**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**

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| 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 |

1. **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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

□ 財 稅Finances and taxation □ 罰 緩Fine □ 健 保 費Heath insurance fees

□ 勞 保 費Labor insurance fees □ 其 他 費 用Other charges

1. **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

1. **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::\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **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

1. **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.)

1. **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.)

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

* 1. 、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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. 、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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. 、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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. 、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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. 、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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. 、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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **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::\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **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.)**
2. 、**性別Sex:** □ 男Male□ 女Female

姓名Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_連絡電話Contact Tel :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 、**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

1. 、**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
2. 、**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＿＿

1. 、**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**