

## 附錄2

## Appendix 2

## 顧客意見調查結果

## Findings of the Survey on Customer Feedback

### 整體滿意程度

### Overall Satisfaction Rate

	二〇〇六至〇七年 2006-07	二〇〇七至〇八年 2007-08
<b>申請服務</b> <b>Application Services</b>		
總部申請及審查科 Application and Processing / Headquarters	92%	90%
九龍分署 Kowloon Branch Office	93%	95%
清盤破產訴訟小組 Insolvency Unit	95%	95%
刑事組 Crime Section	97%	96%
<b>訴訟期間－訴訟進行階段</b> <b>Litigation – Mid-Litigation Stage</b>		
由署內律師辦理的家事訴訟 / 婚姻訴訟 In-house Litigation of Family / Matrimonial Cases	95%	95%
由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases	91%	100%
由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	93%	94%
<b>訴訟期間－訴訟結案階段</b> <b>Litigation – Conclusion Stage</b>		
由署內律師辦理的家事訴訟 / 婚姻訴訟 In-house Litigation of Family / Matrimonial Cases	96%	99%
由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases	95%	92%
由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	85%	89%

## (A) 申請服務 (經濟審查及案情審查)

### Application Service (Means Test and Merits Test)

	總部申請及審查科 Application and Processing / Headquarters		九龍分署 Kowloon Branch Office		清盤破產訴訟小組 Insolvency Unit		刑事組 Crime Section	
	二〇〇六年 2006	二〇〇七年 2007	二〇〇六年 2006	二〇〇七年 2007	二〇〇六年 2006	二〇〇七年 2007	二〇〇六年 2006	二〇〇七年 2007
回應率 Response Rate	95%	99%	98%	99%	96%	97%	85%	88%
整體滿意程度 Overall Satisfaction	4.15	4.10	4.29	4.26	4.22	4.22	4.30	4.29
方便 (例如法援署熱線容易接通或小冊子易於索取, 便於使用等) Convenience (e.g. LAD hotline or pamphlet is easily accessible, user-friendly etc.)	3.90	3.87	4.04	3.96	3.69	3.71	3.90	3.88
服務態度 (職員態度) Service Manner (Staff manner)	4.24	4.20	4.43	4.40	4.28	4.35	4.42	4.42
服務效率 (例如經濟 / 案情審查等) Service Efficiency (e.g. in means / merits testing etc.)	4.18	4.13	4.14	4.17	4.01	3.96	4.20	4.17
清晰資料 (給予的資料是否清晰) Clear Information (Whether information given is clear)	3.93	3.88	4.12	4.08	4.21	4.27	4.01	4.04
程序 (安排會面日期) Procedure (Date of interview fixed)	4.01	3.98	4.13	4.12	4.09	4.00	4.27	4.27

滿意程度由最低1至最高5 (非常滿意= 5 ; 滿意= 4 ; 一般= 3 ; 不滿意= 2 ; 非常不滿意= 1)

Satisfaction level ranges from the min. 1 to max. 5 (Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)

## (B) 訴訟期間－訴訟進行階段

### Litigation – Mid-Litigation Stage

	由署內律師辦理的家事訴訟 / 婚姻訴訟 In-house Litigation of Family / Matrimonial Cases		由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases		由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	
	二〇〇六年 2006	二〇〇七年 2007	二〇〇六年 2006	二〇〇七年 2007	二〇〇六年 2006	二〇〇七年 2007
回應率 Response Rate	99%	99%	100%	100%	36%	35%
整體滿意程度 Overall Satisfaction	4.35	4.36	4.45	4.46	4.46	4.49
方便 (容易聯絡職員) Convenience (Easy to contact staff)	4.37	4.38	4.80	4.31	4.48	4.50
服務態度 (職員態度) Service Manner (Staff manner)	4.50	4.42	4.82	4.54	4.57	4.59
清晰資料 (給予的資料是否清晰) Clear Information (Whether information given is clear)	4.25	4.24	4.32	4.27	4.30	4.38
程序 (顧客獲悉案件進展 / 程序) Procedure (Client informed of progress / procedure of the case)	4.30	4.29	4.82	4.15	4.35	4.43

滿意程度由最低1至最高5 (非常滿意= 5 ; 滿意= 4 ; 一般= 3 ; 不滿意= 2 ; 非常不滿意= 1)

Satisfaction level ranges from the min. 1 to max. 5 (Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)

### (C) 訴訟期間－訴訟結案階段

#### Litigation – Conclusion Stage

	由署內律師辦理的家事訴訟 / 婚姻訴訟 In-house Litigation of Family / Matrimonial Cases		由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases		由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	
	二〇〇六年 2006	二〇〇七年 2007	二〇〇六年 2006	二〇〇七年 2007	二〇〇六年 2006	二〇〇七年 2007
回應率 Response Rate	99%	99%	100%	100%	27%	24%
整體滿意程度 Overall Satisfaction	4.31	4.45	4.64	4.33	4.22	4.31
方便 (容易聯絡律師 / 職員) Convenience (Easy to contact lawyer / staff)	4.38	4.47	4.54	4.46	4.29	4.29
服務態度 (職員態度) Service Manner (Staff manner)	4.48	4.60	4.64	4.52	4.37	4.42
清晰資料 (給予的資料是否清晰) Clear Information (Whether information given is clear)	4.30	4.38	4.44	4.32	4.09	4.15
結果 (訴訟結果) Result (Outcome)	4.33	4.46	4.37	4.26	4.19	4.24
程序 (顧客獲悉案件進展 / 程序) Procedure (Client informed of progress / procedure of the case)	4.23	4.34	4.50	4.33	4.09	4.14

滿意程度由最低1至最高5 (非常滿意= 5 ; 滿意= 4 ; 一般= 3 ; 不滿意= 2 ; 非常不滿意= 1)

Satisfaction level ranges from the min. 1 to max. 5 (Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)