

監警會 通訊

IPCC NEWSLETTER

2016年公眾意見調查結果：

**市民對監警會的認知維持高水平；
受訪者更勇於表達立場**

2016 public opinion survey results:

**The IPCC maintains high level of public awareness;
higher tendency for respondents to take a stance**



獨立監察警方處理投訴委員會
Independent Police Complaints Council

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監警會頻道 IPCC Channel

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



監警會網頁
IPCC Website



監警會YouTube頻道
IPCC YouTube channel

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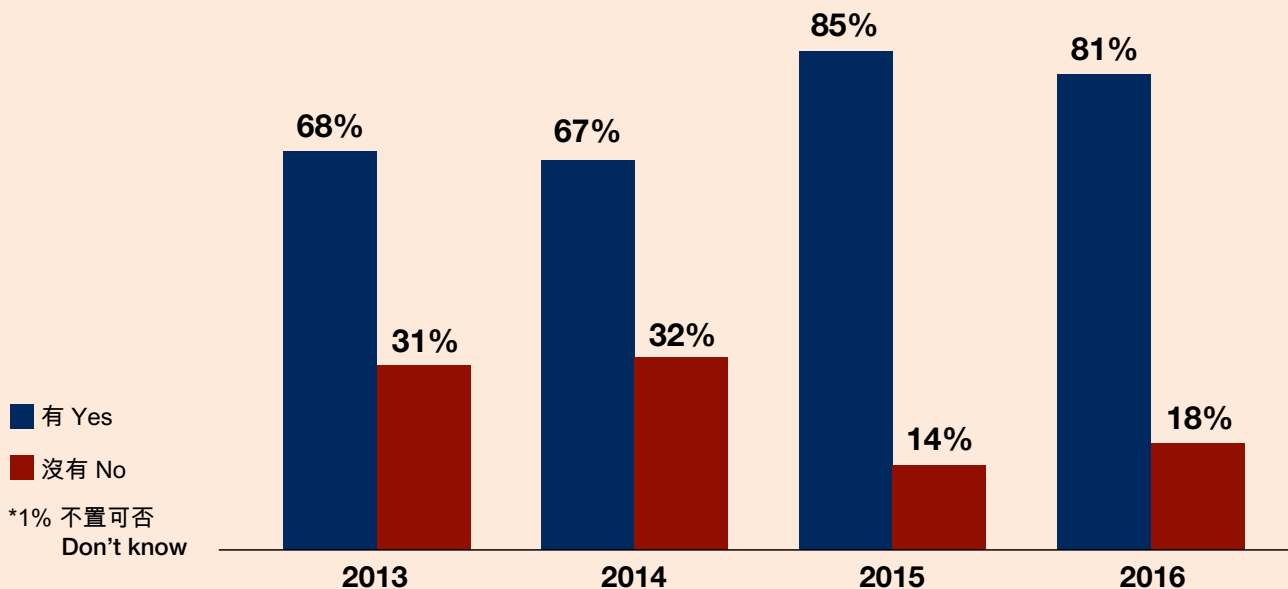
2016年公眾意見調查結果： 市民對監警會的認知維持高水平； 受訪者更勇於表達立場

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圖一 Figure 1

監警會公眾認知度維持高水平 The IPCC maintains high level of public awareness

問: 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?
Q: Prior to this survey, have you heard of the Independent Police Complaints Council, or IPCC?



近年獨立監察警方投訴委員會(簡稱監警會), 會定期透過進行公眾意見調查, 了解公眾對監警會的認知和觀感有何變化, 以履行《獨立監察警方投訴委員會條例》(簡稱《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」。調查的指標包括公眾對監警會的認知度及整體形象的觀感、對監警會及

In recent years, the Independent Police Complaints Council (IPCC) has been regularly conducting public opinion surveys to measure changes in the public awareness and perception of the IPCC, which in turn assists the Council in discharging its statutory duty, “to promote public awareness of the role of the Council”, under section 8(1)(e) of the Independent Police Complaints Council Ordinance (IPCCO). Indicators from the survey include the public’s awareness of the IPCC, the overall image of the IPCC, confidence in the IPCC and confidence

圖二 Figure 2

更多受訪者認識監警會的工作包括「監察投訴警察課處理個案的程序」 More respondents are aware of IPCC's duties including "Monitoring CAPO case handling process"

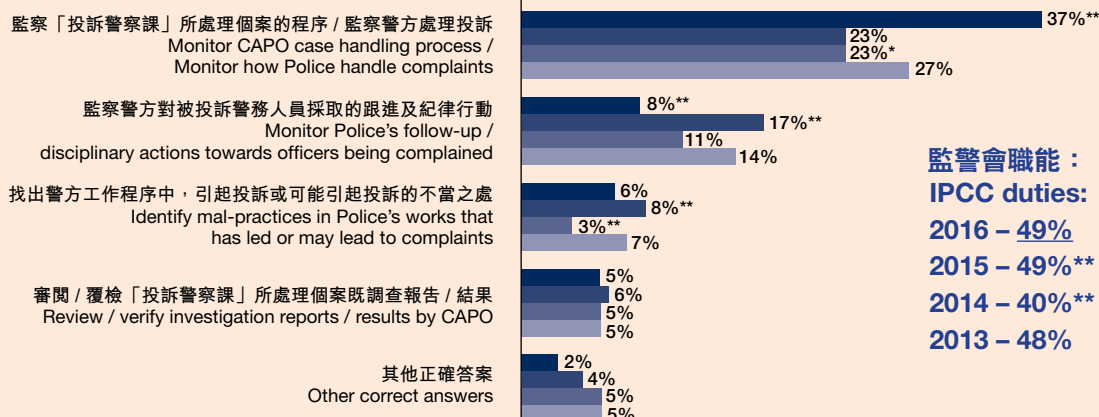
問：據你了解，「監警會」嘅主要工作係啲乜呢？

Q: To your knowledge, what are IPCC's duties?

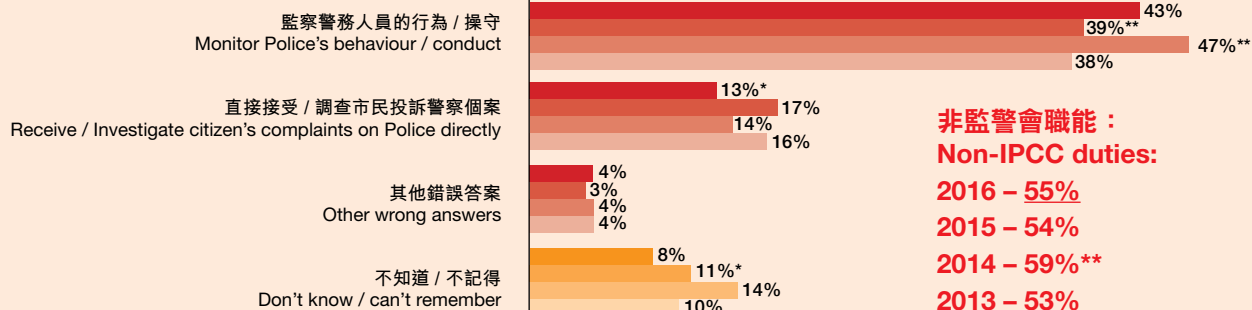
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監警會職能 IPCC duties:



非監警會職能 Non-IPCC duties:



兩層投訴警察制度的信心等。一直以來，這些重要的數據有助監警會評估及擬定公眾教育及傳訊的方向，務求讓市民認識監警會的角色及職能。

今年是監警會連續第四年委託香港大學民意研究計劃進行公眾意見調查。過去四年，社會見證不少重大事件，如2014年的佔領事件、2016年的旺角騷亂，無疑影響社會的整體氣氛，以至公眾對監警會的看法。今年的調查於2016年3月7日至3月17日期間進行，以隨機抽樣電話訪問形式成功訪問了1,002位18歲或以上的香港居民。

調查結果顯示，監警會在數項指標上大致維持2015年的成績，例如公眾對監警會的認知度維

in the two-tier police complaints system etc. These key metrics have assisted the Council in assessing and mapping out the direction of its public education and communication initiatives, the goal of which is to enhance public awareness of the IPCC's role and functions.

This is the fourth consecutive year in which the Council has commissioned the University of Hong Kong's Public Opinion Programme to conduct a public opinion survey. During the past four years, society has witnessed several significant events, such as the Occupy Movement in 2014 and the Mong Kok riot in 2016, which would inevitably influence the overall public sentiment and in turn, perception of the IPCC. This year's survey was conducted on a random sample by telephone interviewers from 7 March to 17 March 2016. 1,002 successful interviews were held with Hong Kong residents aged 18 or above.

Results of the 2016 survey show that the IPCC was able to more or less maintain some of the positive results from 2015, such as maintaining

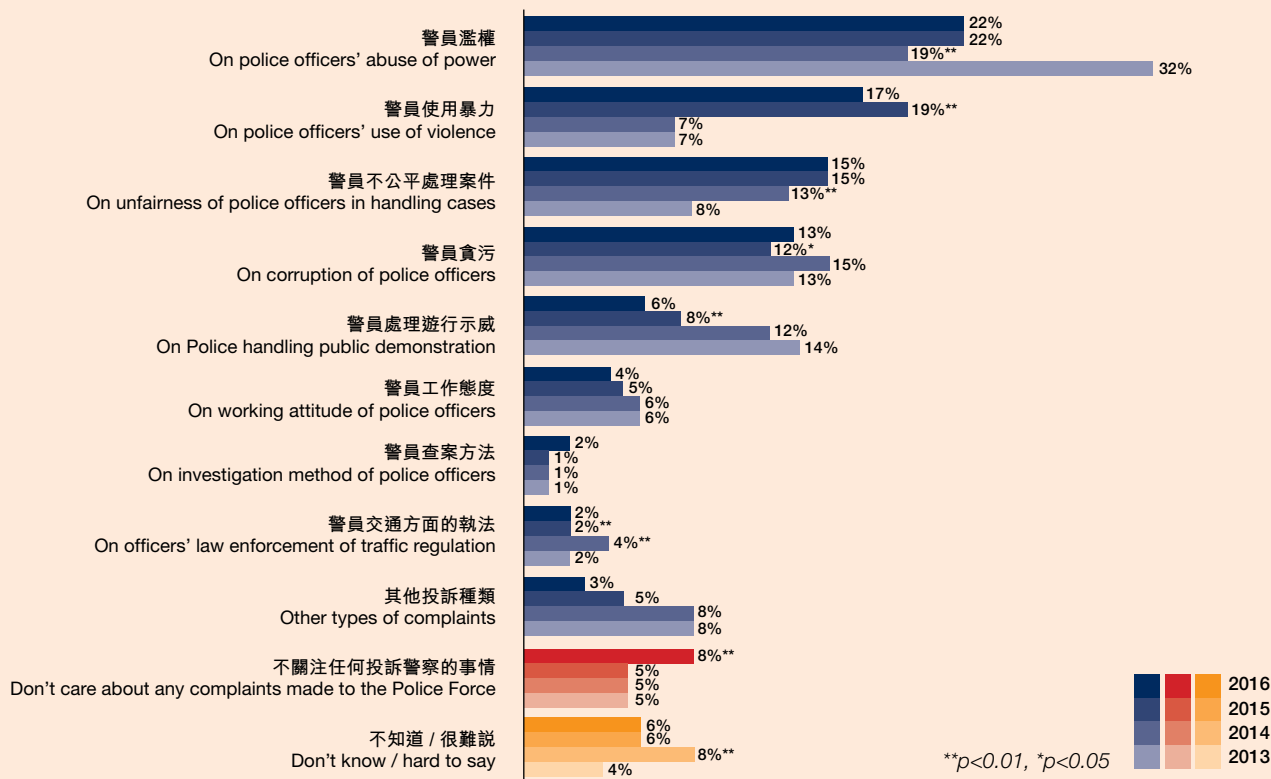
圖三 Figure 3

受訪者最關注警員濫權的投訴

Respondents cared most about complaints against police officers' abuse of power

問: 就以下各類對警員嘅投訴嚟講, 你自己會最關注邊一類投訴?

Q: Which one of the following types of complaints of the Police Force would you care about most?



持在八成以上。整體受訪者中，聽過監警會的佔81%，雖然較2015年的85%下跌了4個百分比，但相比2014年的67%及2013年的68%，認知度仍然相當高（參考圖一）。表示從互聯網（包括在去年4月推出的新監警會網站）得知監警會的人數持續上升，由去年的33%微升至36%。調查結果亦顯示，超過六成聽過監警會的受訪者知道監警會的獨立性質，並能夠正確地指出「監警會是獨立於警察部門的機構」。

聽過監警會的受訪者中，有一半人（49%）能夠正確地指出監警會至少一項職能，其中能夠指出監警會負責「監察投訴警察處理個案的程序」的人數大幅增加，由2015年的23%上升至2016年的37%。但另一方面，仍有55%受訪者錯誤回答監警會的職能（參考圖二）。被問到哪裡是處理投訴警察最有效的渠道時，接近三分之一（30%）的受訪者認為是「監警會」，比起「投訴警察課」的人數（16%）多出接近一倍。要特別指出的是，在香港兩層架構的投訴警察

the public awareness level at above 80%, with 81% of respondents indicating that they had heard of the IPCC. While this represents a drop of four percentage points from 85% in 2015, it is still significantly higher than the awareness levels of 67% in 2014 and 68% in 2013 (see figure 1). The percentage of respondents who have heard of the IPCC via the internet —including the IPCC website, which was revamped last April — continues to rise, reaching 36% this year, slightly higher than the 33% of respondents last year. The survey results also show that over 60% of respondents were aware of the independent nature of the IPCC and were able to correctly answer that “The IPCC is a totally independent organisation, not under the Police”.

Among respondents who have heard of the IPCC, half (49%) could correctly identify at least one of the IPCC's duties, with 37% correctly answering that the IPCC's duties include “monitoring the Complaints Against Police Office (CAPO)'s case handling process”, significantly higher than the level of 23% in 2015. On the other hand, 55% of respondents incorrectly identified the IPCC's duties (see figure 2). When asked what they think is the most effective channel to lodge a complaint against the police, almost one-third (30%) of respondents believe that the IPCC is the most effective channel for complaints against the police, which nearly doubles the percentage of those who believe that CAPO is the most effective channel (16%). It is worth pointing out that under Hong Kong's two-tier police complaints system, CAPO is the first tier and thus it should

圖四 Figure 4

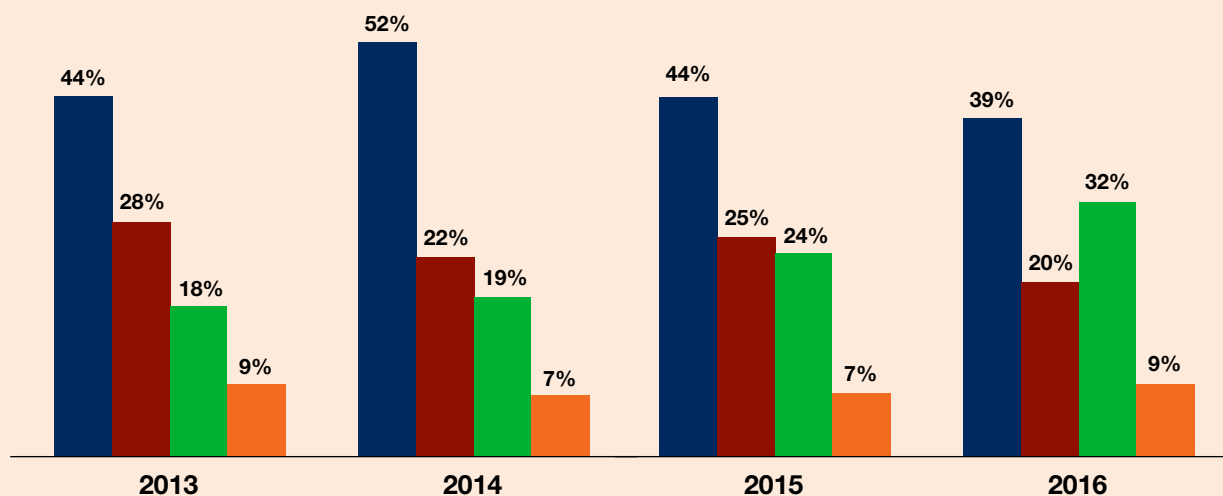
受訪者對兩層架構投訴警察制度的信心

Respondents' confidence in the two-tier police complaints system

問: 請問你對現時兩層架構嘅投訴警察制度有冇信心?

Q: Are you confident in the existing two-tier police complaints system?

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



制度下，投訴警察課為此制度的第一層，所以正確的投訴警察渠道是投訴警察課。

調查亦分別訪問市民對投訴警察及監警會有哪些關注。最多人能說出投訴警察的新聞仍是佔領事件(32%)，排第二的是「七警察」(28%)。被問到最關注投訴警察的類別，排首位的是有關警員濫權(22%)，排第二是有關警員使用暴力(17%) (參考圖三)。有四成受訪者表示聽過投訴監警會的新聞，最多人想起的是關於監警會處理投訴不公/偏幫警察或示威者。港大民意研究計劃總監鍾庭耀博士分析指，這數組調查數據反映，近年來社會上發生的大型公眾事件，在影響警隊形象之餘，似乎亦同時影響了公眾對監警會的觀感。

最後，調查亦分別訪問市民對監警會及兩層投訴警察制度的信心，對兩者表示「有信心」的受訪者同樣有39%，較2015年下跌5個百分比。選擇「一般」的人數則分別跌至22%及20%，是四年以來的新低。表示對監警會及兩層投訴警察制度「沒有信心」的百分比則明顯上升，由2015年的24%分別升至

be the correct channel for lodging complaints against the police.

The survey also asked respondents about their major concerns in relation to complaints against the police and complaints against the IPCC. In regards to news related to complaints against the police, most people were able to specifically indicate that they have heard about news related to the Occupy Movement (32%), followed by those being able to indicate the “Seven police officers case” (28%). When asked on the types of police complaints they cared about the most, topping the list is “On police officers’ abuse of power” (22%) and in second place, “On police officers’ use of violence” (17%) (see figure 3). Over 40% of respondents have heard of news on complaints against the IPCC, with most people being able to recall news about IPCC handling complaints unfairly/ is biased towards the police or protestors. Dr Robert Chung, Director of the University of Hong Kong’s Public Opinion Programme, stated in his analysis that these survey data reflect that the large-scale public order events in recent years have not only affected the Police’s image, but seem to have affected the public perception of the IPCC as well.

Lastly, the survey also asked respondents about their confidence in the IPCC and the two-tier police complaints system. For both questions, 39% of respondents answered “Confident”, representing a drop of five percentage points from 2015. The percentages opting for “Half-half” have dropped to 22% and 20%, respectively, the lowest in the past four years. The percentages of those who said they were “Not Confident” in both the IPCC and the two-tier police complaints system and the IPCC have also risen noticeably, from 24% in 2015 to 34% and 32% respectively in

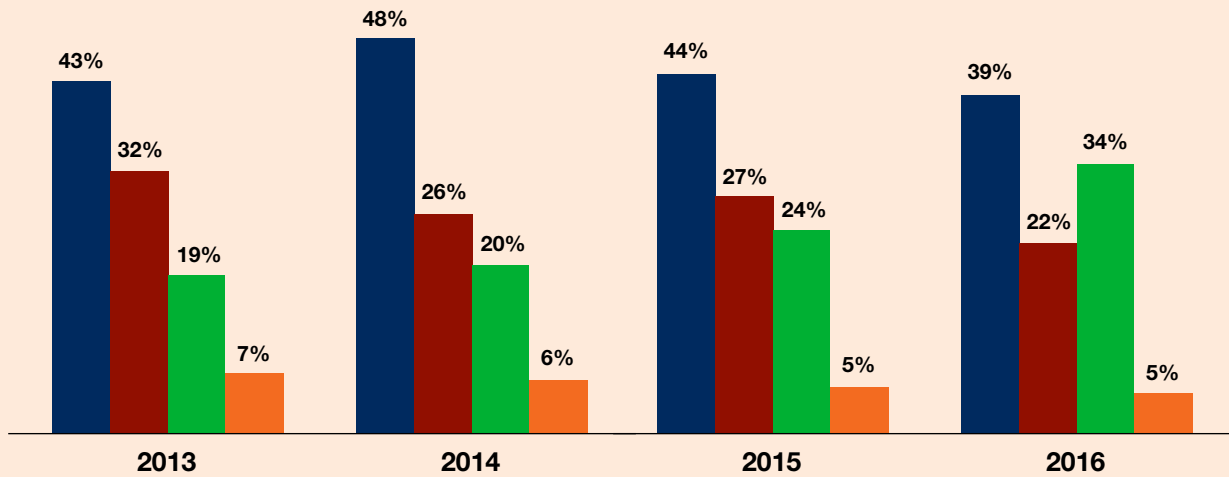
圖四 Figure 4

受訪者對監警會的信心 Respondents' confidence in the IPCC

問：請問你對監警會有信心嗎？

Q: Overall speaking, are you confident in the IPCC?

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



34%及32%(參考圖四)。其中18歲至29歲的受訪者比其他年齡組別，對監警會持負面觀感的增幅較為明顯。鍾庭耀博士認為，隨著社會變得兩極化，公眾關注警隊工作的焦點有所轉移，公眾對監警會的印象和評價亦相應改變。

會方明白在加強公眾對監警會角色的認識方面仍需下很多功夫，來年會致力加強對外的傳訊工作及與持份者的溝通，包括與關注遊行活動的持份者（如民間人權陣線）會面，亦會在遊行當日進行現場觀察。另一方面，會方會繼續和各警察職方協會會面，了解前線警務人員執行職務時遇到的困難。會方亦會繼續到訪各區撲滅罪行委員會及於公眾講座發表演講等，並計劃在下一個學年起走進學校作宣傳推廣。

會方期望透過逐步接觸更多不同的持份者，了解各方的憂慮和期望，加強他們對監警會運作和兩層投訴警察制度的認識，以提升會方的透明度。無論政治環境如何轉變，監警會定當迎難而上，繼續努力維護其獨立、公正和誠信的核心價值。

2016 (see figure 4). In particular, respondents aged between 18 and 29 show a more significant increase in perceiving the IPCC negatively when compared with other age groups. Dr Robert Chung believes that with the continued polarization of society, the public's focus on the Police's work has shifted, and in turn, the public perception and image of the IPCC has also changed accordingly.

The Council understands that there is more work to be done in terms of improving the public's understanding of the IPCC's role, and will step up its efforts in enhancing publicity and strengthening its engagement with various stakeholders. This includes meeting with public order events-related stakeholders (such as the Civil Human Rights Front) and conducting on-site observations of the processions. The Council will continue its meetings with police staff associations to better understand the difficulties faced by frontline officers when carrying out their duties. The Council will also continue to visit the District Fight Crime Committees, give public talks, and is planning to roll out a pilot school programme in schools in the upcoming academic year.

The Council aims to gradually reach out to more different groups of stakeholders in order to gain a better understanding of their main concerns and expectations, and strengthen their understanding of the operation of the IPCC and the two-tier police complaints system, which in turn increases the transparency of the IPCC. Regardless of the changes in the political climate, the IPCC will rise up to these challenges and continue to uphold its core values of independence, impartiality and integrity.