22% last year.

In response to this trend, the IPCC has dedicated extensive effort to improving its online communication channels, such as revamping the IPCC website and exploring social media initiatives. In continuing to leverage television as the main communication channel with the public, a new TV drama series, *IPCC Files*, was produced in collaboration with RTHK and aired from May through June 2015. The TV series, comprised of eight half-hour episodes and was broadcast during prime time, is a key communication initiative to enhance public understanding of how the IPCC and the two-tier police complaints system operates, which is the ultimate goal in carrying out the IPCC's function in section 8(1)(e) of the IPCCO.

Another highlight of this year's survey results is that 35% of respondents said they considered the IPCC the most effective channel to lodge a complaint against the Police, a significant increase from last year's 24%. Only 20% indicated that the Complaints Against Police Office (CAPO) is the most effective channel. Although the correct channel for lodging complaints is CAPO, rather than the IPCC, these results suggest that the public tends to trust the IPCC and its monitoring role.

The survey results also showed that more people are aware of the IPCC's independent status, with 67% of respondents correctly answering that "the IPCC is a totally independent organisation, not under the Police", an increase from 63% in 2014.

超過九成受訪者聽聞過有關投訴警務人員的新聞

Over 90% of respondents have heard of news on complaints lodged against the Hong Kong Police Force



本年度的公眾意見調查亦反映公眾對投訴警察的認知顯著上升，91%受訪者表示於去年曾聽聞有關投訴警務人員的新聞，較去年的77%為多。超過一半受訪者表示他們聽聞有關投訴警務人員的新聞是和佔領事件有關。

最後，對監警會的期望方面，多於三分一的受訪者希望會方以公平、公正、具高透明度的方式處理投訴個案。會方會繼續積極履行其法定職能，維持獨立、公正及誠信的核心價值觀。

監警會公眾認知度顯著上升令人鼓舞，顯示會方履行《監警會條例》第8條(1)(e)的成果。然而，機構仍有不少進步的空間，會方將繼續透過各方面工作改善機構整體形象，以及增加公眾對監警會職能的認識。

This year's survey also revealed a substantial increase in public awareness of police complaints, with 91% of respondents stating that they had heard news of complaints lodged against the Hong Kong Police Force in the past year, compared with 77% from last year. Over half of the respondents indicated that the news they heard about police complaints was related to the Occupy Movement.

Lastly, in terms of public expectations of the IPCC, over one-third of respondents said they hoped the IPCC would handle cases in a fair, impartial and transparent manner. To this end, the IPCC will endeavour to assure the public that the Council will continue to diligently discharge its statutory duties and uphold its core values of independence, impartiality and integrity.

Overall, the significant increase in public awareness of the IPCC is encouraging news with regard to the IPCC's statutory duty in section 8(1)(e). Nevertheless, there is always room for improvement, and more work needs to be done to improve the IPCC's overall image and to better explain the IPCC's duties to the general public.