

# 「法務部行政執行署\_\_\_\_\_分署服務滿意度」問卷

\_\_\_\_\_ Branch, Administrative Enforcement Agency, Ministry of Justice - Satisfaction Survey

親愛的您，感謝參與！

為提高機關為民服務品質、精進業務流程，期許藉由「服務滿意度」問卷調查之回饋機制，改善本分署未盡完善之處。感謝您撥冗填答此份問卷。並祝您 順心如意！ \_\_\_\_\_分署 敬上

Dear Sir / Madam,

Thank you for your time. We would like to use this survey to improve the quality of our services. We are grateful for your participation and wish you all the best.

Sincerely,

\_\_\_\_\_ Branch

## 一、機關服務設施滿意度

### 1. Satisfaction With Our Facility

A1. 請問您對本分署設置之交通引導措施，對您前來的指引是否有幫助？

非常有幫助 有點幫助 普通 不太有幫助 非常沒有幫助

A1. Did you find the traffic directions provided by us helpful in your arriving at our branch?

Very Helpful Somewhat Helpful No Comment Somewhat Unhelpful Very Unhelpful

A2. 如您開車洽公，本分署規劃之便民車位對您是否有幫助？

非常有幫助 有點幫助 普通 不太有幫助 非常沒有幫助

A2. If you drove to our branch, did you find the car parking reserved for civilians helpful?

Very Helpful Somewhat Helpful No Comment Somewhat Unhelpful Very Unhelpful

A3. 本分署引導措施(如志工臺、導覽機、流程圖、樓層配置)，對指引洽公是否有幫助？

非常有幫助 有點幫助 普通 不太有幫助 非常沒有幫助

A3. Did you find our guiding services (*i.e.* volunteer station, guide, flow chart, and floor plan) helpful in guiding you?

Very Helpful Somewhat Helpful No Comment Somewhat Unhelpful Very Unhelpful

A4. 本分署哺集乳室，對有使用需求的民眾是否有所幫助？

非常有幫助 有點幫助 普通 不太有幫助 非常沒有幫助

A4. Did you find the nursery room helpful to those who require it?

Very Helpful Somewhat Helpful No Comment Somewhat Unhelpful Very Unhelpful

- A5. 本分署兒童遊憩區，對有使用需求的民眾是否有所幫助？  
非常有幫助 有點幫助 普通 不太有幫助 非常沒有幫助
- A5. Did you find the children's play area helpful for those who require it?  
Very Helpful Somewhat Helpful No Comment Somewhat Unhelpful Very Unhelpful
- A6. 本分署閱覽室，對於有使用需求的民眾是否有所幫助？  
非常有幫助 有點幫助 普通 不太有幫助 非常沒有幫助
- A6. Did you find the reading room helpful for those who require it?  
Very Helpful Somewhat Helpful No Comment Somewhat Unhelpful Very Unhelpful

## 二、機關人員服務態度與專業能力

### 2. Professional Competence and Attitude of Staff Members

請問您對於本分署業務承辦人員之

With respect to the staff member(s) handling your matters:

- B1. 服務態度：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- B1. Attitude: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied
- B2. 專業知識：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- B2. Professional Knowledge: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied
- B3. 案件申辦速度：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- B3. Efficiency: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied
- B4. 解決問題能力：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- B4. Problem-Solving Ability: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied

## 三、機關形象及業務宣傳成效/行政措施滿意度

### 3. Survey of Branch Image and Effectiveness of Marketing/Administrative Procedure

您是否知道/是否滿意

Are you aware/satisfied:

- C1. 「2萬元以下欠款可於超商繳款」-----知道 不知道
- C1. You may pay bills under NT\$20,000 at a convenience store -----Yes No
- C2. 非常滿意 有點滿意 普通 不太滿意 非常不滿意
- C2. Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied
- C3. 「經濟困難者可辦理分期繳款事宜」-----知道 不知道
- C3. People with economic hardship may apply to pay the bill in installments ----- Yes No
- C4. 非常滿意 有點滿意 普通 不太滿意 非常不滿意
- C4. Very Satisfied Somewhat Satisfied No Comment Somewhat

- Unsatisfied Very Unsatisfied
- C5. 「弱勢協助及轉介」-----知道 不知道
- C5. Assistance and referrals for the disadvantaged ----- Yes No
- C6. 非常滿意 有點滿意 普通 不太滿意 非常不滿意
- C6. Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied

請問您對於本分署

- C7. 各項業務申辦流程是否滿意？
- C7. Are you satisfied with the application procedure at our branch?
- 非常滿意 有點滿意 普通 不太滿意 非常不滿意
- Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied

#### 四、機關整體滿意度

##### 4. Overall Satisfaction

請問您對於本分署

With respect to our branch:

- D1. 洽公環境：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- D1. Environment: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied
- D2. 人員專業：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- D2. Professional Competence of Staff: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied
- D3. 形象及業務宣導：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- D3. Image and Marketing: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied
- D4. 行政措施：非常滿意 有點滿意 普通 不太滿意 非常不滿意
- D4. Administrative Procedure: Very Satisfied Somewhat Satisfied No Comment Somewhat Unsatisfied Very Unsatisfied

#### 五、個人基本資料

##### 5. Personal Information

- E1. 性別：男性 女性
- E1. Sex: Male Female
- E2. 年齡：\_\_\_\_\_歲
- E2. Age: \_\_\_\_\_
- E3. 申辦業務：稅(所得稅...)
- E3. Nature of your case: Tax Healthcare
- 健(健保費...)
- 罰(交通裁罰...)
- 費(勞保費...)
- Fines Fees
- E4. 居住地區：\_\_\_\_\_ (如：內湖區)
- E4. Residence (e.g. Neihu District): \_\_\_\_\_
- E5. 其他建議事項：
- E5: Other comments: \_\_\_\_\_