

台灣人民法律紛爭解決行為模式的  
實證研究調查

An Empirical Study on the Behavior Model of  
Taiwanese People in Legal Dispute Settlement

《正式問卷》

Official Questionnaire

受訪者編號 □□□-□□□

訪員編號 \_\_\_\_\_

訪問地區 \_\_\_\_\_

研究單位：中央研究院人社中心制度與行為研究專題中心

Research Unit: Center for Institution and Behavior Studies, Research Center for Humanities and  
Social Sciences, Academia Sinica

研究人員：陳恭平特聘研究員

中央研究院人文社會科學研究中心主任

暨台灣大學經濟系合聘教授

Kong-Pin Chen

Distinguished Research Fellow and Director

Research Center for Humanities and Social Sciences Academia  
Sinica and Professor, Department of Economics National Taiwan  
University

黃國昌副研究員  
中央研究院法律學研究所

Associate Research Fellow Huang, Kuo-Chang  
Associate Professor jointly appointed by the Institutum Jurisprudentiae  
Preparatory Office, Academia Sinica and Department of Law, National  
Chengchi University

林常青助研究員  
中央研究院經濟研究所

Assistant Research Fellow Lin, Chang-Ching  
Institute of Economics, Academia Sinica

執行單位：中央研究院人社中心調查研究專題中心

Executed by: Center for Institution and Behavior Studies, Research Center for Humanities and  
Social Sciences, Academia Sinica

研究助理暨連絡人：游毅然先生

Contact Person: Research Assistant You I-Jan

民國一〇〇年九月



受訪者編號：\_\_\_\_\_（共計六碼）

Interview No.: \_\_\_\_\_

訪問開始時間：民國\_\_\_\_\_年\_\_\_\_\_月\_\_\_\_\_日 \_\_\_\_\_時\_\_\_\_\_分

Date of Interview: \_\_\_\_\_(Year/Month/Day)

Time of Interview: (Start) \_\_\_\_\_Hr \_\_\_\_\_Min

**【說明】（訪員注意：訪問開始前，請務必唸出給受訪者聽）**

您好！我們來自中央研究院。我們正在進行一項有關台灣人民法律紛爭解決行為模式的調查研究。這個調查研究，主要目的在於了解一般人民生活中如果發生了「可能會產生糾紛的問題」，所採取的行動及解決方式。本研究純粹是學術研究性質，您所提供的回答將透過處理後以數字呈現。您的個人身份或資料完全保密，我們絕不會將您的個人資訊外洩，更不會作學術研究以外的用途。這樣大規模的調查研究在台灣還是第一次，您所提供的寶貴資訊，將成為今後有關台灣人民法律紛爭解決相關的學術研究，以及政策制定上重要的參考資料，所以我們特地來訪問您，請教您一些問題，不會耽誤您太多時間，也感謝您耐心回答。訪問結束後，我們會致贈一份禮券，以感謝您配合我們的訪問！再次謝謝您！提醒您，我們這個調查是要詢問您最近5年來是否發生過「可能會產生糾紛的問題」。

**Explanation (Attention interviewers: Please read the following paragraph to the respondent before proceeding with the questionnaire)**

Hello! We are from the Center for Institution and Behavior Studies. We are conducting a survey on the behavior of Taiwanese people in legal dispute settlement. The main purpose of this survey is to understand the **actions and solutions** adopted by Taiwanese people when “**an issue that might result in a dispute**” occurs in daily life. **This study is purely academic**; all of your answers will be processed and then presented in the form of numbers. **Your identity and personal information will be kept strictly confidential; we will not disclose your personal information, or use it for any purpose other than academic research.** This is the first time such a large scale survey study has been conducted in Taiwan, and the valuable information that

you provide will serve as an important basis for future studies on legal dispute settlement among Taiwanese people, as well as policy establishment. This is why we made this trip to visit you; we will ask you a few questions that won't take too much of your time, and we thank you for your patience. After completing the interview, we have a small gift for you to show our appreciation for your cooperation! We would like to thank you again, and remind you that our survey will be asking you **whether or not “an issue that might result in a dispute” has occurred in the last 5 years.**

A1\_1、請問您目前住在哪裡？

- (01) 台灣， \_\_\_\_\_ 縣(市) \_\_\_\_\_ 鄉(鎮市區)
- (02) 大陸
- (03) 港澳
- (04) 其他地區(請說明) \_\_\_\_\_

A1-1 Respondent's current residence:

(01) Permanent address

(02) Not at the permanent address. The respondent lives at

\_\_\_\_\_ County/City \_\_\_\_\_ Township \_\_\_\_\_ Village  
\_\_\_\_\_ Neighborhood \_\_\_\_\_ Rd./St. \_\_\_\_\_ Sec. \_\_\_\_\_ Alley  
\_\_\_\_\_ Lane \_\_\_\_\_ No. \_\_\_\_\_ Fl. Zip Code \_\_\_\_\_

A1\_2、受訪者性別：【訪員自行勾選】

- (01) 男性
- (02) 女性

A1-2 The respondent's gender: \_\_\_\_\_ 【Attention interviewers: this question is to be filled in by the interviewer】

- (01) male
- (02) female

A1\_3、請問您是民國幾年出生的？民國\_\_\_\_\_年

A1-3 What year were you born in? \_\_\_\_\_

A1\_4、請問您最高的教育程度是：【請出示提示卡 A1\_4】

- |   |                                       |                                       |
|---|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> (01)無            | <input type="checkbox"/> (02)自修/識字    | <input type="checkbox"/> (03)小學       |
| <input type="checkbox"/> (04)國(初)中        | <input type="checkbox"/> (05)初職       | <input type="checkbox"/> (06)高中普通科    |
| <input type="checkbox"/> (07) 高中職業科       | <input type="checkbox"/> (08) 高職      | <input type="checkbox"/> (09) 士官學校    |
| <input type="checkbox"/> (10) 五專          | <input type="checkbox"/> (11) 二專      | <input type="checkbox"/> (12) 三專      |
| <input type="checkbox"/> (13) 軍警校專修班      | <input type="checkbox"/> (14) 軍警校專科班  | <input type="checkbox"/> (15) 空中行專    |
| <input type="checkbox"/> (16) 空中大學        | <input type="checkbox"/> (17) 軍警官校或大學 | <input type="checkbox"/> (18) 技術學院、科大 |
| <input type="checkbox"/> (19) 大學          | <input type="checkbox"/> (20) 碩士      | <input type="checkbox"/> (21) 博士      |
| <input type="checkbox"/> (22) 其他，請說明_____ |                                       |                                       |

A1-4 What is your highest education level?

**【Attention interviewers: Please show respondents the cue card for question A1-4 for confirmation】**

- (01) None
- (02) Self Study/Literate
- (03) Elementary School
- (04) Junior High School
- (05) Junior Vocational School
- (06) Senior High School (General Subjects)
- (07) Senior High School (Vocational Subjects)
- (08) Senior Vocational School
- (09) Military Academy
- (10) Five-year Junior College
- (11) Two-year Junior College
- (12) Three-year Junior College

- (13) Military/Police Junior College (One Year)
- (14) Military/Police Junior College (Two Years)
- (15) Open Junior College
- (16) Open College
- (17) Military/Police College
- (18) Institute of Technology (after vocational school)
- (19) University/College
- (20) Master
- (21) Doctor
- (22) Other; please provide a brief description\_\_\_\_\_
- (98) Don't know
- (99) Refuse to answer

**【說明】（訪員注意：請務必唸出給受訪者聽）**

- ◎ 接著，我想請教您最近五年來（民國 95 年（西元 2006 年）9 月到現在），有沒有和其他人發生可能產生糾紛或牽涉到法律的一些問題，因此造成您自己或對方某些損失或傷害（包括金錢、財產、身體及精神等方面）。
- ◎ 只要您與他人間有出現過這些「問題」，無論您是否曾經採取任何法律行動，也不論是否已經順利解決，都請您回答。換句話說，假設您曾經被人欠錢不還，無論對方有沒有還、您有沒有上法院告對方或去調解，都算是「可能會產生糾紛的問題」。
- ◎ 如果「可能會產生糾紛的問題」並非發生在您身上，而是發生在您「當時未成年(未滿二十歲)的子女」身上，也請視為自己發生的問題來回答。
- ◎ 最近五年來的時間點，是指從民國 95 年（2006 年）9 月之後的時間。即使是發生在五年以前，但問題一直延續到最近五年之內，也需填入選項。

**Explanation (Attention Interviewers: Please read the following paragraphs to the respondent)**

- ◎ Now, I am going to ask you for an example of “an issue that might result in a dispute” that happened within the last 5 years. The “issue” we are referring to here is an issue that might result in a dispute between you and other people; the issue will cause you or the other party to sustain loss or damages (including money, property, physically and mentally), and result in a dispute that might concern the law.

- ◎ Please answer as long as such an “issue” ever occurred, regardless of whether or not you took legal actions, or if the issue has been successfully resolved. In other words, let’s say that someone once owed you money, no matter if the person paid you back or if you went to court or mediation, it counts as “an issue that might result in a dispute”.
- ◎ Please answer as long as such an “issue” ever occurred, regardless of whether or not you took legal actions, or if the issue has been successfully resolved. In other words, let’s say that someone once owed you money, no matter if the person paid you back or if you went to court or mediation, it counts as “an issue that might result in a dispute”.
- ◎ The term within the last 5 years refers to the time period between **January 2006** and now. If an issue occurred **more than 5 years ago, but lasted until within the last 5 years**, it can also be included.

B1、最近五年來（民國 95 年 9 月到現在），您在購買下列土地和房子以外的商品或服務時，有沒有發生過「可能會產生糾紛的問題」？各發生過幾次？（包括以直銷、電視購物、郵購、網路購物等方式購買的都算。）【可複選，請出示提示卡 B1，並逐一唸出選項確認】

- (01) 食品→有\_\_\_\_次
- (02) 醫藥品或醫療器材→有\_\_\_\_次
- (03) 化妝品、美容保養服務→有\_\_\_\_次
- (04) 家庭用品、家具、家電→有\_\_\_\_次
- (05) 交通工具(例如：腳踏車、汽車等) →有\_\_\_\_次
- (06) 衣物及飾品→有\_\_\_\_次
- (07) 餐飲服務(例如：到餐廳吃飯、叫外賣) →有\_\_\_\_次
- (08) 跟出外旅行有關的商品或服務→有\_\_\_\_次
- (09) 旅行以外的運輸服務(例如：計程車、捷運、公車) →有\_\_\_\_次
- (10) 清潔服務(例如：住宅、衣物清潔等) →有\_\_\_\_次
- (11) 就學、補習、家教等→有\_\_\_\_次



- (12) 金融商品(例如：股票、債券、基金等) →有\_\_\_\_次
- (13) 資訊產品(例如：電腦、印表機等) 、電話、手機、或與網路有關的商品或服務  
→有\_\_\_\_次
- (14) 家庭看護服務→有\_\_\_\_次
- (15) 其他商品或服務，請說明\_\_\_\_\_→有\_\_\_\_次
- (16) 沒有以上的問題

B1 In the last 5 years, did any “**issues that might result in a dispute**” occur when you were purchasing products or services other than land and real estate? How many times has each of them occurred? (Includes purchases via direct distribution, shopping channels, mail order, and the internet) **【Multiple answers are accepted. Show Cue Card B1 and read out each choice for confirmation.】**

- (01) Food→\_\_\_\_\_ time(s)
- (02) Medicine→\_\_\_\_\_ time(s)
- (03) Cosmetic products and services→\_\_\_\_\_ time(s)
- (04) Houseware, furniture, appliances, information products (e.g. computer, printer, etc.)  
→\_\_\_\_\_ time(s)
- (05) Transportation tools (e.g. bicycle, vehicle, etc.) →\_\_\_\_\_ time(s)
- (06) Clothing and accessories→\_\_\_\_\_ time(s)
- (07) Food and beverage services (e.g. eating at restaurants, ordering take-out) →\_\_\_\_\_ time(s)
- (08) Travel related products or services→\_\_\_\_\_ time(s)
- (09) Transportation services other than travel (e.g. taxi, MRT, bus) →\_\_\_\_\_ time(s)
- (10) Cleaning services (e.g. home cleaning, laundry, etc.) →\_\_\_\_\_ time(s)
- (11) School, cram school, tutor, etc. →\_\_\_\_\_ time(s)
- (12) Financial products (e.g. stock, bonds, funds, etc.) →\_\_\_\_\_ time(s)
- (13) Telephone, cell phone, or internet related→\_\_\_\_\_ time(s)
- (14) Home care services→\_\_\_\_\_ time(s)
- (15) Other products or services; please provide a brief description→\_\_\_\_\_ time(s)
- (16) None of the above
- (98) Don't know
- (99) Refuse to answer

B2、最近五年來（民國 95 年 9 月到現在），您在下列土地買賣、房屋買賣、房屋改建或裝潢的事情上，有沒有發生過「可能會產生糾紛的問題」？各發生過幾次？【可複選，請出示提示卡 B2，並逐一唸出選項確認】

- (01) 土地買賣→有\_\_\_\_次
- (02) 預售屋的買賣→有\_\_\_\_次
- (03) 其他房屋的買賣→有\_\_\_\_次
- (04) 房屋的改建、修補或裝潢→有\_\_\_\_次
- (05) 其他問題，請說明\_\_\_\_\_→有\_\_\_\_次
- (06) 沒有以上的問題

B2 In the last 5 years, did any “issues that might result in a dispute” occur when you were engaged in land transactions, real estate transaction, reconstruction or decoration? If yes, in which of the following situations did the issue occur?

**【Multiple answers are accepted. Show Cue Card B2 and read out each choice for confirmation.】**

- (01) Land transaction→\_\_\_\_ time(s)
- (02) Pre-sales house transaction→\_\_\_\_ time(s)
- (03) Other real estate transactions→\_\_\_\_ time(s)
- (04) House reconstruction, renovation or decoration→\_\_\_\_ time(s)
- (05) Other issues; please provide a brief description→\_\_\_\_ time(s)
- (06) None of the above
- (98) Don't know
- (99) Refuse to answer

B3、最近五年來（民國 95 年 9 月到現在），您在下列土地、房屋等租賃的事情上，有沒有發生過「可能會產生糾紛的問題」？各發生過幾次？【可複選，請出示提示卡 B3，並逐一唸出選項確認】

- (01) 與房租有關的問題→有\_\_\_\_次
- (02) 與突然中止租約有關的問題→有\_\_\_\_次
- (03) 與押金、保證金有關的問題→有\_\_\_\_次
- (04) 與房屋修繕費用有關的問題→有\_\_\_\_次

□ (05) 其他問題，請說明\_\_\_\_\_→有\_\_\_\_次

□ (06) 沒有以上的問題

B3 In the last 5 years, did any “**issues that might result in a dispute**” occur to you in relation to a land or housing lease? If yes, in which of the follow situations did the issue occur?

**【Multiple answers are accepted. Show Cue Card B3 and read out each choice for confirmation.】**

(01) Rent related issue→\_\_\_\_\_ time(s)

(02) Sudden termination of lease contract→\_\_\_\_\_ time(s)

(03) Cash deposit related issue→\_\_\_\_\_ time(s)

(04) House maintenance fee related issue→\_\_\_\_\_ time(s)

(05) Other issues; please provide a brief description→\_\_\_\_\_ time(s)

(06) Not applicable

(98) Don't know

(99) Refuse to answer

B4、最近五年來（民國 95 年 9 月到現在），您與家人或者親戚之間有沒有發生過下列「可能會產生糾紛的問題」？各發生過幾次？【可複選，請出示提示卡 B4，並逐一唸出選項確認】

□ (01) 與離婚有關的問題(例如：如何分配財產、是否支付贍養費、小孩的監護權、小孩與誰同住等) →有\_\_\_\_次

□ (02) 與繼承有關的問題(例如：由誰繼承、遺產分配方法等) →有\_\_\_\_次

□ (03) 與家中病人、老人或身心障礙者的照養有關(例如：由誰照養、費用由誰負擔等) →有\_\_\_\_次

□ (04) 家庭暴力(包括精神上及身體上) →有\_\_\_\_次

□ (05) 其他問題(不包括金錢借貸)，請說明\_\_\_\_\_→有\_\_\_\_次

□ (06) 沒有以上的問題

B4 In the last 5 years, did any “**issues that might result in a dispute**” occur between you and your family members or relatives? If yes, which of the following issues was it?

**【Multiple answers are accepted. Show Cue Card B4 and read out each choice for confirmation.】**

- (01) Divorce related issue (e.g. how to split assets, should the husband pay alimony, guardianship of children, who should the children live with, etc.) → \_\_\_\_\_ time(s)
- (02) Inheritance related issue (e.g. who should inherit, distribution of inheritance) → \_\_\_\_\_ time(s)
- (03) (03) Care for sick, elderly family members or family members with disabilities (e.g. who should provide the care, who should pay for expenses) → \_\_\_\_\_ time(s)
- (04) Domestic violence (includes psychological and physical) → \_\_\_\_\_ time(s)
- (05) Other issues; please provide a brief description → \_\_\_\_\_ time(s)
- i. \_\_\_\_\_
- (06) None of the above
- (98) Don't know
- (99) Refuse to answer

**B5**、最近五年來（民國 95 年 9 月到現在），您有沒有在工作場所，發生過下列「可能會產生糾紛的問題」（不論您是老闆或員工）？各發生過幾次？【可複選，請出示提示卡 **B5**，並逐一唸出選項確認】

- (01) 薪水的問題 → 有 \_\_\_\_\_ 次
- (02) 解雇或資遣的問題 → 有 \_\_\_\_\_ 次
- (03) 工作內容、地點或職務變更的問題 → 有 \_\_\_\_\_ 次
- (04) 加班或工作時間的問題 → 有 \_\_\_\_\_ 次
- (05) 退休金或資遣費的問題 → 有 \_\_\_\_\_ 次
- (06) 工作場所的不當對待(例如：性騷擾或歧視) → 有 \_\_\_\_\_ 次
- (07) 無薪假的問題 → 有 \_\_\_\_\_ 次
- (08) 其他問題(不包括職業傷害或災害)，請說明 \_\_\_\_\_ → 有 \_\_\_\_\_ 次
- (09) 沒有以上的問題

**B5** In the last 5 years, did any “issues that might result in a dispute” occur to you at your workplace (regardless of whether you are the employer or employee)? If yes, which of the following issues was it?

**【Multiple answers are accepted. Show Cue Card B5 and read out each choice for confirmation.】**

- (01) Salary→\_\_\_\_\_ time(s)
- (02) Dismissal or severance→\_\_\_\_\_ time(s)
- (03) Change in work content, location or position→\_\_\_\_\_ time(s)
- (04) Overtime or working hours→\_\_\_\_\_ time(s)
- (05) Pension or severance payment→\_\_\_\_\_ time(s)
- (06) Inappropriate treatment at the workplace (e.g. sexual harassment or discrimination)  
→\_\_\_\_\_ time(s)
- (07) Unpaid leave→\_\_\_\_\_ time(s)
- (08) Other issues; please provide a brief description→\_\_\_\_\_ time(s)
- (09) None of the above
- (10) Not applicable (unemployed)
- (98) Don't know
- (99) Refuse to answer

**B6**、最近五年來（民國 95 年 9 月到現在），請問您有沒有發生過下列事故或意外，而讓您或其他人受到損害或傷害？各發生過幾次？【可複選，請出示提示卡 **B6**，並逐一唸出選項確認】

- (01) 交通事故(有人身傷害) →有\_\_\_\_次
- (02) 交通事故(沒有人身傷害) →有\_\_\_\_次
- (03) 醫療糾紛→有\_\_\_\_次
- (04) 職業傷害或災害(也包括上下班通勤時的意外、或工作過勞等) →有\_\_\_\_次
- (05) 在學校或部隊中發生霸凌、體罰、暴力事件或受傷等事件→有\_\_\_\_次
- (06) 造成精神痛苦的事件(例如：誹謗、破壞名譽等) →有\_\_\_\_次
- (07) 選項(01)~(06)之外，其他造成死亡、傷害的事故或意外→有\_\_\_\_次
- (08) 選項(01)~(06)之外，其他造成物質或金錢上損害的事故或意外→有\_\_\_\_次
- (09) 沒有以上的事故或意外

B6 In the last 5 years have any of the following incidents or accidents occurred to you and caused you or others to sustain loss or injury?

**【Multiple answers are accepted. Show Cue Card B6 and read out each choice for confirmation.】**

- (01) Traffic accident (someone was injured) → \_\_\_\_\_ time(s)
- (02) Traffic accident (no one injured) → \_\_\_\_\_ time(s)
- (03) Medical dispute → \_\_\_\_\_ time(s)
- (04) Occupational injury or disaster (also includes accidents that occur while commuting to and from work, or over working) → \_\_\_\_\_ time(s)
- (05) Being bullied, receiving physical punishment, a violent incident or injury at school or in the military → \_\_\_\_\_ time(s)
- (06) Incidents that cause emotional pain (e.g. being libeled, damaged reputation) → \_\_\_\_\_ time(s)
- (07) Other incidents or accidents besides (01)~(06) resulting in the death or injury of others → \_\_\_\_\_ time(s)
- (08) Other incidents or accidents besides (01)~(06) resulting in others sustaining material or financial loss → \_\_\_\_\_ time(s)
- (09) None of the incidents or accidents above
- (98) Don't know
- (99) Refuse to answer

B7、最近五年來（民國 95 年 9 月到現在），您跟鄰居間有沒有發生過下列「可能會產生糾紛的問題」？各發生過幾次？【可複選，請出示提示卡 B7，並逐一唸出選項確認】

- (01) 跟土地、房屋界線範圍有關 → 有 \_\_\_\_\_ 次
- (02) 噪音、惡臭、亂丟垃圾、亂停車等問題 → 有 \_\_\_\_\_ 次
- (03) 飼養寵物有關的問題 → 有 \_\_\_\_\_ 次
- (04) 與公寓大廈內住戶有關的問題(例如：漏水、佔用公共空間等) → 有 \_\_\_\_\_ 次
- (05) 與公寓大廈管委會有關的問題(例如：管理費) → 有 \_\_\_\_\_ 次
- (06) 其他紛爭，請說明 \_\_\_\_\_ → 有 \_\_\_\_\_ 次
- (07) 沒有以上的問題

B7 In the last 5 years, did any “**issues that might result in a dispute**” occur between you and your neighbors? If yes, which of the following issues was it?

**【Multiple answers are accepted. Show Cue Card B7 and read out each choice for confirmation.】**

- (01) Land or house boundary related issue→\_\_\_\_\_ time(s)
- (02) Noise, stench, littering, or parking issues→\_\_\_\_\_ time(s)
- (03) Pet related issues→\_\_\_\_\_ time(s)
- (04) Issues that concern residents of the apartment building (e.g. water leakage, occupying public space) →\_\_\_\_\_ time(s)
- (05) Issues with the apartment building’s management committee (e.g. management fees) →\_\_\_\_\_ time(s)
- (06) Other disputes; please provide a brief description→\_\_\_\_\_ time(s)
- (07) None of the above
- (08) Don’t know
- (09) Refuse to answer

B8、最近五年來（民國 95 年 9 月到現在），您跟下列對象有沒有發生過跟「金錢借貸」（借錢）有關「可能會產生糾紛的問題」？各發生過幾次？【可複選，請出示提示卡 B8，並逐一唸出選項確認】

- (01) 家人、親戚或朋友→有\_\_\_\_\_次
- (02) 銀行或郵局→有\_\_\_\_\_次
- (03) 其他融資機構或金主(例如：當舖、地下錢莊等) →有\_\_\_\_\_次
- (04) 其他對象，請說明  
\_\_\_\_\_→有\_\_\_\_\_次
- (05) 沒有以上的問題

B8 In the last 5 years, did you have any “borrowing money” related “**issues that might result in a dispute**”? If yes, who did the issue occur with?

**【Multiple answers are accepted. Show Cue Card B8 and read out each choice for confirmation.】**

- (01) Family members, relatives or friends→\_\_\_\_\_ time(s)
- (02) Banks→\_\_\_\_\_ time(s)

(03) Other financing institution or lenders (e.g. pawn shop, underground banks) → \_\_\_\_\_ time(s)

(04) Other; please provide a brief description → \_\_\_\_\_ time(s)

\_\_\_\_\_

(05) None of the above

(98) Don't know

(99) Refuse to answer

B9、最近五年來（民國 95 年 9 月到現在），您有沒有與銀行、郵局或保險公司，因下列保險發生過「可能會產生糾紛的問題」？各發生過幾次？【可複選，請出示提示卡 B9，並逐一唸出選項確認】

(01) 壽險(也包含年金保險) →有\_\_\_\_\_次

(02) 意外險(例如：受傷、意外死亡時所支付的保險) →有\_\_\_\_\_次

(03) 醫療險或健康保險(例如：看病和住院的保險) →有\_\_\_\_\_次

(04) 財產保險或責任保險(例如：竊盜險、火險、車體險、第三人責任險) →有\_\_\_\_\_次

(05) 其他情況，請說明

\_\_\_\_\_ →有\_\_\_\_\_次

(06) 沒有以上的問題

B9 In the last 5 years, did any “issues that might result in a dispute” occur between you and the insurance company? If yes, what type of insurance did the issue occur in?

**【Multiple answers are accepted. Show Cue Card B9 and read out each choice for confirmation.】**

(01) Life insurance (includes annuity insurance) → \_\_\_\_\_ time(s)

(02) Casualty insurance (e.g. insurance for injury and accidental death) → \_\_\_\_\_ time(s)

(03) Medical insurance or health care insurance (e.g. insurance for seeking medical attention and hospitalization) → \_\_\_\_\_ time(s)

(04) Property insurance or liability insurance (e.g. burglary insurance, fire insurance, automobile insurance, third party liability insurance) → \_\_\_\_\_ time(s)

(05) Other; please provide a brief description → \_\_\_\_\_ time(s)

(06) None of the above

(91) Not applicable (no insurance purchased)



(98) Don't know

(99) Refuse to answer

B10、最近五年來（民國 95 年 9 月到現在），請問您有沒有與政府發生過下列繳納稅金、津貼補助、保險、社會福利、社會救濟等有關的「可能會產生糾紛的問題」？各發生過幾次？

**【可複選，請出示提示卡 B10，並逐一唸出選項確認】**

- (01) 稅金→有\_\_\_\_次
- (02) 政府津貼或補助(例如：老人年金、老農津貼、軍公教的撫恤、低收入戶補助) →有\_\_\_\_次
- (03) 政府開辦的保險(例如：全民健保、公保、勞保、農保、國民年金) →有\_\_\_\_次
- (04) 土地徵收→有\_\_\_\_次
- (05) 與警察開罰單、搜索或取締等行為有關→有\_\_\_\_次
- (06) 與申請各項許可有關(例如：營利事業許可或建照等) →有\_\_\_\_次
- (07) 其他救濟或補償(例如：天然災害、農業損失的補償) →有\_\_\_\_次
- (08) 其他問題，請說明  
\_\_\_\_\_ →有\_\_\_\_次
- (09) 沒有以上的問題

B10 In the last 5 years, did you have any “**issues that might result in a dispute**” related to tax payment, government subsidies, insurance, social welfare and social relief? If yes, which of the following issues was it?

**【Multiple answers are accepted. Show Cue Card B10 and read out each choice for confirmation.】**

- (01) Tax related issue→\_\_\_\_\_ time(s)
- (02) Government subsidy or allowance (e.g. old age security pension, old age farmer allowance, pension for military personnel, civil servants and teachers, low income household subsidies) →\_\_\_\_\_ time(s)
- (03) Government established insurance (e.g. National Health Insurance, public employee insurance, labor insurance, farmer's insurance, national pension) →\_\_\_\_\_ time(s)
- (04) Land expropriation→\_\_\_\_\_ time(s)
- (05) Issue related with the police writing tickets, conducting searches or enforcing the

law→\_\_\_\_\_ time(s)

(06) Issue related to the application of various permits (e.g. business permit, construction license, etc.) →\_\_\_\_\_ time(s)

(07) Other relief or compensation (e.g. compensation for natural disasters or agricultural loss) →\_\_\_\_\_ time(s)

(08) Other issues; please provide a brief description→\_\_\_\_\_ time(s)

(09) None of the above

(98) Don't know

(99) Refuse to answer

B11、除上述的事情之外，最近五年來（民國 95 年 9 月到現在），您是否有發生過其他「可能會產生糾紛的問題」？各發生幾次？

(01) 有，請說明

\_\_\_\_\_→有\_\_\_\_\_次

(02) 沒有

B11 Besides the issues mentioned above, did any other “**issues that might result in a dispute**” occur to you in the last five years?

(01) Yes; please provide a brief description→\_\_\_\_\_ time(s)

(02) No

(98) Don't know

(99) Refuse to answer

B12、受訪者在 B1~B11 題中有沒有發生過「可能會產生糾紛的問題」？【請訪員自行勾選】

(01)有【續答 C 題組】

(02)沒有【跳答第 30 頁 H 題組】

B12. Has the respondent ever come across any of the “issues that might result in a dispute” stated in B1~B11? (The interviewer marks the choices)

(01) Yes (continue with Question Set C)

(02) No (move on directly to Question Set H on page 30)

現在開始會花一些時間，詢問您剛回答最近五年來所發生「可能會產生糾紛的問題」中，【發生時間離現在最近】的那一個問題。

Now we are going to spend some time asking you questions on the **【most recent】** “issue that might result in a dispute” that occurred within the last 5 years.

C1、到目前為止，您所回答的「可能會產生糾紛的問題」中，發生時間離現在最近是哪一個？請填入 B1~B11 題問題題號和選項號碼。【請出示 B 題組提示卡】

第\_\_\_\_\_題的第\_\_\_\_\_選項

C1 Up to now, among the “issues that might result in a dispute,” which one was **the most recent**?? Please fill in the question (B1~B11) and the option.

**【Attention interviewers: Please show respondents the cue cards for question set B to remind them of the issues listed in questions B1 to B11】**

Option \_\_\_\_\_ of Question \_\_\_\_\_

C2、假設在一個人所有可能碰到的問題中，最嚴重是 100 分，最不嚴重是 0 分。如果在馬路上被車撞，必須終身坐輪椅是 **90** 分；花兩千元買到一支無法接聽的手機是 **10** 分；

那您剛剛選擇發生時間離現在最近的問題是\_\_\_\_\_分。【請出示提示卡 C2】

C2. Let's suppose the seriousness of the issues come across is measured on a scale of 0, the least serious, to 100 points, the most serious. For example, getting hit by a car and ending up in a wheelchair whole life long is 90 points while spending NT\$2000 on a cell phone that does not receive calls is 10 points.

The most recent issue that you have just referred to is \_\_\_\_\_ points. (Show Cue Card C2)

C3、請問，您剛剛所說的問題順利解決與否，對您的生活重不重要？

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| <input type="checkbox"/> (01) 很重要   | <input type="checkbox"/> (02) 還算重要 |
| <input type="checkbox"/> (03) 普通    | <input type="checkbox"/> (04) 不太重要 |
| <input type="checkbox"/> (05) 根本無所謂 |                                    |

C3. Is it important to you whether an issue like the one you have just referred to is resolved or not?

(01) Very important

(02) Somewhat important

(03) so-so

(04) Not so important

(05) totally insignificant

我們在接下來詢問您的題項中，如果有提到「這個問題」，所指的就是您剛剛回答最近五年來所發生的「可能會產生糾紛的問題」中，【發生時間離現在最近】的這一個問題。

**In the following questions we are about to ask you, whenever we refer to “this issue,” we are referring to the 【most recent】 “issue that might result in a dispute” that occurred in the last 5 years.**

C4、這個「問題」，一開始發生在什麼時候？民國\_\_\_\_\_年 \_\_\_\_\_月(年：不知道、忘記了請填入 997，拒答請填入 998。月：不知道、忘記了請填入 97，拒答請填入 98)

C4When did this “issue” first occur?

\_\_\_\_\_ Year \_\_\_\_\_ Month (e.g. 2007 Year 03 Month. Please fill in 9998 for Don't know and 9999 for Refuse to answer)

C5、發生這個「問題」的對方，是個人還是團體？

(01) 個人【續答 C6】

(02) 團體【跳答 C7】

C5 Was the other party of this “issue” an individual or group?

(01) Individual

(02) Group

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 C5 題回答不知道或拒答的受訪者，請跳答第 C8 題】**

**【Attention interviewers: If the respondent answered (01) Individual for question C6, continue on to question C8; if the respondent answered (02) Group, skip to question C7; if the respondent answered (98) Don't know or (99) Refuse to answer, skip to question C8】**

C6、如果是個人，請問是屬於以下哪一種個人？若對方不只一人，請從所有當事人中選擇一位最主要的當事人來回答。**【請出示提示卡 C6】**

- (01) 您自己的家人
- (02) 其他親戚
- (03) 朋友
- (04) 鄰居
- (05) 工作上的同事、上司、屬下
- (06) 學校的老師、教職員、同學
- (07) 醫師、護士等醫護人員
- (08) 房東、房客或家庭幫傭
- (09) 其他認識的人 (請說明：\_\_\_\_\_)
- (10) 其他不認識的人 (請說明：\_\_\_\_\_)

C6 If it was an individual, what type of person was he/her? If it was more than one person, then choose one of the main persons involved for your answer.

**【Attention interviewers: Please show respondents the cue card for question C5 for confirmation】**

- (01) Family member
- (02) Other relatives
- (03) Friend
- (04) Neighbor
- (05) Colleague, supervisor, or subordinate at work
- (06) School teacher, staff, or classmates
- (07) Medical personnel, e.g. doctor, nurse, etc.
- (08) Landlord, tenent or domestic helper
- (09) An acquaintance (please specify: \_\_\_\_\_)
- (10) A stranger (please specify: \_\_\_\_\_)
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 C6 題回答完，請跳答第 C8 題】**

**【Attention interviewers: After respondents answer question C6, skip to question C8】**

C7、如果是團體，請問是屬於以下哪一種團體？【請出示提示卡 C7】

- (01) 一般的店家
- (02) 自己上班的地方
- (03) 公寓大廈管理委員會
- (04) 大企業
- (05) 其他公司
- (06) 學校
- (07) 醫院
- (08) 警察機關
- (09) 地方行政機關
- (10) 中央行政機關
- (11) 其他的團體或組織 (請說明：\_\_\_\_\_)

C7 If it was a group, what type of group was it?

**【Attention interviewers: Please show respondents the cue card for question C6 for confirmation】**

- (01) An average store
- (02) Where you work at
- (03) Apartment building management committee
- (04) National large enterprise
- (05) Other private enterprises
- (06) School
- (07) Hospital
- (08) Policy station
- (09) Local administration agency
- (10) Central administration agency
- (11) Other groups or organizations (please provide a brief description\_\_\_\_\_)
- (98) Don't know
- (99) Refuse to answer

C8、在這個「問題」發生之前，您和對方熟不熟？若是對方不只一人，請以對方最主要的當事人來回答。

- (01) 很熟
- (02) 還算熟

(03) 不太熟

(04) 很不熟

(05) 完全不認識

C8 Before this “**issue**” occurred, were you familiar with the other party? If the other party consists of more than one person, then choose one of the main persons involved for your answer.

(01) Very familiar

(02) Somewhat familiar

(03) Not familiar

(04) Very unfamiliar

(05) Unacquainted

(98) Don't know

(99) Refuse to answer

C9、在這個「**問題**」發生之前，您對對方的印象如何？若是對方不只一人，請以對方最主要的當事人來回答。

(01) 很好

(02) 還好

(03) 普通

(04) 不太好

(05) 很不好

(06) 沒有印象

C9 Before this “**issue**” occurred, what was your impression of the other party? If the other party consists of more than one person, then choose one of the main persons involved for your answer.

(01) Very good

(02) Good

(03) Average

(04) Bad

(05) Very bad

(06) No impression

(98) Don't know

(99) Refuse to answer

C10、在這個「**問題**」發生之後，您是否有親自與對方接觸？

(01) 有主動接觸對方，對方有回應【續答 C11】

- (02) 有主動接觸對方，對方沒有回應【跳答 C12】
- (03) 對方曾主動接觸我，我有回應【續答 C11】
- (04) 對方曾主動接觸我，我沒有回應【跳答 C12】
- (05) 完全沒有接觸【跳答 C12】

C10 After this “issue” occurred did you come in contact with the other party?

- (01) Actively contacted the other party and received a response
- (02) Actively contacted the other party but didn’t receive a response
- (03) The other party actively contacted me and I responded
- (04) The other party actively contacted me but I didn’t respond
- (05) No contact at all
- (98) Don’t know
- (99) Refuse to answer

<b>【訪員注意：第 C10 題回答不知道或拒答的受訪者，請跳答第 C12 題】</b>
--

<b>【Attention interviewers: If respondents answered (98) Don’t know, or (99) Refuse to answer for question C10, skip to question C12】</b>
---

C11、一開始聽到對方的意見時，您覺得有沒有道理？

- (01) 覺得對方的意見很有道理
- (02) 覺得對方的意見有點道理
- (03) 覺得對方的意見不太有道理
- (04) 完全無法接受對方的意見

C11 When you first heard the other party’s opinion, did you think it was reasonable?

- (01) I thought the other party’s opinion was very reasonable
- (02) I thought the other party’s opinion was somewhat reasonable
- (03) I thought the other party’s opinion was not very reasonable
- (04) I was completely unable to accept the other party’s opinion
- (98) Don’t know
- (99) Refuse to answer



C12、一開始，您覺得誰該為這個「問題」負責呢？

- (01) 您自己
- (02) 對方
- (03) 雙方都有責任
- (04) 不是您也不是對方

C12 At first, who did you feel should be responsible for this “issue”?

- (01) Yourself
- (02) The other party
- (03) Both parties were responsible
- (04) Neither your nor the other party
- (98) Don't know
- (99) Refuse to answer

C13、一開始，您覺得誰因為這個「問題」而受到損失？

- (01) 您自己【續答 C14】
- (02) 對方【跳答 C17】
- (03) 雙方都受有損失【續答 C14】
- (04) 雙方都沒有損失【跳答第 13 頁 D1】

C13 At first, who did you feel sustained loss because of this “issue”?

- (01) Yourself
- (02) The other party
- (03) Both parties sustained losses
- (04) Neither party sustained loss
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 C13 題回答不知道或拒答的受訪者，請跳答第 13 頁 D1 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question C13, skip to question D1】**

C14、您因為這個「問題」遭受的損失，大概多少？(請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元

(02) 不是金錢的損失，換算成金錢大約\_\_\_\_\_元

(03) 無法換算成金錢

C14 What amount of money did you lose because of this “issue”?

(01) Amount: \_\_\_\_\_(Please fill in digits)

(02) Loss was not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)

(03) Cannot be calculated in numbers

(98) Don't know

(99) Refuse to answer

C15、對這個「問題」，您有沒有向對方提出金錢或其他要求？【可複選】

(01) 要求給付金錢【續答 C16】

(02) 要求給付金錢以外的東西【續答 C16】

(03) 要求對方採取或停止某些行為【續答 C16】

(04) 沒有任何要求【跳答 C17】

C15 Regarding this “issue,” did you make demands for compensation in cash or other forms?

**【Multiple Choice】**

(01) Demanded compensation in cash

(02) Demanded compensation in other forms aside from money

(03) Demanded that the other party take or cease certain actions

(04) Did not make any demands

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 C15 題回答不知道或拒答的受訪者，請跳答第 C17 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question C15, skip to question C17】**

C16、請問您向對方提出的要求，大概多少錢？(如果不是金錢，換算成金錢大約多少錢?)(金額請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

C16 How much money did you demand the other party compensate you? (If it wasn't money, how much was it about when converted to cash?)

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)
- (03) Cannot be calculated in numbers
- (98) Don't know
- (99) Refuse to answer

C17、對這個「問題」，對方有沒有向您提出金錢或其他要求？【可複選】

- (01) 要求給付金錢【續答 C18】
- (02) 要求給付金錢以外的東西【續答 C18】
- (03) 要求您採取或停止某些行為【續答 C18】
- (04) 沒有任何要求【跳答 D1】

C17 Regarding this “issue,” did the other party make demands for compensation in cash or other forms? 【Multiple Choice】

- (01) Demanded compensation in cash
- (02) Demanded compensation in other forms aside from money
- (03) Demanded that you take or cease certain actions
- (04) Did not make any demands
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 C17 題回答不知道或拒答的受訪者，請跳答第 D1 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question C17, skip to question D1】**

C18、請問對方向您提出的要求，大概多少錢？(如果不是金錢，換算成金錢大約多少錢?) (金額請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

C18 How much did the other party demand that you pay for compensation? (If it wasn't money, how much was it about when converted to cash?)

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)
- (03) Cannot be calculated in numbers
- (98) Don't know
- (99) Refuse to answer

現在開始會花一些時間，詢問您就那個「問題」，您是否有跟別人商量或尋求諮詢

**Now we are going to spend some time asking you questions on whether or not you consulted or asked for advice from others regarding the abovementioned **【most severe】** “issue that might result in a dispute” that occurred within the last 5 years.**

D1、為解決這個「問題」，您有沒有閱讀書籍、或上網調查研究過？

- (01) 有
- (02) 沒有

D1 Have you read any books or searched online for solutions to this “**issue**”?

- (01) Yes
- (02) No
- (98) Don't know
- (99) Refuse to answer

D2、為解決這個「問題」，您有沒有找過家人或親戚商量？

(01) 有

(02) 沒有

D2 Have you ever asked family members or relatives for advice on solving this “issue”?

(01) Yes

(02) No

(98) Don't know

(99) Refuse to answer

D3、為解決這個「問題」，您有沒有跟朋友、同事或其他認識的人商量過？

(01) 有

(02) 沒有

D3 Have you ever asked friend, colleagues or other acquaintances for advice on solving this “issue”?

(01) Yes

(02) No

(98) Don't know

(99) Refuse to answer

D4、為解決這個「問題」，您有沒有尋求過政府機關、民間團體或專家的諮詢？【請出示提示卡 D7】【訪員注意：第 D4 題回答不知道或拒答的受訪者，請續答 D5 題】

(01) 有【跳答 D7】

(02) 沒有【續答 D5】

D4 Have you ever consulted a government agency, private organization or expert to solve this “issue”? **【Attention interviewers: Please show respondents the cue card for question D5 for confirmation】**

(01) Yes

(02) No

(98) Don't know

(99) Refuse to answer

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question D4, , continue on to question D5】**

D5、您是否曾經想過尋求前述機關、團體或專家的諮詢？如果有，請問是什麼機關、團體或專家？【請出示提示卡 D7，若有數個，請選最想去的那一個】

- (01) 法院的訴訟輔導科
- (02) 政府機關的法律諮詢服務
- (03) 行政機關（法律諮詢服務除外）
- (04) 警察
- (05) 鄰里長
- (06) 政黨或政治人物的選民服務(鄰里長除外)
- (07) 工會、農漁會、農田水利會或同業公會
- (08) 宗教團體(包括寺廟、教會等)
- (09) 律師公會、法律扶助基金會、大學法律系所的法律諮詢
- (10) 民間消費者權益保護團體(例如：消費者文教基金會)
- (11) 律師
- (12) 代書
- (13) 會計師、記帳士
- (14) 保險公司
- (15) 打電話到開放叩應的電台/電視台去詢問
- (16) 學者、教授
- (17) 透過媒體爆料或施壓
- (18) 其他（請說明：\_\_\_\_\_）
- (19) 沒有想過【跳答第 20 頁 E1】

**D5 Did you consider seeking consultation from one of the aforementioned agencies, organizations or experts? If yes, what agencies, organizations or experts did you have in mind? (Show Cue Card D7. If multiple choices are given, ask the respondent to pick the most favorite.)**

- (01) Litigation counseling section of the court
- (02) Legal consultation services provided by government agencies
- (03) Administrative agency (besides legal consultation services)
- (04) Police

- (05) Neighborhood magistrate
- (06) Voter services provided by political parties or politicians (besides neighborhood magistrate)
- (07) Union, farmers' association, fishermen's associations, or irrigation association
- (08) Religious group (including temples, church, etc.)
- (09) Legal consultation services provided by bar associations, the Legal Aid Foundation, or Department of Law in universities
- (10) Consumer rights protection groups (e.g. the Consumers' Foundation)
- (11) Lawyer
- (12) Escrow
- (13) Accountant, accounting clerk
- (14) Insurance company
- (15) Called into a radio channel for counseling
- (16) Scholar, professor
- (17) The media to reveal the issue publicly or apply pressure
- (18) Other (please provide a brief description \_\_\_\_\_ )
- (19) **It was not a consideration (move on directly to E1 on page 20)**

D6、您實際上沒有向那一個政府機關、民間團體或專家諮詢最重要的理由是什麼？

- (01) 太花錢
- (02) 太花時間
- (03) 距離太遠
- (04) 不知道如何接觸
- (05) 其他（請說明：\_\_\_\_\_）

D6、What was the most important reason why you did not seek consultation from any of the government agencies, private organizations or experts you thought about?

- (01) Too expensive
- (02) Too time-consuming
- (03) Too far
- (04) Not knowing how to contact them
- (05) Others (please specify: \_\_\_\_\_)

**【訪員注意：第 D6 題回答完畢，請跳答第 20 頁 E1 題】**

**Attention interviewers: Move on directly to Question E1 on page 20 after the respondent answers Question D6.**

D7、您曾經到哪些政府機關、民間團體或尋求哪些專家的諮詢？【可複選，請出示提示卡 D7】

- (01) 法院的訴訟輔導科
- (02) 政府機關的法律諮詢服務
- (03) 行政機關（法律諮詢服務除外）
- (04) 警察
- (05) 鄰里長
- (06) 政黨或政治人物的選民服務(鄰里長除外)
- (07) 工會、農漁會、農田水利會或同業公會
- (08) 宗教團體(包括寺廟、教會等)
- (09) 律師公會、法律扶助基金會、大學法律系所的法律諮詢
- (10) 民間消費者權益保護團體(例如：消費者文教基金會)
- (11) 律師
- (12) 代書
- (13) 會計師、記帳士
- (14) 保險公司
- (15) 打電話到開放叩應的電台/電視台去詢問
- (16) 學者、教授
- (17) 透過媒體爆料或施壓
- (18) 其他（請說明：\_\_\_\_\_）

D7 What agency, organization or expert did you go to for consultation?

**【Multiple Choice】**

**【Attention interviewers: Please show respondents the cue card for question D7 for confirmation】**



- (01) Litigation counseling section of the court
- (02) Legal consultation services provided by government agencies
- (03) Administrative agency (besides legal consultation services)
- (04) Police
- (05) Neighborhood magistrate
- (06) Voter services provided by political parties or politicians (besides neighborhood magistrate)
- (07) Union, farmers' association, fishermen's associations, or irrigation association
- (08) Religious group (including temples, church, etc.)
- (09) Legal consultation services provided by bar associations, the Legal Aid Foundation, or Department of Law in universities
- (10) Consumer rights protection groups (e.g. the Consumers' Foundation)
- (11) Lawyer
- (12) Escrow
- (13) Accountant, accounting clerk
- (14) Insurance company
- (15) Called into a radio channel for counseling
- (16) Scholar, professor
- (17) The media to reveal the issue publicly or apply pressure
- (18) Other (please provide a brief description )
- (98) Don't know
- (99) Refuse to answer

D8、請按照時間順序填入您諮詢過的政府機關、民間團體或專家的選項號碼，及最初前往諮詢的時間。舉例說明，如果您先去某個地方行政機關的法律諮詢服務之後，再到法律扶助基金會的法律諮詢，請按照第一次、第二次的順序欄位分別填入 2 與 9。**【請出示提示卡 D7】**

**【訪員注意：若受訪者只利用過一個，請將那一個的選項填入「第一次」的欄位，並填入最初進行諮詢的時間。若不只一個且性質相同，例如先後找過三位律師諮詢，請依照第一次→11、第二次→11、第三次→11 的方式填寫，並填入各自最初進行諮詢的時間。最初諮詢時間不知道、忘記了請填 997，拒答請填 998】**

順序	諮詢機關選項	最初諮詢時間	順序	諮詢機關選項	最初諮詢時間
第一次		年 月	第六次		年 月
第二次		年 月	第七次		年 月
第三次		年 月	第八次		年 月
第四次		年 月	第九次		年 月

第五次		年 月	第十次		年 月

**【訪員注意：第 D8 題選擇二項及以上的受訪者請續問 D9 題，選擇一項選項的受訪者，請跳答第 D10 題】**

**Attention interviewers: Respondents selecting two or more choices in Question D8 are to continue with Question D9 and those selecting only one choice are to move on directly to Question D10.**

D8 Please fill in option numbers according to the sequence in which you consulted the agency, organization or expert as well as the time of your initial consultation. For example, if you first went to the legal consultation services of a local administrative agency, and then went to the legal consultation services of the Legal Aid Foundation, then fill in 1 and 11 for the first time and second time you received consultation. (Show Cue Card D7)

**【 Attention interviewers: Please show respondents the cue card for question D5 for confirmation 】**

**【 Attention interviewers: If the respondent only went to one agency, organization or expert, then fill in the option number in the “First time.” If the respondent consulted more than one agency, organization or expert under the same category, for example, the respondent went to three lawyers for consultation, then fill in First time→13, Second time→13, and Third time→13 Also, request the respondent to fill in the time of the initial consultation. Put in 997 if the time is forgotten or 998 if the respondent refuses to answer the question. 】**

- (01) First time\_\_\_\_\_
- (02) Second time\_\_\_\_\_
- (03) Third time\_\_\_\_\_
- (04) Last time\_\_\_\_\_

D9、請問在您諮詢過的政府機關、民間團體或專家中，

您覺得最有幫助的是\_\_\_\_\_ 最沒有幫助的是\_\_\_\_\_ **【請填入 D7 的諮詢機關選項，不知道、忘記了請填 97，拒答請填 98】**

**D9、 Among the government agencies, private organizations or experts you sought consultation from, the most helpful one was \_\_\_\_\_ and the least helpful one was \_\_\_\_\_ (Write the answer under Agency Consulted in D7. Put in 97 if the respondent does not have an answer or has forgotten or 98 if the respondent refuses to answer the question.)**

D10、請問您在向政府機關、民間團體或專家尋求諮詢前，您是否已經就這個「問題」與您產生問題的另一方接觸過？

- (01) 有主動接觸對方，對方有回應【跳答 D12】
- (02) 有主動接觸對方，對方沒有回應【跳答 D12】
- (03) 對方曾主動接觸我，我有回應【跳答 D12】
- (04) 對方曾主動接觸我，我沒有回應【續答 D11】
- (05) 完全沒有接觸【續答 D11】

D10 Before you consulted the agency, organization or expert, did you come in contact with the other party regarding this “issue”?

- (01) Actively contacted the other party and received a response
- (02) Actively contacted the other party but didn't receive a response
- (03) The other party actively contacted me and I responded
- (04) The other party actively contacted me but I didn't respond
- (05) No contact at all
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 D10 題回答不知道或拒答的受訪者，請跳答第 D12 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question D10, skip to question D12】**

D11、尋求政府機關、民間團體或專家的諮詢前，您不回應對方，或沒有跟對方接觸的原因是什麼？【可複選】

- (01) 覺得與對方見面、說話很討厭
- (02) 想要過一段時間之後再連絡
- (03) 想先跟機關、團體或專家諮詢後，再跟對方聯絡比較好
- (04) 想找機關、團體或專家出面幫自己跟對方交涉
- (05) 覺得沒有必要

(06) 找不到對方

(07) 其他

D11 Before consulting the agency, organization or expert, what was the reason you didn't respond or contact the other party?

**【Multiple Choice】**

(01) Dislike meeting or talking with the other party

(02) Wanted to wait for a while before contacting the other party

(03) Felt it was better to first consult an agency, organization or expert before contacting the other party

(04) Wanted to ask an agency, organization or expert to negotiate with the other party on your behalf

(05) Felt it was unnecessary

(06) Unable to reach the other party

(07) Other; please provide a brief description

---

(98) Don't know

(99) Refuse to answer

接著下來，我們要詢問您向【最後一個】諮詢過的政府機關、民間團體或專家的經驗。【訪員注意：請唸出第 16 頁 D8 題，受訪者所回答順序上最後一次諮詢過的政府機關、民間團體或專家的完整名稱（以下簡稱諮詢對象），向受訪者提示和確認。】

**Next, we are going to ask you what happened during your most recent consultation with a government agency, private organization or expert. (Attention interviewers: Read out the complete title of the government agency, private organization or expert (hereinafter referred to as the consultant) the respondent has indicated in Question D8 on page 16 as the consultant most recently contacted as a reminder as well as for confirmation.)**

D12、您前往這個諮詢對象那裡，大約花了多久時間才到達約定的地方？

(01) 親自前往諮詢，花了\_\_\_\_\_分鐘

- (02) 透過電話或網路諮詢
- (03) 對方來找您

D12 When you went to this agency, organization or expert, roughly how long did it take you to get there?

- (01) Personally went there and took \_\_\_\_\_ minutes
- (02) Consulted through telephone or the internet
- (03) The agency, organization or expert visited you
- (98) Don't know
- (99) Refuse to answer

D13、在前往諮詢前，您希望這個政府機關、民間團體或專家能給您什麼幫助呢？【可複選，請出示提示卡 D13】

- (01) 聽您說話
- (02) 擔任中間人處理您和對方的紛爭(包括與對方交涉等)
- (03) 提供法律諮詢
- (04) 提供您法律之外的專門知識和幫助
- (05) 教您如何維護權益
- (06) 介紹您向其他的機關、團體或專家尋求協助
- (07) 代理您提起訴訟或聲請調解
- (08) 協助您撰寫與紛爭解決有關的文件(例如存證信函、和解書、訴狀等)
- (09) 其他，請說明\_\_\_\_\_

D13 Before you went to this agency, organization or expert, what sort of aid did you hope it would provide?

**【Multiple Choice】**

**【Attention interviewers: Please show respondents the cue card for question D12 for confirmation】**

- (01) Listen to you speak
- (02) Serve as a middleman to handle your dispute with the other party (includes negotiating

with the other party)

(03) Provide legal consultation

(04) Provide specialized knowledge and assistance other than legal consultation

(05) Teach you how to protect your rights

(06) Introduce you to other agencies, organizations or experts for seeking aid

(07) Recommend whether you should file a lawsuit or apply for conciliation

(08) Represent you in filing a lawsuit or applying for conciliation

(09) Help you write documents related to dispute settlement (e.g. legal attest letter, settlement agreement, petition, etc.)

(10) Other; please provide a brief description

---

(98) Don't know

(99) Refuse to answer

**D14、這個政府機關、民間團體或專家，實際替您做了什麼事情？【可複選，請出示提示卡 D14】**

(01) 聽您說話

(02) 擔任中間人處理您和對方的紛爭

(03) 提供法律諮詢

(04) 提供您法律之外的專門知識和幫助

(05) 教您如何維護權益

(06) 介紹您向其他的機關、團體或專家尋求協助

(07) 建議您提起訴訟或聲請調解

(08) 代理您提起訴訟或聲請調解

(09) 協助您撰寫與紛爭解決有關的文件(例如存證信函、和解書、訴狀等)

(10) 其他，請說明\_\_\_\_\_

(11) 什麼事都沒做

**D14 What did this agency, organization or expert actually do for you?**

**【Multiple Choice】**

**【Attention interviewers: Please show respondents the cue card for question D13 for confirmation】**

- (01) Listen to you speak
  - (02) Serve as a middleman to handle your dispute with the other party
  - (03) Provide legal consultation
  - (04) Provide specialized knowledge and assistance other than legal consultation
  - (05) Teach you how to protect your rights
  - (06) Introduce you to other agencies, organizations or experts for seeking aid
  - (07) Recommend whether you should file a lawsuit or apply for conciliation
  - (08) Represent you in filing a lawsuit or applying for conciliation
  - (09) Help you write documents related to dispute settlement (e.g. legal attest letter, settlement agreement, petition, etc.)
  - (10) Other; please provide a brief description
- 
- (11) Didn't do anything
  - (98) Don't know
  - (99) Refuse to answer

D15、您向這個諮詢對象諮詢的時間總共有多久？(請扣除您等待的時間，若您諮詢兩次以上，請加起來。)

- (01) 不到 30 分鐘
- (02) 30 分鐘~不到 1 小時
- (03) 1 小時~不到 2 小時
- (04) 2 小時~不到 3 小時
- (05) 3 小時~不到 5 小時
- (06) 5 小時以上，大約\_\_\_\_小時

D15 How long did you consult with this (last one) agency, organization or expert? (Please do not include any waiting time. If there were two or more sessions, please add the time together.)

- (01) Under 30 minutes
- (02) 30 minutes ~ under 1 hour
- (03) 1 hour ~ under 2 hours
- (04) 2 hours ~ under 3 hours
- (05) 3 hours ~ under 5 hours
- (06) More than 5 hours, roughly \_\_\_\_\_hours
- (98) Don't know
- (99) Refuse to answer

D16、您有沒有付諮詢費用(不包括交通費用)給諮詢對象？

- (01) 沒有 **【跳答 D18】**
- (02) 有，總共\_\_\_\_\_元 **【續答 D17】**
- (03) 有，但和後續處理的服務一起給付，無法估計 **【跳答 D18】**

D16 Did you pay consultation fees to this agency, organization or expert (not including transportation fees)?

- (01) No
- (02) Yes, NT\$\_\_\_\_\_ in total
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 D16 題回答不知道或拒答的受訪者，請跳答第 D18 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question D16, skip to question D18】**

D17、請問您覺得您付的諮詢費用是便宜還是貴？

- (01) 很便宜
- (02) 還算便宜
- (03) 價錢適當
- (04) 有些貴
- (05) 很貴

D17 Did you think the consulting fees that you paid were cheap or expensive?

- (01) Very cheap
- (02) Cheap
- (03) Appropriate
- (04) Expensive
- (05) Very expensive
- (98) Don't know
- (99) Refuse to answer



D18、您覺得這個政府機關、民間團體或專家的諮詢，對於您的這個「問題」的了解或處理有沒有幫助？

- (01) 很有幫助
- (02) 有一些幫助
- (03) 普通
- (04) 幫助不大
- (05) 完全沒有幫助

D18 Do you think that this agency, organization or expert had enough expertise in the area of this “issue”?

- (01) Very much
- (02) Enough
- (03) Average
- (04) Not enough
- (05) Insufficient
- (98) Don't know
- (99) Refuse to answer

D19、對於這個政府機關、民間團體或專家的諮詢，您覺得滿不滿意？

- (01) 很滿意
- (02) 還算滿意
- (03) 普通
- (04) 不太滿意
- (05) 很不滿意

D19 Were you satisfied with the result of consultation with this government agency, private organization or expert?

- (01) Very satisfied
- (02) Somewhat satisfied
- (03) So-so
- (04) Somewhat dissatisfied
- (05) Very dissatisfied

E1、請問您這個「問題」，有沒有舉行過調解/協調會議？(法院的調解不算)【請出示提示卡 D7】

(01) 有【續答 E2】

(02) 沒有【跳答第 25 頁 F1】

E1 Was a mediation ever held for this “issue”? (not including court mediation)

**【Attention interviewers: Please show respondents the cue card for question D7 for confirmation】**

(01) Yes

(02) No

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 E1 題回答不知道或拒答的受訪者，請跳答第 25 頁 F1 題】**

**【Attention interviewers: If the respondent answered (01) Yes for question E1 → continue on to question E2; if the respondent answered (02) No, (98) Don't know or (99) Refuse to answer → Skip to question F1】**

E2、請問就您這個「問題」所舉辦的調解/協調會議是由以下何者所舉行？【若舉行過不只一個會議，請選擇時間順序上最後一個來回答】【訪員注意：請出示提示卡 D7，向受訪者提示和確認】

(01) 政府機關設置的調解委員會

(02) 其他提示卡 D7 上所提示的機關、團體或專家，是哪一個\_\_\_\_\_【填入選項編號】

(03) 親戚、朋友或同事

(04) 其他，請說明\_\_\_\_\_

**E2 Which of the following conducted the mediation/reconciliation meeting? (If more than one meeting was conducted, give the answer based on the most recent one.) (Attention interviewers: Show Cue Card D7 as a reminder and for confirmation.)**

(01) The mediation committee in a government agency

(02) An agency, organization or expert listed on Cue Card D7: \_\_\_\_\_ (fill in the item number)

(03) A relative, friend or colleague

(04) Others (please specify \_\_\_\_\_)

E3、請問這個調解/協調會議是在什麼時候舉行？民國\_\_\_\_年 \_\_\_\_月(年：不知道、忘記了請填入 997，拒答請填入 998。月：不知道、忘記了請填入 97，拒答請填入 98)

E3 When was this mediation held?

\_\_\_\_\_ Year \_\_\_\_\_ Month (e.g. 2007 Year 03 Month. Please fill in 9998 for Don't know and 9999 for Refuse to answer)

E4、您有沒有出席這個調解/協調會議？

- (01) 有，自己出席【跳答 E7】
- (02) 有，並找了代理人一起出席【續答 E5】
- (03) 沒有出席，但有請代理人出席【續答 E5】
- (04) 沒有出席，也沒有找代理人出席【跳答第 25 頁 F1】

【訪員注意：第 E4 題回答不知道或拒答的受訪者，請跳答第 E8 題】

E4 Did you personally attend this mediation?

- (01) Yes, personally attended
- (02) Yes, personally attended along with an attorney
- (03) No, but was represented by an attorney
- (04) No, and was not represented by an attorney either
- (98) Don't know
- (99) Refuse to answer

**【Attention interviewers: If the respondent selected (01) for question E4 → Skip to question E7; if the respondent selected (02) or (03) → Continue on to question E5; if the respondent selected (04) → Skip to question F1; if the respondent select (98) Don't know or (99)**

**Refuse to answer → Skip to question E8】**

E5、請問在調解/協調會議中代理您的是？

- (01) 您花錢請的專家/團體(例如律師、代書等)
- (02) 免費協助的專家/團體
- (03) 家人或親戚
- (04) 朋友或同事
- (05) 其他，請說明\_\_\_\_\_

E5 Who acted as your attorney in the mediation?

- (01) An expert/organization (e.g. lawyer, scrivener, etc.) you hired
- (02) An expert/organization that provides free aid
- (03) Family member or relative
- (04) Friend or colleague
- (05) Other; please provide a brief description

\_\_\_\_\_

(98) Don't know

(99) Refuse to answer

E6、這個代理您的人，您覺得他在調解/協調會議上的幫助大不大？

- (01) 很有幫助
- (02) 有一些幫助
- (03) 普通
- (04) 幫助不大
- (05) 完全沒有幫助

E6 Do you think that the person who represented you was helpful in the mediation?

- (01) Very helpful
- (02) Helpful
- (03) Average
- (04) Not very helpful
- (05) Not helpful at all
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：受訪者回答完第 E6 題請跳答第 E8 題】**

**【Attention interviewers: After respondents answer question E6, please skip to question E8】**

E7、您為什麼沒有找代理人？

- (01) 有人建議我自己處理就好
- (02) 無法負擔費用
- (03) 我覺得自己處理就好
- (04) 找不到人幫忙

(05) 其他原因，請說明\_\_\_\_\_

E7 Why didn't you find an attorney?

(01) Someone recommended that I handle the issue myself

(02) I could not afford the expenses

(03) I felt that I could handle it myself

(04) Couldn't find anyone to help

(05) Other reason; please provide a brief description

---

(98) Don't know

(99) Refuse to answer

E8、請問對方有沒有出席這個調解/協調會議？

(01) 有，自己出席

(02) 有，並找了代理人一起出席

(03) 沒有出席，但有請代理人出席

(04) 沒有出席，也沒有找代理人出席

E8 Did the other party attend this mediation?

(01) Yes, personally attended

(02) Yes, personally attended along with an attorney

(03) No, but was represented by an attorney

(04) No, and was not represented by an attorney either

(98) Don't know

(99) Refuse to answer

接下來我們要詢問您對於這最後一個調解或協調會議有什麼印象？以下有幾個問題，請選擇符合您想法的答案，一題一題回答。

**Next, we are going to ask you your impression of the last mediation that took place. Below are a few questions. Please answer each one according to your opinion.**

E9、請問這個調解/協調會議花了大約多久時間？(請扣除您或代理人等待的時間，若有兩次

以上請加總)

- (01) 不到 30 分鐘                       (02) 30 分鐘~不到 1 小時
- (03) 1 小時~不到 2 小時             (04) 2 小時~不到 3 小時
- (05) 3 小時~不到 5 小時             (06) 5 小時以上，大約\_\_\_\_\_小時

E9 How long did this mediation take? (Please do not include you or your attorney's wait time. If there were two or more sessions, please add the time together.)

- (01) Under 30 minutes  
(02) 30 minutes ~ under 1 hour  
(03) 1 hour ~ under 2 hours  
(04) 2 hours ~ under 3 hours  
(05) 3 hours ~ under 5 hours  
(06) More than 5 hours, roughly \_\_\_\_\_hours  
(98) Don't know  
(99) Refuse to answer

E10、您覺得這個調解/協調會議對於解決您的這個「問題」，幫助大不大？

- (01) 很有幫助                               (02) 有一些幫助
- (03) 普通                                       (04) 幫助不大
- (05) 完全沒有幫助

E10 Do you think that this mediation helped you to resolve this “issue”?

- (01) Very helpful  
(02) Somewhat helpful  
(03) Average  
(04) Not very helpful  
(05) Not helpful at all  
(98) Don't know  
(99) Refuse to answer

E11、您覺得調解人/協調人在這個會議中有沒有偏向哪一方？

- (01) 偏向我方
- (02) 偏向對方
- (03) 沒有偏向任何一方

E11 Did you feel that the mediator was biased towards any party during the mediation?

- (01) Biased towards you
- (02) Biased towards the other party
- (03) Not biased towards any party
- (98) Don't know
- (99) Refuse to answer

E12、如果再有類似的「問題」發生，您會不會再來這個單位進行調解或協調？

- (01) 一定會
- (02) 可能會
- (03) 看情況
- (04) 不太會
- (05) 一定不會

E12 If a similar “issue” occurs, will you return to this organization for mediation?

- (01) Definitely
- (02) Possibly
- (03) Depends
- (04) Not likely
- (05) Definitely not
- (98) Don't know
- (99) Refuse to answer

E13、請問這個「問題」經過調解/協調之後，您與對方有沒有達成和解？

- (01) 有【續答 E14】
- (02) 沒有【跳答 E20】

E13 After mediation regarding this “issue,” did you and the other party reach an accommodation?

- (01) Yes
- (02) No

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 E13 題回答不知道或拒答的受訪者，請跳答第 25 頁 F1 題】**

**【Attention interviewers: if the respondent answered (98) Don't know or (99) Refuse to answer for question E13→ Skip to question F1】**

E14、這個「問題」達成和解後，對於您提出的金錢或其他要求，對方同意的和解內容是什麼？  
**【可複選】**

- (01) 同意給付金錢 **【續答 E15】**
- (02) 同意給付金錢以外的東西 **【續答 E15】**
- (03) 同意採取或停止某些行為 **【續答 E15】**
- (04) 您沒有任何要求 **【跳答 E16】**

E14 After reaching an accommodation regarding this “issue,” what were the terms agreed to by the other party in response to your demands for money or other forms of compensation? **【Multiple Choice】**

(01) Agreed to pay money

(02) Agreed to pay in other forms aside from money

(Please provide a brief description )

(03) Agreed to take or cease certain actions

(Please provide a brief description )

(04) You did not make any demands

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 E14 題回答不知道或拒答的受訪者，請跳答第 E16 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question E14, skip to question E16】**

E15、請問對方同意給付的金錢、物品或行為，大概多少錢？(如果不是金錢，換算成金錢大約多少錢?) (金額請填入阿拉伯數字)



- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

E15 In what amount did the other party agree to pay in cash, asset or actions?

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)
- (03) Cannot be calculated in numbers
- (98) Don't know
- (99) Refuse to answer

E16、這個「問題」達成和解後，對於對方提出的金錢或其他要求，您同意的和解內容是什麼？  
【可複選】

- (01) 同意給付金錢【續答 E17】
- (02) 同意給付金錢以外的東西【續答 E17】
- (03) 同意採取或停止某些行為【續答 E17】
- (04) 對方沒有任何要求【跳答 E18】

E16 After reaching an accommodation regarding this “issue,” what were the terms you agreed to in response to the other party’s demand for money or other forms of compensation? 【Multiple Choice】

- (01) Agreed to pay money
- (02) Agreed to pay in other forms aside from money  
(Please provide a brief description )
- (03) Agreed to take or cease certain actions  
(Please provide a brief description )
- (04) The other party did not make any demands
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 E16 題回答不知道或拒答的受訪者，請跳答第 E18 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question E16, skip to question E18】**

E17、請問您同意給付的金錢、物品或行為，大概多少錢？(如果不是金錢，換算成金錢大約多少錢？)(金額請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

E17 In what amount did you agree to pay in cash, asset or actions?

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)
- (03) Cannot not be calculated in numbers
- (98) Don't know
- (99) Refuse to answer

E18、請問對於雙方在這個「問題」上的和解內容，您覺得滿不滿意？

- (01) 很滿意【跳答第 30 頁 H1 題】     (02) 還算滿意【跳答第 30 頁 H1 題】
- (03) 普通【跳答第 30 頁 H1 題】     (04) 不太滿意【續答 E19】
- (05) 很不滿意【續答 E19】

E18 Were you satisfied with the terms of settlement regarding this “issue”?

- (01) Very satisfied
- (02) Satisfied
- (03) Average
- (04) Unsatisfied
- (05) Very unsatisfied
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 E18 題回答不知道或拒答的受訪者，請跳答跳答第 30 頁 H1 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question E18, skip to question H1】**

E19、請問您既然感到不滿意，為何選擇與對方達成和解？

- (01) 再繼續處理，結果也不會比和解的內容更好
- (02) 沒有錢繼續處理
- (03) 沒有時間繼續處理
- (04) 單純希望事情快點結束
- (05) 人情壓力
- (06) 其他(請說明\_\_\_\_\_)

E19 Why did you choose to settle with the other party even though you felt unsatisfied with the terms?

- (01) Further negotiation wouldn't have gained better terms for settlement
- (02) Didn't have enough money
- (03) Didn't have enough time
- (04) Simply hoped for the dispute to end as soon as possible
- (05) Pressure of interpersonal relationships
- (06) Other (please provide a brief description\_\_\_\_\_)
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：受訪者回答完第 E19 題請跳答第 30 頁 H1 題】**

**【Attention interviewers: After respondents answer question E19, please skip to question H2-1】**

E20、請問在無法達成和解之後，接下來發生了什麼事？(年：不知道、忘記了請填入 997，拒答請填入 998。月：不知道、忘記了請填入 97，拒答請填入 98) **【請出示提示卡 E20】**

(01) 您去法院告對方，在民國\_\_\_\_\_年 \_\_\_\_\_月 **【跳答 G1】**【如受訪者回答是互相控告，以最先控告之人為準】

(02) 對方去法院告您，在民國\_\_\_\_\_年 \_\_\_\_\_月 **【跳答 G1】**【如受訪者回答是互相控

告，以最先控告之人為準】

□ (03) 您自己放棄要求，所以問題結束了，在民國\_\_\_\_\_年 \_\_\_\_\_月【續答 E21】

□ (04) 對方放棄要求，所以問題結束了，在民國\_\_\_\_\_年 \_\_\_\_\_月【跳答第 30 頁 H1 題】

□ (05) 後來與對方另外私下和解，在民國\_\_\_\_\_年 \_\_\_\_\_月【跳答 F2】

□ (06) 問題尚未結束【跳答第 30 頁 H1 題】

□ (07) 其他，在民國\_\_\_\_\_年 \_\_\_\_\_月【跳答第 30 頁 H1 題】

(請說明：\_\_\_\_\_)

E20、What happened after the effort for reconciliation failed to settle the dispute?

(01) You took the other party to court in mm\_\_\_\_\_ yy\_\_\_\_\_ (move on directly to G1) (If the respondent answers both parties filed a lawsuit against each other, the answer should be the lawsuit filed first.)

(02) The other party took you to court in mm\_\_\_\_\_ yy\_\_\_\_\_ (move on to G1) (If the respondent answers both parties filed a lawsuit against each other, the answer should be the lawsuit filed first.)

(03) **You decided to waive the claim and the issue was settled in** mm\_\_\_\_\_ yy\_\_\_\_\_ (continue with E21)

(04) **The other party decided to waive the claim and the issue was settled in** mm\_\_\_\_\_ yy\_\_\_\_\_ (move on directly to Question H1 on page 30)

(05) **You reached out-of-court settlement in** mm\_\_\_\_\_ yy\_\_\_\_\_ (move on directly to F2)

(06) **The issue is still unresolved (move on directly to F2)**

(07) **Other, in** mm\_\_\_\_\_ yy\_\_\_\_\_ (move on directly to Question H1 on page 30)

(Please describe: \_\_\_\_\_)

**【訪員注意：第 E20 題回答不知道或拒答的受訪者，請跳答第 30 頁 H1 題】**

E21、如果是您自己放棄要求，請問最主要的原因是什麼？

- (01) 解決問題的希望太渺茫
- (02) 沒有錢繼續處理
- (03) 沒有時間繼續處理
- (04) 單純希望事情快點結束
- (05) 人情壓力
- (06) 其他原因 (請說明：\_\_\_\_\_)

E21 You decided to waive the claim, what was the main reason?

- (01) Hope for resolving the issue was too bleak
- (02) Didn't have enough money
- (03) Didn't have enough time
- (04) Simply hoped for the dispute to end as soon as possible
- (05) Pressure of interpersonal relationships
- (06) The other party didn't take any actions
- (07) Other (please provide a brief description \_\_\_\_\_)
- (08) Don't know
- (09) Refuse to answer

**【訪員注意：第 E21 題回答完，請跳答第 30 頁 H1 題】**

**【Attention interviewers: After respondents answer question E21, please skip to question H1】**

接下來，我們要請問您的是就這個「可能會產生糾紛的問題」最終解決方式，以及如果是私下和解的和解經驗。

**Next, we are going to ask you the final solution to this “issue that might result in a dispute,” and your experience if the issue was settled out of court.**

F1、請問您就這個「可能產生糾紛的問題」，最終是如何解決的？大約是什麼時候？(年：不知道、忘記了請填入 997，拒答請填入 998。月：不知道、忘記了請填入 97，拒答請填入 98)

**【請出示提示卡 F1】**

- (01) 與對方私下和解，在民國\_\_\_\_\_年 \_\_\_\_\_月 **【續答 F2】**
- (02) 上法院打官司，在民國\_\_\_\_\_年 \_\_\_\_\_月 **【跳答 G1】**
- (03) 您自己放棄要求，所以問題結束了，在民國\_\_\_\_\_年 \_\_\_\_\_月 **【跳答 H1 題】**

(04) 對方放棄要求，所以問題結束了，在民國\_\_\_\_\_年 \_\_\_\_\_月 **【跳答 H1 題】**

(05) 問題尚未結束 **【跳答第 30 頁 H1 題】**

(06) 其他，在民國\_\_\_\_\_年 \_\_\_\_\_月 **【跳答第 30 頁 H1 題】**

(請說明：\_\_\_\_\_)

F1 How was this “issue that might result in a dispute” resolved in the end?

(01) **You reached out-of-court settlement with the other party in mm\_\_\_\_\_ yy\_\_\_\_\_**  
(continue with F2)

(02) **You went to court to settle the dispute in mm\_\_\_\_\_ yy\_\_\_\_\_** (move on directly to G1)

(03) **You decided to waive the claim and the issue was settled in mm\_\_\_\_\_ yy\_\_\_\_\_** (move on directly to Question H1)

(04) **The other party decided to waive the claim and the issue was settled in mm\_\_\_\_\_ yy\_\_\_\_\_** (move on directly to Question H1)

(05) **The issue is still unresolved** (move on directly to Question H1 on page 30)

(06) **Other, in mm\_\_\_\_\_ yy\_\_\_\_\_** (move on directly to Question H1 on page 30)

(Please provide a brief description: \_\_\_\_\_)

**【訪員注意：第 F1 題回答不知道或拒答的受訪者，請跳答第 30 頁 H1 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question F1, please skip to question H1】**

F2、這個「問題」達成和解後，對於您提出的金錢或其他要求，對方同意的和解內容是什麼？  
**【可複選】**

(01) 同意給付金錢 **【續答 F3】**

(02) 同意給付金錢以外的東西 **【續答 F3】**

(03) 同意採取或停止某些行為【續答 F3】

(04) 您沒有任何要求【跳答 F4】

F2 After reaching an agreement regarding this “issue,” what terms did the other party agree to in response to your demands for money or other forms of compensation?

**【Multiple Choice】**

- (01) Agreed to pay money
- (02) Agreed to pay in other forms aside from money
- (03) Agreed to take or cease certain actions
- (04) You did not make any demands
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 F2 題回答不知道或拒答的受訪者，請跳答第 F4 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question F2, please skip to question F4】**

F3、請問對方同意給付的金錢、物品或行為，大概多少錢？(如果不是金錢，換算成金錢大約多少錢？)(金額請填入阿拉伯數字)

(01) 金額為\_\_\_\_\_元

(02) 不是金錢，換算成金錢大約\_\_\_\_\_元

(03) 無法換算成金錢

F3 In what amount did the other party agree to pay in cash, asset or actions?

(01) Amount: \_\_\_\_\_(Please fill in digits)

(02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)

(03) Cannot not be calculated in numbers

(98) Don't know

(99) Refuse to answer

F4、這個「問題」達成和解後，對於對方提出的金錢或其他要求，您同意的和解內容是什麼？

**【可複選】**

- (01) 同意給付金錢【續答 F5】
- (02) 同意給付金錢以外的東西【續答 F5】
- (03) 同意採取或停止某些行為【續答 F5】
- (04) 對方沒有任何要求【跳答 F6】

F4 After reaching an accommodation regarding this “issue,” what were the terms you agreed to in response to the other party’s demand for money or other forms of compensation? **【Multiple Choice】**

- (01) Agreed to pay money
- (02) Agreed to pay in other forms aside from money
- (03) Agreed to take or cease certain actions
- (04) The other party did not make any demands
- (98) Don’t know
- (99) Refuse to answer

**【訪員注意：第 F4 題回答不知道或拒答的受訪者，請跳答第 F6 題】**

**【Attention interviewers: If the respondent answered (98) Don’t know or (99) Refuse to answer for question F4, please skip to question F6】**

F5、請問您同意給付的金錢、物品或行為，大概多少錢？(如果不是金錢，換算成金錢大約多少錢？)(金額請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

F5 In what amount did you agree to pay in cash, asset or actions?

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)
- (03) Cannot not be calculated in numbers



(98) Don't know

(99) Refuse to answer

F6、請問對於這個「問題」的和解內容，您感到滿不滿意？

- (01) 很滿意【跳答第 30 頁 H1 題】
- (02) 還算滿意【跳答第 30 頁 H1 題】
- (03) 普通【跳答第 30 頁 H1 題】
- (04) 不太滿意【續答 F7】
- (05) 很不滿意【續答 F7】

F6 Were you satisfied with the terms of settlement regarding this “issue”?

(01) Very satisfied

(02) Satisfied

(03) Average

(04) Unsatisfied

(05) Very unsatisfied

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 F6 題回答不知道或拒答的受訪者，請跳答第 30 頁 H1 題】**

**【Attention interviewers: If the respondent answered (04) Unsatisfied or (05) Very unsatisfied for question F6 → Continue on to question F7; if the respondent answered otherwise → Skip to question H1-1】**

F7、請問您既然感到不滿意，為何選擇與對方達成和解，最主要的理由是什麼？

- (01) 再繼續處理，結果也不會比和解的內容更好
- (02) 沒有錢繼續處理
- (03) 沒有時間繼續處理
- (04) 單純希望事情快點結束
- (05) 人情壓力

□ (06) 其他(請說明\_\_\_\_\_)

F7 Why did you choose to settle with the other party even though you felt unsatisfied with the terms?

(01) Further negotiation wouldn't have gained better terms for settlement

(02) Didn't have enough money

(03) Didn't have enough time

(04) Simply hoped for the dispute to end as soon as possible

(05) Pressure of interpersonal relationships

(06) Other (please provide a brief description \_\_\_\_\_)

(08) Don't know

(99) Refuse to answer

**【訪員注意：受訪者回答完第 F7 題請跳答第 30 頁 H1 題】**

接下來，我們要請問您的是就這個「可能會產生糾紛的問題」上法院打官司的經驗。

**【Attention interviewers: After respondent s answer question F7, please skip to question H1-1】**

**★Next, we are going to ask you about your experience in court regarding this “issue that might result in a dispute.”**

G1、請問在這場官司中，您是？

□ (01) 民事訴訟的原告 **【續答 G2】**

□ (02) 民事訴訟的被告 **【跳答 G4】**

□ (03) 行政訴訟的原告 **【續答 G2】**

□ (04) 其他(請說明\_\_\_\_\_ ) **【跳答 G9】**

G1、What was your status in this lawsuit?

□ (01) **The plaintiff in a civil lawsuit (continue with G2)**

□ (02) **The defendant in a civil lawsuit (move on directly to G4)**

- (03) **The plaintiff in an administrative lawsuit (continue with G2)**
- (04) **Others (please give a brief description\_\_\_\_\_)**

**【訪員注意：第 G1 題回答不知道或拒答的受訪者，請跳答第 G9 題】**

G2、請問在這場官司中，您提出了什麼要求？【可複選】

- (01) 要求對方給付金錢
- (02) 要求對方給付金錢以外的東西
- (03) 要求對方採取或停止某些行為

**G2、What was your demand in this lawsuit?**

- (01) Agreed to pay money
- (02) Agreed to pay in other forms aside from money
- (03) Agreed to take or cease certain actions
- (04) The other party did not make any demands
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 G2 題回答不知道或拒答的受訪者，請跳答第 G6 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question G2, please skip to question G6】**

G3、請問您提出的要求，大概多少錢？(如果不是金錢，換算成金錢大約多少錢?) (金額請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢的損失，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

G3 What amount did you demand to be compensated?

- (01) Amount: \_\_\_\_\_(Please fill in digits)

(02) Not in cash, but worth roughly \_\_\_\_\_ (Please fill in digits)

(03) Cannot not be calculated in numbers

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 G3 題回答完，請跳答第 G6 題】**

**【Attention interviewers: After respondent s answer question G3, please skip to question G6】**

G4、請問在這場官司中，對方提出了什麼要求？【可複選】

(01) 要求您給付金錢

(02) 要求您給付金錢以外的東西

(03) 要求您採取或停止某些行為

**G4 What was the demand of the other party in this lawsuit?**

(01) Agreed to pay money

(02) Agreed to pay in other forms aside from money

(03) Agreed to take or cease certain actions

(04) The other party did not make any demands

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 G4 題回答不知道或拒答的受訪者，請跳答第 G6 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question G4, please skip to question G6】**

G5、請問對方提出的要求，大概多少錢？(如果不是金錢，換算成金錢大約多少錢?) (金額請填入阿拉伯數字)

(01) 金額為\_\_\_\_\_元

(02) 不是金錢的損失，換算成金錢大約\_\_\_\_\_元

- (03) 無法換算成金錢

G5 What amount did the other party demand to be compensated?

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)
- (03) Cannot not be calculated in numbers
- (98) Don't know
- (99) Refuse to answer

G6、請問這場官司最後的結果如何？

- (01) 雙方後來達成和解，法院沒有判決 **【G1 題選擇選項(01)、(03)的受訪者續答 G7，選擇選項(02)的受訪者跳答 G8】**
- (02) 法院判決對方勝訴 **【跳答 G9】**
- (03) 法院判決自己勝訴 **【跳答 G9】**
- (04) 法院判決雙方互有勝敗 **【G1 題選擇選項(01)、(03)的受訪者續答 G7，選擇選項(02)的受訪者跳答 G8】**
- (05) 官司還沒結束 **【跳答第 30 頁 H1 題】**
- (06) 其他(請說明\_\_\_\_\_ ) **【跳答 G9】**

G6、What was the final result of this lawsuit?

- (01) **Both parties reached reconciliation and the court did not make any decision (respondents choosing (01), (03) in Question G1 continue with G7 and those choosing (02) move on directly to G8)**
- (02) **The court ruled the other party won the lawsuit (move on directly to G9)**
- (03) **The court ruled you won the lawsuit (move on directly to G9)**
- (04) **The court ruled the arguments of both parties had their strengths and weaknesses (respondents who choosing (01), (03) in Question G1 continue with G7 and those choosing (02) move on directly to G8)**
- (05) **The lawsuit is still not over**
- (06) **Others (please give a brief description \_\_\_\_\_) (Move on**

directly to G9)

**【訪員注意：第 G6 題回答不知道或拒答的受訪者，請跳答第 30 頁 H1 題】**

G7、請問在這場官司中，就您提出的要求，您大約取得多少錢？(如果不是金錢，換算成金錢大約多少錢？)(金額請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

**G7、How much money did you obtain as a result of the claim you filed in this lawsuit? (If it wasn't money, how much was it about when converted to cash?)**

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)
- (03) Cannot be calculated in numbers
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 G7 題回答完畢，請跳答第 G9 題】**

G8、請問在這場官司中，就對方提出的要求，您要給付對方大約多少錢？(如果不是金錢，換算成金錢大約多少錢？)(金額請填入阿拉伯數字)

- (01) 金額為\_\_\_\_\_元
- (02) 不是金錢，換算成金錢大約\_\_\_\_\_元
- (03) 無法換算成金錢

**G8、How much money did you pay as a result of the claim the other party filed in this lawsuit? (If it wasn't money, how much was it about when converted to cash?)**

- (01) Amount: \_\_\_\_\_(Please fill in digits)
- (02) Not in cash, but worth roughly \_\_\_\_\_(Please fill in digits)

(03) Cannot be calculated in numbers

(98) Don't know

(99) Refuse to answer

G9、請問在這場官司中，您有沒有請律師？若有，律師費由誰支付？

(01) 沒有請律師 **【跳答 G11】**

(02) 有請律師，完全自己付 **【續答 G10】**

(03) 有請律師，部分自己付，部份由其他單位補助 **【續答 G10】**

(04) 有請律師，完全由其他單位補助 **【續答 G10】**

G9 In this lawsuit, did you hire an attorney?

(01) No

(02) Yes and paid for all expenses

(03) Yes and received subsidies from other units for partial expenses

(04) Yes and all expenses were subsidized by other units

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 G9 題回答不知道或拒答的受訪者，請跳答第 G11 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question G9, please skip to question G11】**

G10、請問您覺得律師對您的官司幫助大不大：

(01) 很有幫助       (02) 有一些幫助

(03) 普通       (04) 幫助不大

(05) 完全沒有幫助

G10 Do you feel that your attorney was helpful to this lawsuit?

(01) Very helpful

(02) Somewhat helpful

- (03) Average
- (04) Not very helpful
- (05) Not helpful at all
- (98) Don't know
- (99) Refuse to answer

G11、請問在這場官司中，您總共花費了多少錢？(包括裁判費、律師費、交通費、因請假減少的收入等。) \_\_\_\_\_元 (金額請填阿拉伯數字)

G11 How much money in total did you spend on this lawsuit? (including judicature fee, attorney fee, transportation fee, income lost due to leave from work, etc.)

- (01) NT\$ \_\_\_\_\_ (Please fill in digits)
- (98) Don't know
- (99) Refuse to answer

G12、請問您對於這場官司的結果(不論是判決或和解)，覺得滿不滿意？

- (01) 很滿意
- (02) 還算滿意
- (03) 普通
- (04) 不太滿意
- (05) 很不滿意

G12 Were you satisfied with the result of this lawsuit (including terms of settlement in mediation)?

- (01) Very satisfied
- (02) Satisfied
- (03) Average
- (04) Unsatisfied
- (05) Very unsatisfied
- (98) Don't know
- (99) Refuse to answer



接下來，我們要請問您對於一些社會現象的意見及日常生活的經驗。

**Next, we are going to ask you your opinion of some social phenomena and daily life experiences.**

H1、您認為台灣現行法律最主要的作用是什麼？【請唸出前四個選項並出示提示卡 H1】

- (01) 解決紛爭與維持秩序
- (02) 伸張正義
- (03) 保障有權有勢的人
- (04) 是用來壓制反對者的工具
- (05) 其他作用，請說明\_\_\_\_\_

H1 In your opinion, what is the main purpose of Taiwan's current laws?

**【Attention interviewers: Please read option out loud and show respondents the cue card for question H2-1 for confirmation】**

- (01) To resolve disputes and maintain order
- (02) To uphold justice
- (03) To protect those with wealth and power
- (04) To suppress those who object
- (05) Other purposes,  
please provide a brief description\_\_\_\_\_
- (98) Don't know
- (99) Refuse to answer

H2、法官(法院)難免會犯錯，請問您認為把「沒有犯法的人判成有罪」比較嚴重？還是把「有犯法的人判成無罪」比較嚴重？【請出示提示卡 H2】

- (01) 「沒有犯法的人判成有罪」比較嚴重
- (02) 「有犯法的人判成無罪」比較嚴重
- (03) 無法選擇

H2 It is inevitable that even a judge (the court) will make a mistake. Do you think that it is more

serious to “sentence an innocent person” or to “release a guilty criminal”?

(01) It is more serious to “sentence an innocent person”

(02) It is more serious to “release a guilty criminal”

(03) Cannot decide

(98) Don't know

(99) Refuse to answer

H3、您同不同意，台灣的法律已經能夠保障人權？

(01) 很同意

(02) 同意

(03) 不同意

(04) 很不同意

H3 Do you agree that Taiwan's law is capable of protecting human rights?

(01) Very agree

(02) Agree

(03) Disagree

(04) Very disagree

(98) Don't know

(99) Refuse to answer

H4、您贊不贊成下列有關「法律」或「法院」的說法？請依序選擇符合您想法的回答。【請唸出每一個選項並出示提示卡 H4】

H4-1 不管發生什麼事情，都應該遵守法律

H4-1 No matter what happens, we should abide by the law

(01) Strongly agree

(02) Agree

(03) Average

(04) Disagree

(05) Strongly disagree

(98) Don't know

(99) Refuse to answer

H4-2 有錢的人比沒錢的人更能影響法律的制度或法院的判決

(01) 很贊成       (02) 還算贊成       (03) 普通

(04) 不太贊成     (05) 很不贊成

H4-2 The rich are more capable of affecting the legal system or the court's ruling than the poor

(01) Strongly agree

(02) Agree

(03) Average

(04) Disagree

(05) Strongly disagree

(98) Don't know

(99) Refuse to answer

H4-3 法院感覺高高在上，讓人很難接近

(01) 很贊成       (02) 還算贊成       (03) 普通

(04) 不太贊成     (05) 很不贊成

H4-3 The court seems very up high, making it difficult for people to approach

(01) Strongly agree

(02) Agree

(03) Average

(04) Disagree

(05) Strongly disagree

(98) Don't know

(99) Refuse to answer

H4-4 法院的判決常常跟一般人的想法不一樣

(01) 很贊成       (02) 還算贊成       (03) 普通

(04) 不太贊成     (05) 很不贊成

H4-4 The court's decision is often different from general opinion

(01) Strongly agree

(02) Agree

(03) Average

(04) Disagree

(05) Strongly disagree

(98) Don't know

(99) Refuse to answer

H5、如果鄰居時常半夜喧嘩，擾亂您的睡眠，您最可能怎麼做？

(01) 雖然受到干擾，仍然忍受                       (02) 通知他，請他改善

(03) 吵回去     (04) 打電話叫警察或環保局的人來取締

(05) 其他方式，請說明\_\_\_\_\_

H5 If your neighbors often make a great deal of noise late at night and disturb your sleep, what

would you do?

- (01) Put up with it even though you are disturbed
  - (02) Notify the neighbor and ask him/her to improve the situation
  - (03) Disturb the neighbor back
  - (04) Call the police or environmental protection bureau
  - (05) Other method
- please provide a brief description \_\_\_\_\_
- (98) Don't know
  - (99) Refuse to answer

H6、大馬路中間正在埋設水管，但附近並無任何警告標誌，如您於夜晚開車或騎車經過，造成車毀人傷，您認為政府有關單位應該怎麼做？【請出示提示卡 H6】

- (01) 政府有錯，應該賠償
- (02) 雖然政府沒有錯，但還是應該補償
- (03) 政府沒有錯，但道義上應考慮補助
- (04) 什麼都不必做

H6 There is construction in the middle of the road, without any warning signs nearby; if you drive or ride past the site in the middle of the night, and get into a traffic accident because of the construction, what do you think the government should do?

- (01) The government was wrong and therefore should compensate you for any losses you sustain
- (02) Although the government was not wrong, it should still compensate you for any losses you sustain
- (03) The government was not wrong, but should consider subsidizing your losses
- (04) The government doesn't need to do anything
- (98) Don't know
- (99) Refuse to answer

H7、某商店向甲廠商購買貨物，在商店還沒有付款之前，甲廠商聽說這家商店將要倒閉，甲廠商就自己跑到商店搬貨，用來抵償貨款，您認為甲廠商有沒有違法？【請出示提示卡

## H7】

- (01) 甲廠商沒有違法，不必歸還東西
- (02) 甲廠商雖然沒有違法，但應該將東西歸還
- (03) 甲廠商違法，應該將東西歸還

H7 A store purchased some merchandise from John. Before the store paid him, John heard that the store was going out of business, so John went to the store and began taking merchandise to offset the debt. In your opinion:

- (01) John did not break the law and does not need to return the merchandise
- (02) Although John didn't break the law, he should return the merchandise
- (03) John broke the law and should return the merchandise
- (98) Don't know
- (99) Refuse to answer

H8、大雄開車直行經過十字路口時，小明騎著機車突然闖紅燈從巷子衝出，大雄閃避不及撞倒小明，造成小明的機車損壞、受傷住院，小明向大雄索賠，您認為大雄有沒有違規？【請出示提示卡 H8】

- (01) 大雄違規，應該賠償小明
- (02) 大雄沒有違規，但大雄開的是大車，道義上應該賠償小明
- (03) 大雄沒有違規，不用賠償小明

H8 Steve was driving his car when passing an intersection; John was riding his scooter and ran the red light. Steve couldn't get out of the way in time and crashed into John, causing John's scooter to be damaged and John to be hospitalized. John is now demanding that Steve compensate John for the damages John sustained; what do you think of this situation?

- (01) Steve violated traffic rules and should compensate John for any damages John sustains.
- (02) Steve did not violate traffic rules, but drove the bigger vehicle, and should therefore compensate John for any damages John sustains.
- (03) Steve did not violate traffic rules, and therefore doesn't need to compensate John for any damages John sustains.
- (98) Don't know
- (99) Refuse to answer

H9、整體來說，請問您對於台灣法院滿不滿意？(指的是訴訟處理的速度、法官態度、法院的設施等)

- (01) 很滿意                       (02) 還算滿意
- (03) 不太滿意                       (04) 很不滿意

H9 All things considered, were you satisfied with the performance of Taiwan's courts? (referring to the speed that the lawsuit was handled, the judge's attitude, the court's facilities, etc.)

- (01) Very satisfied  
(02) Satisfied  
(03) Unsatisfied  
(04) Very unsatisfied  
(98) Don't know  
(99) Refuse to answer

H10、整體來說，請問您認為台灣法官的判決公不公正？

- (01) 很公正                       (02) 還算公正
- (03) 不太公正                       (04) 很不公正

H10 In general, do you think that the ruling of Taiwan's judges is fair?

- (01) Very fair  
(02) Fair  
(03) Unfair  
(04) Very unfair  
(98) Don't know  
(99) Refuse to answer

H11、整體來說，請問您認為檢察官在執行職務上公不公正？(例如：偵查、搜索、聲請羈押、起訴)

- (01) 很公正                       (02) 還算公正

- (03) 不太公正       (04) 很不公正

H11 Generally speaking, do you think that prosecutors are just when executing their duties? (e.g. interrogation, conducting searches, taking suspects into custody, indictment, etc.)

- (01) Very fair  
(02) Fair  
(03) Unfair  
(04) Very unfair  
(98) Don't know  
(99) Refuse to answer

H12、整體來說，請問您認為警察執法公不公正？

- (01) 很公正       (02) 還算公正       (03) 不太公正       (04) 很不公正

H12 Generally speaking, do you think that the police are just when enforcing the law?

- (01) Very fair  
(02) Fair  
(03) Unfair  
(04) Very unfair  
(98) Don't know  
(99) Refuse to answer

H13、整體來說，請問您認為在與政治有關的案件中(例如：賄選)，法官的判決受到政黨影響的程度有多大？(0 代表完全不會，10 代表一定會；請您在 0 到 10 之間給一個分數)

\_\_\_\_\_分

H13 In your opinion, how much do you think the judge's ruling is affected by political parties in political lawsuits? (0 represents not affected at all, 10 represents definitely affected; please give a score between 0 and 10.)

\_\_\_\_\_



H14、整體來說，請問您認為在與政治有關的案件中(例如：賄選)，檢察官執行職務受到政黨影響的程度有多大？(0 代表完全不會，10 代表一定會；請您在 0 到 10 之間給一個分數)\_\_\_\_\_分

H14 In your opinion, how much do you think the prosecutor is affected by political parties when executing duties in political lawsuits? (0 represents not affected at all, 10 represents definitely affected; please give a score between 0 and 10.)

\_\_\_\_\_

H15、整體來說，請問您認為律師在辦理案件時，會最優先考慮的是？【請出示提示卡 H15】

- (01) 當事人的權益
- (02) 自己的利害關係
- (03) 社會正義

H15 In your opinion, what do lawyers put first when fighting a lawsuit?

- (01) The client's rights
- (02) Their own interests
- (03) Social justice
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 H15 題回答不知道或拒答的受訪者，請跳答第 H17 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question H15, skip to question H17】**

H16、其次會考慮的是？【請出示提示卡 H15】

- (01) 當事人權益
- (02) 自己的利害關係
- (03) 社會正義

H16 In your opinion, what do lawyers put second when fighting a lawsuit?

- (01) The client's rights
- (02) Their own interests
- (03) Social justice
- (98) Don't know
- (99) Refuse to answer

H17、請問您有沒有找過律師為您自己或您未成年的小孩處理與法律相關的事務？如果有，是幾件？

- (01) 有，一件【續答 H18】
- (02) 有，二件【續答 H18】
- (03) 有，三件或三件以上【續答 H18】
- (04) 沒有【跳答 H19】

H17 Have you every consulted a lawyer regarding legal matters of you or your underage children?  
If yes, how many times?

- (01) Yes, One
- (02) Yes, Two
- (03) Yes, Three or above
- (04) No
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 H17 題回答不知道或拒答的受訪者，請跳答第 H19 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question H17, please skip to question H19】**

H18、請問您是請律師提供哪種服務？支付多少費用？何時提供？對服務是否感到滿意？【請出示提示卡 H18/如果有超過一次的經驗，請選擇最近的那一次】

律師提供的服務	服務的報酬及時間	請由 0~10 分選擇
---------	----------	-------------

	(金額請填入阿拉伯數字)	您滿意的程度 (0 代表非常不滿意 , 10 代表非常滿意)
□ (01) 諮詢法律意見 →	H18-1-1 金額：新台幣_____元 時間：民國_____年	H18-1-2 _____分
□ (02) 寫狀紙、契約 →	H18-2-1 金額：新台幣_____元 時間：民國_____年	H18-2-2 _____分
□ (03) 委託進行訴訟(打官司) →	H18-3-1 金額：新台幣_____元 時間：民國_____年	H18-3-2 _____分
□ (04) 委託處理訴訟以外的事務 (例如：遺囑見證人等) →	H18-4-1 金額：新台幣_____元 時間：民國_____年	H18-4-2 _____分
□ (05) 其他服務，請說明 (_____) →	H18-5-1 金額：新台幣_____元 時間：民國_____年	H18-5-2 _____分

H18 What services did you ask the lawyer to provide? How much in expenses did you pay for each time?

**【Multiple Choice/If there were several times for each item, please select the one the most recent one】**

**【Attention interviewers: Please show respondents the cue card for question H1-8 for confirmation】**

Service provided by the lawyer	Cost of the service	Rate the service on a scale of 0~10 (0 being very dissatisfied and 10 being very satisfied)
(1) Provide an legal opinion→	H1-8-1-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)	H18-1-2 _____ point(s)
(2) Write a contract or an official form for filing a lawsuit→	H1-8-2-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)	H18-2-2 _____ point(s)

(3) Act as your attorney (fight a lawsuit)→	H1-8-3-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)	H18-3-2 _____ point(s)
(4) Matters other than fighting a lawsuit (e.g. being a witness for your will)→	H1-8-4-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)	H18-4-2 _____ point(s)
(5) Other services, please provide a brief description → ↓	H1-8-5-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)	H18-5-2 _____ point(s)
(98) Don't know		
(99) Refuse to answer		

H19、請問您有沒有請代書為您自己或您未成年的小孩處理與法律相關的事務？如果有，是幾件？

- (01) 有，一件【續答 H20】
- (02) 有，二件【續答 H20】
- (03) 有，三件或三件以上【續答 H20】
- (04) 沒有【跳答 H21】

H19 Have you every hired a scrivener to handle legal matters of you or your underage children? If yes, how many times?

- (01) Yes, One
- (02) Yes, Two
- (03) Yes, Three or above
- (04) No
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 H19 題回答不知道或拒答的受訪者，請跳答第 H21 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question H19, please skip to question H21】**

H20、請問代書為您提供哪種服務？支付多少費用？何時提供？對服務是否感到滿意？【請

出示提示卡 H20/如果有超過一次的經驗，請選擇最近的那一次】

代書提供的服務	服務的報酬及時間 (金額請填入阿拉伯數字)	請由 0~10 分選擇 您滿意的程度 (0 代表非常不滿意 , 10 代表非常滿意)
□ (01) 辦理與「繼承」相關的事務 (例如：遺產過戶) →	H20_1_1 金額：新台幣_____元 時間：民國_____年	H20_1_2 _____分
□ (02) 委託辦理不動產相關事務 (例如：房屋買賣過戶) →	H20_2_1 金額：新台幣_____元 時間：民國_____年	H20_2_2 _____分
□ (03) 諮詢法律意見 →	H20_3_1 金額：新台幣_____元 時間：民國_____年	H20_3_2 _____分
□ (04) 寫狀紙、契約 →	H20_4_1 金額：新台幣_____元 時間：民國_____年	H20_4_2 _____分
□ (05) 委託進行訴訟(打官司) →	H20_5_1 金額：新台幣_____元 時間：民國_____年	H20_5_2 _____分
□ (06)其他服務，請簡單說明 (_____) →	H20_6_1 金額：新台幣_____元 時間：民國_____年	H20_6_2 _____分

H20 What services did you ask the scrivener to provide? How much in expenses did you pay for each time?

【Multiple Choice/If there were several times for each item, please select the one with the highest amount】

【Attention interviewers: Please show respondents the cue card for question H1-11 for confirmation】

Service provided by the scrivener	Cost of the service
(1) “Inheritance” related matters (e.g. inheritance transfer)→	H1-11-1-1 _____ (Please fill in digits) (Please fill in 999997 for Don’t know and 999998 for Refuse to answer)
(2) Handle real estate related matters	H1-11-2-1

(e.g. house transfer)→	_____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)
(3) Provide a legal opinion→	H1-11-3-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)
(4) Write a contract or an official form for filing a lawsuit→	H1-11-4-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)
(5) Act as your attorney (fight a lawsuit)	H1-11-5-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)
(6) Other services, please provide a brief description → ↓	H1-11-6-1 _____ (Please fill in digits) (Please fill in 999997 for Don't know and 999998 for Refuse to answer)
(98) Don't know	
(99) Refuse to answer	

H21、請問您有沒有上法院打官司的經驗？

- (01) 有 **【續答 H22】**       (02) 沒有

H21 Do you have any experience with fighting a lawsuit in court?

- (01) Yes  
(02) No  
(98) Don't know  
(99) Refuse to answer

**【訪員注意：第 H21 題回答沒有、不知道或拒答的受訪者，請跳答 H27 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to**

**answer for question H21, please skip to question H27】**

H22、請問您打的是哪一類官司？【可複選】

- (01) 民事                       (02) 刑事
- (03) 行政
- (04) 其他(請說明：\_\_\_\_\_)

H22 What type of lawsuit were you in? 【Multiple Choice】

- (01) Civil lawsuit
- (02) Criminal lawsuit
- (03) Administrative lawsuit
- (04) Other  
(please provide a brief description \_\_\_\_\_)
- (98) Don't know
- (99) Refuse to answer

**訪員注意：第 H22 題**

只回答選項 2 刑事者，請跳答第 H25 題

回答不知道及拒答者，請跳答 H27 題

回答其他選項的者請續答第 H23 題

**Attention interviewers: If the respondent only selected (02) Criminal lawsuit for question H22, skip to question H25; if the respondent answered (98) Don't know or (99) Refuse to answer, skip to question H27; if the respondent answered otherwise, continue on to question H23】**

H23、請問您在民事/行政/其他官司中，是以下列哪一種身分去打官司？【若您打過不只一次民事/行政/其他官司，請以最後一次的經驗來回答】

- (01) 被告                       (02) 原告
- (03) 其他(請說明：\_\_\_\_\_)

H23 What was your identity in the civil/administrative/other lawsuit?

**【If you were in more than one civil/administrative/other lawsuit, please answer according to your last experience】**

(01) Defendant

(02) Plaintiff

(03) Other

(please provide a brief description \_\_\_\_\_ )

(98) Don't know

(99) Refuse to answer

H24、請問判決的結果是？

(01) 您勝訴

(02) 對方勝訴

(03) 互有勝負

(04) 還在進行中

(05) 和解

(06) 其他 (請說明：\_\_\_\_\_ )

H24 What was the verdict?

(01) You won

(02) The other party won

(03) Both parties won some and lost some

(04) The lawsuit is still in progress

(05) Settled

(06) Other

(please provide a brief description \_\_\_\_\_ )

(98) Don't know

(99) Refuse to answer

**【訪員注意：第 H22 題的選項中，如果受訪者沒有選擇 2 刑事，請跳答 H27 題】**

**【Attention interviewers: If the respondent's answer for question H22 did not include (02)**



**Criminal lawsuit, skip to question H27】**

H25、請問您在刑事官司中，是以下列何種身分去打官司？【若您打過不只一次刑事官司，請以最後一次的經驗來回答】

- (01) 被告       (02) 告訴人/告發人/被害人
- (03) 其他(請說明：\_\_\_\_\_)

H25 What was your identity in the criminal lawsuit?

**【If you were in more than one criminal lawsuit, please answer according to your last experience】**

- (01) Defendant  
(02) Complainant/accuser/victim  
(03) Other  
(please provide a brief description \_\_\_\_\_ )  
(98) Don't know  
(99) Refuse to answer

H26、請問判決的結果是？

- (01) 被告有罪       (02) 被告無罪
- (03) 還在進行中
- (04) 其他(請說明：\_\_\_\_\_)

H26 What was the verdict?

- (01) The defendant was found guilty  
(02) The defendant was found not guilty  
(03) The lawsuit is still in progress  
(04) Other  
(please provide a brief description \_\_\_\_\_ )  
(98) Don't know  
(99) Refuse to answer

H27、有些國家的法院在審理案件時，會找一般民眾共同參加審判。參加的民眾可以參與討論，並有權力參與最終判決的決定，例如陪審團。請問您以前有沒有聽說過這種制度？

- (01) 有       (02) 沒有

H27 When the court is reviewing a case in some countries, the general public or experts of each profession, such as a jury, take part in the ruling. Have you ever heard of such a system?

(01) Yes

(02) No

H28、有人贊成台灣也採用這種制度，也有人不贊成，請問您贊不贊成？

- (01) 很贊成  
 (02) 贊成  
 (03) 不贊成  
 (04) 很不贊成

H28 Some people approve of Taiwan also adopting this system, while others disapprove; what is your opinion?

(01) Very approve

(02) Approve

(03) Disapprove

(04) Very disapprove

(98) Don't know

(99) Refuse to answer

H29、如果您被選中去參加審判，請問您願不願意參加？

- (01) 很願意  
 (02) 願意  
 (03) 不願意  
 (04) 很不願意

H29 If you were chosen to take part in the ruling, would you be willing to go?

- (01) Very willing
- (02) Willing
- (03) Unwilling
- (04) Very unwilling
- (98) Don't know
- (99) Refuse to answer

H30、我國司法院計劃在法院審理案件時，找一般民眾到法庭來觀察法官審理案件，參加的民眾可以提供自己的意見，但是沒有權力參與判決的決定。請問您認為這種制度，與前面所提到外國「民眾參加審判，並可以共同參與判決」的制度比較，哪一個比較好？【請出示提示卡 H30】

- (01) 「民眾參加審判，並可以共同參與判決」的制度比較好
- (02) 「民眾觀察審判，但不共同參與判決」的制度比較好
- (03) 一樣好
- (04) 都不好

H30、The Judicial Yuan plans to allow private citizens to observe trials in court and express their opinions without actually participating in the ruling decision. Compared to the aforementioned system in certain countries where “the public take part in the ruling decision in trials,” which one do you think is better? (Please show Cue Card H30)

- (01) The sytem that “the public take part in the ruling decision in trials” is better
- (02) The system that “private citizens observe trials but do not participate in ruling decision is better
- (03) Both are good
- (04) Both are not good

【訪員注意：第 H30 題回答完後，如果在第 8 頁 B12 題勾選沒有發生任何「可能會產生糾紛的問題」，請跳答第 44 頁 A3-1 題；其餘續答第 39 頁 A2-1 題】

最後，麻煩您讓我們了解一下您其他的背景資料。

【訪員注意：第 8 頁 B12 題沒有發生任何「可能會產生糾紛的問題」的受訪者，請跳答第 44 頁 A3-1 題；其餘續答 A2-1 題】

【訪員注意：請翻查及唸出第 9 頁 C4 題題目及答案，向受訪者確認「問題」發生的時間無誤後填入 A2-1 題】

★Finally, please help us learn more about your background.

【Attention interviewers: Please go to question C3, read the question aloud and answers of C3 and fill them into question A2-1 to confirm the time that the “issue” occurred】

A2-1、您這個發生時間離現在最近的「問題」，一開始發生在民國\_\_\_\_年 \_\_\_\_月，對嗎？(訪員自填)(年：不知道、忘記了請填入 997，拒答請填入 998。月：不知道、忘記了請填入 97，拒答請填入 98)

A2-1 This most recent “issue” of yours first began in

\_\_\_\_\_ Year \_\_\_\_\_ Month (e.g. 2007 Year 03 Month. Please fill in 9998 for Don't know and 9999 for Refuse to answer) (to be filled in by the interviewer)

A2-2、請問在這個「問題」發生當時，您的婚姻狀況是？

- |   |                                  |
|---|----------------------------------|
| <input type="checkbox"/> (01) 已婚            | <input type="checkbox"/> (02) 同居 |
| <input type="checkbox"/> (03) 配偶去世          | <input type="checkbox"/> (04) 離婚 |
| <input type="checkbox"/> (05) 分居            | <input type="checkbox"/> (06) 未婚 |
| <input type="checkbox"/> (07) 其他，(請說明)_____ |                                  |

A2-2 When this “issue” occurred, what was your marital status?

- (01) Married
- (02) Cohabited
- (03) Widowed
- (04) Divorced

- (05) Separated
- (06) Single
- (07) Other, \_\_\_\_\_(please provide a brief description)
- (98) Don't know
- (99) Refuse to answer

A2-3、請問您在「問題」發生當時，有工作嗎？

- (01) 有【跳答 A2-5】
- (02) 沒有【續答 A2-4】

A2-3 When this “issue” occurred, were you employed?

- (01) Yes
- (02) No
- (98) Don't know
- (99) Refuse to answer

**【訪員注意：第 A2-3 題回答不知道或拒答的受訪者，請跳答第 A2-9 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question A2-3, please skip to question A2-9】**

A2-4、請問您當時沒有工作的原因是什麼？

- (01) 料理家務
- (02) 就學中
- (03) 已退休
- (04) 服義務役中
- (05) 待業中
- (06) 其他，(請說明)\_\_\_\_\_

A2-4 Why weren't you employed at the time?

- (01) Taking care of household affairs
- (02) At school
- (03) Retired
- (04) Serving mandatory military service
- (05) Unemployed
- (06) Other, \_\_\_\_\_(please provide a brief description)

(98) Don't know

(99) Refuse to answer

**【訪員注意：回答完第 A2-4 題的受訪者，請跳答第 A2-9 題】**

A2-5、請問您當時的工作是？【請訪員根據行職業代碼手冊預過錄】

公司名稱：\_\_\_\_\_，主要產品、服務內容：\_\_\_\_\_

(無公司請填「無」)

部門：\_\_\_\_\_，職位：\_\_\_\_\_

(無部門者請填「無」) (無職位者請填「無」)

詳細工作內容：\_\_\_\_\_

行業代碼 □□□，職業代碼 □□□□

A2-5 What was your job at the time?

Company name: \_\_\_\_\_,

Main product, service content: \_\_\_\_\_

Department (Optional): \_\_\_\_\_

Position: \_\_\_\_\_

Detail work contents: \_\_\_\_\_

Profession code \_\_\_\_ \_\_\_\_, Occupation code \_\_\_\_ \_\_\_\_, \_\_\_\_ \_\_\_\_, \_\_\_\_ \_\_\_\_

A2-6、請問您當時是在為誰工作？【請出示提示卡 A2-6】

- (01) 自己一人工作，沒有僱用其他人
- (02) 自己當老闆，而且有雇用別人
- (03) 為私人雇主或私人機構工作
- (04) 為非營利機構工作

- (05) 為公營企業工作
- (06) 為政府機構工作
- (07) 幫家裡工作，支領固定薪水
- (08) 幫家裡工作，沒有拿薪水
- (09) 其他(請說明)\_\_\_\_\_

A2-6 Who were you working for at the time?

**【Attention interviewers: Please show respondents the cue card for question A2-6 for confirmation】**

- (01) Working alone, no employees
- (02) Employer of others
- (03) Working for a private employer or institution
- (04) Working for a non-profit organization
- (05) Working for a public enterprise
- (06) Working for a government agency
- (07) Working at home and receiving a fixed salary
- (08) Working at home without pay
- (09) Other (please provide a brief description)\_\_\_\_\_
- (98) Don't know
- (99) Refuse to answer

A2-7、請問在正常的情形下，您當時這份工作平均每週大約工作幾個小時？ \_\_\_\_\_小時

A2-7 Under normal circumstances, on average how many hours a week do you work on this job?

\_\_\_\_\_ Hours

A2-8、請問在這個「問題」發生的時候，您平均每月的工作收入是多少錢？(含兼差，包括薪資、年終獎金、年節分紅、加班費、執行業務收入、自營收入等，但不包含投資利息、房租、退休金或父母/小孩給予的生活費等收入) **【請出示提示卡 A2-8，向受訪者提示和確認，請盡量追問出收入數字，若無法追問出確定數字，請往下勾選適合區間的選項】**

- (01) 有問出明確數字\_\_\_\_\_元(請填入阿拉伯數字)

- (02) 無收入
- (03) 1 萬以下(不含 1 萬)
- (04) 1-2 萬(不含 2 萬)
- (05) 2-3 萬(不含 3 萬)
- (06) 3-4 萬(不含 4 萬)
- (07) 4-5 萬(不含 5 萬)
- (08) 5-6 萬(不含 6 萬)
- (09) 6-7 萬(不含 7 萬)
- (10) 7-8 萬(不含 8 萬)
- (11) 8-9 萬(不含 9 萬)
- (12) 9-10 萬(不含 10 萬)
- (13) 10-11 萬(不含 11 萬)
- (14) 11-12 萬(不含 12 萬)
- (15) 12-13 萬(不含 13 萬)
- (16) 13-14 萬(不含 14 萬)
- (17) 14-15 萬(不含 15 萬)
- (18) 15-16 萬(不含 16 萬)
- (19) 16-17 萬(不含 17 萬)
- (20) 17-18 萬(不含 18 萬)
- (21) 18-19 萬(不含 19 萬)
- (22) 19-20 萬(不含 20 萬)
- (23) 20-30 萬(不含 30 萬)
- (24) 30 萬以上

A2-8 When this “issue” occurred, what was your average monthly income? (Including part-time jobs, salary, bonus, overtime, business income, etc., but not including investment interest, rent, pension and living allowance from parents/children)

**【Attention interviewers: Please show respondents the cue card for question A2-8 for confirmation. Try to find the accurate number of the respondent’s income, if an accurate number cannot be obtained, then select a suitable range below】**

- (01) NT\$\_\_\_\_\_ (Please fill in digits)
- (02) No income
- (03) NT\$10,000 or less
- (04) NT\$10,001~20,000
- (05) NT\$20,001~30,000
- (06) NT\$30,001~40,000
- (07) NT\$40,001~50,000
- (08) NT\$50,001~60,000
- (09) NT\$60,001~70,000
- (10) NT\$70,001~80,000



- (11) NT\$80,001~90,000
- (12) NT\$90,001~100,000
- (13) NT\$100,001~110,000
- (14) NT\$110,001~120,000
- (15) NT\$120,001~130,000
- (16) NT\$130,001~140,000
- (17) NT\$140,001~150,000
- (18) NT\$150,001~160,000
- (19) NT\$160,001~170,000
- (20) NT\$170,001~180,000
- (21) NT\$180,001~190,000
- (22) NT\$190,001~200,000
- (23) NT\$200,001~300,000
- (24) NT\$300 thousands or more
- (98) Don't know
- (99) Refuse to answer

A2-9、請問包括各種收入來源，在這個「問題」發生的時候，您全家人的所有收入，每個月大約多少元？(含工作收入、兼業收入與獎金、利息收入、紅利或股息、政府津貼給付、租金、其他收入等)【請出示提示卡 A2-9，向受訪者提示和確認，請盡量追問出收入數字，若無法追問出確定數字，請往下勾選適合區間的選項】

- (01) 有問出明確數字\_\_\_\_\_元(請填入阿拉伯數字)
- (02) 無收入
- (03) 1 萬以下(不含 1 萬)
- (04) 1-2 萬(不含 2 萬)
- (05) 2-3 萬(不含 3 萬)
- (06) 3-4 萬(不含 4 萬)
- (07) 4-5 萬(不含 5 萬)
- (08) 5-6 萬(不含 6 萬)
- (09) 6-7 萬(不含 7 萬)
- (10) 7-8 萬(不含 8 萬)
- (11) 8-9 萬(不含 9 萬)
- (12) 9-10 萬(不含 10 萬)
- (13) 10-11 萬(不含 11 萬)
- (14) 11-12 萬(不含 12 萬)
- (15) 12-13 萬(不含 13 萬)
- (16) 13-14 萬(不含 14 萬)

- |  |  |
|--|--|
| <input type="checkbox"/> (17) 14-15 萬(不含 15 萬)   | <input type="checkbox"/> (18) 15-16 萬(不含 16 萬) |
| <input type="checkbox"/> (19) 16-17 萬(不含 17 萬)   | <input type="checkbox"/> (20) 17-18 萬(不含 18 萬) |
| <input type="checkbox"/> (21) 18-19 萬(不含 19 萬)   | <input type="checkbox"/> (22) 19-20 萬(不含 20 萬) |
| <input type="checkbox"/> (23) 20-25 萬(不含 25 萬)   | <input type="checkbox"/> (24) 25-30 萬(不含 30 萬) |
| <input type="checkbox"/> (25) 30-35 萬(不含 35 萬)   | <input type="checkbox"/> (26) 35-40 萬(不含 40 萬) |
| <input type="checkbox"/> (27) 40-100 萬(不含 100 萬) | <input type="checkbox"/> (28) 100 萬以上          |

A2-9 When this “issue” occurred, including various income sources, what was the average monthly income of your entire family? (Including salary, part-time work, bonuses, interest, stock dividends, government allowance, rent and other income)

**【Attention interviewers: Please show respondents the cue card for question A2-9 for confirmation. Try to find the precise amount of the respondent’s household income, if a precise number cannot be obtained, then select a suitable range below】**

- (01) NT\$\_\_\_\_\_ (Please fill in digits)
- (02) No income
- (03) NT\$10,000 or less
- (04) NT\$10,001~20,000
- (05) NT\$20,001~30,000
- (06) NT\$30,001~40,000
- (07) NT\$40,001~50,000
- (08) NT\$50,001~60,000
- (09) NT\$60,001~70,000
- (10) NT\$70,001~80,000
- (11) NT\$80,001~90,000
- (12) NT\$90,001~100,000
- (13) NT\$100,001~110,000
- (14) NT\$110,001~120,000
- (15) NT\$120,001~130,000
- (16) NT\$130,001~140,000
- (17) NT\$140,001~150,000
- (18) NT\$150,001~160,000
- (19) NT\$160,001~170,000
- (20) NT\$170,001~180,000
- (21) NT\$180,001~190,000

- (22) NT\$190,001~200,000
- (23) NT\$200,001~250,000
- (24) NT\$250,001~300,000
- (25) NT\$300,001~350,000
- (26) NT\$350,001~400,000
- (27) NT\$400,000~1,000,000
- (28) NT\$1 million or more
- (98) Don't know
- (99) Refuse to answer

A2-10、請問當時您家中包含您自己，總共有幾人？\_\_\_\_\_人

A2-10 At the time, how many people were there in your family including yourself?  
\_\_\_\_\_people

A2-11、請問當時您的未成年子女(未滿二十歲)，總共有幾人？\_\_\_\_\_人

A2-11 At the time how many children did you have that were underage (under 20 years old)?  
\_\_\_\_\_ children

A2-12、請問您在這個「問題」發生之前，有沒有學習過任何與法律有關的知識？（聽來的不算）

- (01) 有，大學或研究所法律相關系所畢業或肄業
- (02) 有，曾經上過法律相關課程
- (03) 有，曾經閱讀法律相關書籍
- (04) 有，曾經上網蒐尋法律相關資訊
- (05) 完全沒有

A2-12 Have you ever learned any legal knowledge before? (not including those heard from others)

- (01) Yes, studied in law related departments or graduate programs
- (02) Yes, went to law related courses

- (03) Yes, read books on the law
- (04) Yes, searched for legal information online
- (05) Not at all
- (98) Don't know
- (99) Refuse to answer

A2-13、請問您在這個「問題」發生的時候，平常一天裡面，大概總共跟多少人接觸？(指一對一的接觸，包括點頭、打招呼、講話、打電話、寫信、透過電腦網路，不論認識或不認識的都算在一起。)

- (01) 0~4 人
- (02) 5~9 人
- (03) 10~19 人
- (04) 20~49 人
- (05) 50~99 人
- (06) 100 人以上

A2-13 When this “issue” occurred, on average how many people did you come in contact with each day? (one to one contact, including nod, greet, speak with, call, write to, and via the internet; combine the people you know and don't know together)

- (01) 0~4 people
- (02) 5~9 people
- (03) 10~19 people
- (04) 20~49 people
- (05) 50~99 people
- (06) 100 people or more
- (98) Don't know
- (99) Refuse to answer

A2-14、請問您在這個「問題」發生的時候，是否領有政府核發的身心障礙手冊？

- (01) 有

(02) 沒有

A2-14、Did you have a government-issued disability certificate when the “issue” in concern took place?

(01) Yes

(02) No

我們的訪問到此全部結束，非常感謝您撥冗配合，再次向您致謝。

本題問完請翻到第 48 頁，向受訪者詢問方便聯絡的電話並記錄時間

★ This is the end of our interview, we are grateful for your cooperation, and would like to thank you once again.

★ Attention interviewers: Remember to ask respondents for their telephone and cell phone numbers.

A3-1、請問您目前的婚姻狀況是？

(01) 已婚

(02) 同居

(03) 配偶去世

(04) 離婚

(05) 分居

(06) 未婚

(07) 其他，（請說明）\_\_\_\_\_

A3-1 What is your marital status?

(01) Married

(02) Cohabiting

(03) Widowed

(04) Divorced

(05) Separated

(06) Single

(07) Other, \_\_\_\_\_(please provide a brief description)

(08) Don't know

(99) Refuse to answer

A3-2、請問您目前有工作嗎？

- (01) 有【跳答 A3-4】                       (02) 沒有【續答 A3-3】

A3-2 Are you currently employed?

- (01) Yes  
(02) No  
(98) Don't know  
(99) Refuse to answer

**【訪員注意：第 A3-2 題回答不知道或拒答的受訪者，請跳答第 A3-8 題】**

**【Attention interviewers: If the respondent answered (98) Don't know or (99) Refuse to answer for question A3-2, please skip to question A3-8】**

A3-3、請問您沒有工作的原因是什麼？

- (01) 料理家務                                       (02) 就學中  
 (03) 已退休                                         (04) 服義務役中  
 (05) 待業中                                         (06) 其他，(請說明)\_\_\_\_\_

A3-3 Why aren't you employed?

- (01) Taking care of household affairs  
(02) At school  
(03) Retired  
(04) Serving mandatory military service  
(05) Unemployed  
(06) Other, \_\_\_\_\_(please provide a brief description)  
(98) Don't know  
(99) Refuse to answer

**【訪員注意：回答完第 A3-3 題的受訪者，請跳答第 A3-8 題】**

**【Attention interviewers: After respondent s answer question A3-3, please skip to question A3-8】**

A3-4、請問您的工作是？【請訪員根據行職業代碼手冊預過錄】

公司名稱：\_\_\_\_\_，主要產品、服務內容：\_\_\_\_\_

（無公司請填「無」）

部門：\_\_\_\_\_，職位：\_\_\_\_\_

（無部門者請填「無」） （無職位者請填「無」）

詳細工作內容：\_\_\_\_\_

行業代碼 □□□，職業代碼 □□□□

A3-4 What is your current job?

Company name:\_\_\_\_\_

Main product, service content:\_\_\_\_\_

Department (Optional):\_\_\_\_\_

Position:\_\_\_\_\_

Detail work contents: \_\_\_\_\_

Profession code \_\_\_\_ \_\_\_\_, Occupation code \_\_\_\_ \_\_\_\_, \_\_\_\_ \_\_\_\_, \_\_\_\_ \_\_\_\_

A3-5、請問您是在為誰工作？【請出示提示卡 A3-5】

- (01) 自己一人工作，沒有僱用其他人
- (02) 自己當老闆，而且有雇用別人
- (03) 為私人雇主或私人機構工作
- (04) 為非營利機構工作
- (05) 為公營企業工作

- (06) 為政府機構工作
- (07) 幫家裡工作，支領固定薪水
- (08) 幫家裡工作，沒有拿薪水
- (09) 其他(請說明)\_\_\_\_\_

A3-5 Who do you work for?

**【Attention interviewers: Please show respondents the cue card for question A3-5 for confirmation.】**

- (01) Working alone, no employees
- (02) Employer of others
- (03) Working for a private employer or institution
- (04) Working for a non-profit organization
- (05) Working for a public enterprise
- (06) Working for a government agency
- (07) Working at home and received a fixed salary
- (08) Working at home without pay
- (09) Other (please provide a brief description)\_\_\_\_\_
- (98) Don't know
- (99) Refuse to answer

A3-6、請問在正常的情形下，您這份工作平均每週大約工作幾個小時？\_\_\_\_\_小時

A3-6 Under normal circumstances, on average how many hours a week do you work on this job?

\_\_\_\_\_ Hours

A3-7、請問您平均每月的工作收入是多少元？(含兼差，包括薪資、年終獎金、年節分紅、加班費、執行業務收入、自營收入等，但不包含投資利息、房租、退休金或父母/小孩給予的生活費等收入) **【請出示提示卡 A3-7，向受訪者提示和確認，請盡量追問出收入數字，若無法追問出確定數字，請往下勾選適合區間的選項】**

- (01) 有問出明確數字\_\_\_\_\_元(請填入阿拉伯數字)
- (02) 無收入



- |  |  |
|--|--|
| <input type="checkbox"/> (03) 1 萬以下(不含 1 萬)    | <input type="checkbox"/> (04) 1-2 萬(不含 2 萬)    |
| <input type="checkbox"/> (05) 2-3 萬(不含 3 萬)    | <input type="checkbox"/> (06) 3-4 萬(不含 4 萬)    |
| <input type="checkbox"/> (07) 4-5 萬(不含 5 萬)    | <input type="checkbox"/> (08) 5-6 萬(不含 6 萬)    |
| <input type="checkbox"/> (09) 6-7 萬(不含 7 萬)    | <input type="checkbox"/> (10) 7-8 萬(不含 8 萬)    |
| <input type="checkbox"/> (11) 8-9 萬(不含 9 萬)    | <input type="checkbox"/> (12) 9-10 萬(不含 10 萬)  |
| <input type="checkbox"/> (13) 10-11 萬(不含 11 萬) | <input type="checkbox"/> (14) 11-12 萬(不含 12 萬) |
| <input type="checkbox"/> (15) 12-13 萬(不含 13 萬) | <input type="checkbox"/> (16) 13-14 萬(不含 14 萬) |
| <input type="checkbox"/> (17) 14-15 萬(不含 15 萬) | <input type="checkbox"/> (18) 15-16 萬(不含 16 萬) |
| <input type="checkbox"/> (19) 16-17 萬(不含 17 萬) | <input type="checkbox"/> (20) 17-18 萬(不含 18 萬) |
| <input type="checkbox"/> (21) 18-19 萬(不含 19 萬) | <input type="checkbox"/> (22) 19-20 萬(不含 20 萬) |
| <input type="checkbox"/> (23) 20-30 萬(不含 30 萬) | <input type="checkbox"/> (24) 30 萬以上           |

A3-7 When this “issue” occurred, what was your average monthly income? (Including part-time jobs, salary, bonus, overtime, business income, etc., but not including investment interest, rent, pension and living allowance from parents/children)

**【 Attention interviewers: Please show respondents the cue card for question A3-7 for confirmation. Try to find the accurate number of the respondent’s income, if an accurate number cannot be obtained, then select a suitable range below 】**

- (01) NT\$\_\_\_\_\_ (Please fill in digits)
- (02) No income
- (03) NT\$10,000 or less
- (04) NT\$10,001~20,000
- (05) NT\$20,001~30,000
- (06) NT\$30,001~40,000
- (07) NT\$40,001~50,000
- (08) NT\$50,001~60,000
- (09) NT\$60,001~70,000
- (10) NT\$70,001~80,000
- (11) NT\$80,001~90,000
- (12) NT\$90,001~100,000

- (13) NT\$100,001~110,000
- (14) NT\$110,001~120,000
- (15) NT\$120,001~130,000
- (16) NT\$130,001~140,000
- (17) NT\$140,001~150,000
- (18) NT\$150,001~160,000
- (19) NT\$160,001~170,000
- (20) NT\$170,001~180,000
- (21) NT\$180,001~190,000
- (22) NT\$190,001~200,000
- (23) NT\$200,001~300,000
- (24) NT\$300 thousands or more
- (98) Don't know
- (99) Refuse to answer

A3-8、包括各種收入來源，您全家人的所有收入，每個月大約多少元？(含工作收入、兼業收入與獎金、利息收入、紅利或股息、政府津貼給付、租金、其他收入等) 【請出示提示卡 A3-8，向受訪者提示和確認，請盡量追問出收入數字，若無法追問出確定數字，請往下勾選適合區間的選項】

- (01) 有問出明確數字\_\_\_\_\_元(請填入阿拉伯數字)
- (02) 無收入
- (03) 1 萬以下(不含 1 萬)
- (04) 1-2 萬(不含 2 萬)
- (05) 2-3 萬(不含 3 萬)
- (06) 3-4 萬(不含 4 萬)
- (07) 4-5 萬(不含 5 萬)
- (08) 5-6 萬(不含 6 萬)
- (09) 6-7 萬(不含 7 萬)
- (10) 7-8 萬(不含 8 萬)
- (11) 8-9 萬(不含 9 萬)
- (12) 9-10 萬(不含 10 萬)
- (13) 10-11 萬(不含 11 萬)
- (14) 11-12 萬(不含 12 萬)
- (15) 12-13 萬(不含 13 萬)
- (16) 13-14 萬(不含 14 萬)
- (17) 14-15 萬(不含 15 萬)
- (18) 15-16 萬(不含 16 萬)
- (19) 16-17 萬(不含 17 萬)
- (20) 17-18 萬(不含 18 萬)

- |  |  |
|--|--|
| <input type="checkbox"/> (21) 18-19 萬(不含 19 萬)   | <input type="checkbox"/> (22) 19-20 萬(不含 20 萬) |
| <input type="checkbox"/> (23) 20-25 萬(不含 25 萬)   | <input type="checkbox"/> (24) 25-30 萬(不含 30 萬) |
| <input type="checkbox"/> (25) 30-35 萬(不含 35 萬)   | <input type="checkbox"/> (26) 35-40 萬(不含 40 萬) |
| <input type="checkbox"/> (27) 40-100 萬(不含 100 萬) | <input type="checkbox"/> (28) 100 萬以上          |

A3-8 Including various income sources, what is the average monthly income of your entire family? (Including salary, part-time work, bonuses, interest, stock dividends, government allowance, rent and other income)

**【Attention interviewers: Please show respondents the cue card for question A3-8 for confirmation. Try to find the accurate number of the respondent's household income, if an accurate number cannot be obtained, then select a suitable range below】**

(01) NT\$\_\_\_\_\_ (Please fill in digits)

(02) No income

(03) NT\$10,000 or less

(04) NT\$10,001~20,000

(05) NT\$20,001~30,000

(06) NT\$30,001~40,000

(07) NT\$40,001~50,000

(08) NT\$50,001~60,000

(09) NT\$60,001~70,000

(10) NT\$70,001~80,000

(11) NT\$80,001~90,000

(12) NT\$90,001~100,000

(13) NT\$100,001~110,000

(14) NT\$110,001~120,000

(15) NT\$120,001~130,000

(16) NT\$130,001~140,000

(17) NT\$140,001~150,000

(18) NT\$150,001~160,000

(19) NT\$160,001~170,000

(20) NT\$170,001~180,000

(21) NT\$180,001~190,000

(22) NT\$190,001~200,000

(23) NT\$200,001~250,000

(24) NT\$250,001~300,000

- (25) NT\$300,001~350,000
- (26) NT\$350,001~400,000
- (27) NT\$400,000~1,000,000
- (28) NT\$1 million or more
- (98) Don't know
- (99) Refuse to answer

A3-9、請問您家中包含您自己，總共有幾人？\_\_\_\_\_人

A3-9 How many people are there in your family including yourself? \_\_\_\_\_people

**【Attention interviewers: Includes the respondent so the number should be at least 1; fill in 9998 for Don't know or 9999 for Refuse to answer】**

A3-10、請問您的未成年子女(未滿二十歲)，總共有幾人？\_\_\_\_\_人

A3-10 At the time how many children did you have that were underage (under 20 years old)?  
\_\_\_\_\_ children

A3-11、請問您有沒有學習過任何與法律有關的知識？（聽來的不算）

- (01) 有，大學或研究所法律相關系所畢業或肄業
- (02) 有，曾經上過法律相關課程
- (03) 有，曾經閱讀法律相關書籍
- (04) 有，曾經上網蒐尋法律相關資訊
- (05) 完全沒有

A3-11 Have you ever learned any legal knowledge before? (not including those heard from others)

- (01) Yes, studied in law related departments or graduate programs
- (02) Yes, went to law related courses
- (03) Yes, read books on the law
- (04) Yes, searched for legal information online
- (05) Not at all
- (98) Don't know
- (99) Refuse to answer

A3-12、請問您平常一天裡面，大概總共跟多少人接觸？(指一對一的接觸，包括點頭、打招呼、講話、打電話、寫信、透過電腦網路，不論認識或不認識的都算在一起)

- (01) 0~4 人                       (02) 5~9 人  
 (03) 10~19 人                       (04) 20~49 人  
 (05) 50~99 人                       (06) 100 人以上

A3-12 On average how many people do you come in contact with each day? (one-to-one contact, including nodding, greeting, speaking with, calling, writing to, and contact via the internet; combine the people you know and don't know together)

- (01) 0~4 people  
(02) 5~9 people  
(03) 10~19 people  
(04) 20~49 people  
(05) 50~99 people  
(06) 100 people or more  
(98) Don't know  
(99) Refuse to answer

A3-13、請問您是否領有政府核發的身心障礙手冊？

- (01) 有                                       (02) 沒有

A3-13、Did you have a government-issued disability certificate when the “issue” in concern took place?

- (01) Yes  
 (02) No

我們的訪問到此全部結束，非常感謝您撥冗配合，再次向您致謝。

★ This is the end of our interview, we are grateful for your cooperation, and would like to thank you once again.

★ 受訪者電話：(日)\_\_\_\_\_ (夜)\_\_\_\_\_

★ 受訪者手機：\_\_\_\_\_ (共計 10 碼)

★ 訪問結束時間：\_\_\_\_月\_\_\_\_日\_\_\_\_時\_\_\_\_分

★ 全部訪問時間：\_\_\_\_\_分鐘

End time of interview: \_\_\_\_Month\_\_\_\_Day\_\_\_\_Hr\_\_\_\_Min

# 訪員訪問紀錄

## ZA.訪員訪問情形

ZA0.本次訪問時，問卷的紀錄方式為何？

- (01) 全程以紙本問卷記錄
- (02) 全程以 CAPI 系統記錄【跳答 ZA1】
- (03) 一部份以 CAPI 系統記錄，一部份以紙本問卷記錄
- (04) 其他【請說明】\_\_\_\_\_【跳答 ZA1】

ZA0a.使用紙本問卷記錄的原因【請說明】\_\_\_\_\_

ZA1.有沒有其他人陪同您進行訪問？

- (1) 有，有人跟訪
- (2) 有，請說明陪同者的身份
- (3) 沒有

ZA2.請說明陪同者的身份【請說明】\_\_\_\_\_

ZA3.在開始訪問後，是否一次就完成訪問？

- (1) 是
- (2) 否

ZA4.有沒有事先與受訪者約定訪問時間？  (1) 有  (2) 沒有

ZA5.訪問是在哪裡進行的？（可複選）

- (1) 受訪者家裡/門口  (2) 受訪者工作地點  (3) 受訪者就讀學校
- (4) 其他地方，請說明\_\_\_\_\_

ZA6.訪問過程中，您有沒有唸出題目？

- (1)有，整份問卷都有唸，而且沒有給受訪者看題目
- (2)有，整份問卷都有唸，但有給受訪者看題目（不含提示卡）
- (3)有，部分問卷有唸，部分沒有
- (4)整份問卷都沒有唸，請說明原因\_\_\_\_\_

ZA7.訪問過程中，是由誰填寫問卷？

- (1)整份問卷都是由訪員填寫
- (2)整份問卷都是由受訪者填寫
- (3)部分問卷由訪員填寫，部分受訪者填寫

ZA8.訪問時，有沒有受訪者家人、朋友、鄰居等人在場？

- (1)有
- (2)沒有（跳答第 ZA9 題）

ZA8A.若有，是受訪者的什麼人？（可複選）

- (01)子女/婿媳
- (02)配偶
- (03)兄弟姊妹(或其配偶)
- (04)父母/公婆/岳父母
- (05)祖父母/外祖父母
- (06)曾祖父母/外曾祖父母
- (07)孫兒/外孫(或其配偶)
- (08)伯叔姑/舅姨(或其配偶)
- (09)堂/表兄弟姊妹(或其配偶)
- (10)其他親戚
- (11)幫傭
- (12)鄰居或朋友
- (13)同學或同事
- (14)其他人，請說明\_\_\_\_\_

ZA9.訪問過程中，有沒有因語言不通，透過其他人翻譯進行訪問？

- (1)有，請說明翻譯人的身份\_\_\_\_\_
- (2)沒有



ZA10.訪問過程中，有沒有發現受訪者有以下的問題？(可複選)

(1)口語表達障礙

(2)聽力障礙

(3)肢體障礙

(4)心智障礙，請說明狀況\_\_\_\_\_

(5)其他，請說明\_\_\_\_\_

(6)都沒有

ZA11.訪問過程中，有沒有其他人直接幫受訪者回答題目？

(1)有，請說明題號\_\_\_\_\_

(2)沒有

ZA12.訪問結束後，訪員有沒有將紀念品/禮券送給受訪者？

(1)有，受訪者有收下紀念品/禮券

(2)有，受訪者將紀念品/禮券送給訪員

(3)有，受訪者沒有收下紀念品/禮券

(4)沒有，訪員已經沒有紀念品/禮券，已通知計畫小組補送給受訪者

(5)其他，請說明\_\_\_\_\_

## ZB.受訪者受訪評估

ZB1.開始詢問問卷題目後，受訪者有沒有表示過拒絕接受訪問的意思？

- (1)有
- (1)開始時有
- (2)訪問中有
- (3)訪問到最後有
- (2)沒有

選項 1-3 可複選

ZB2.開始詢問問卷題目後，受訪者是否曾表示過不耐煩？

- (1)從未
- (2)偶爾
- (3)有時
- (4)經常

ZB3.開始詢問問卷題目後，您覺得受訪者回答的可信度：

- (1)非常不可信
- (2)有些不可信
- (3)有些可信
- (4)非常可信

ZB4.開始詢問問卷題目後，受訪者所用的語言是？（可複選）

- (1)國語
- (2)閩南語
- (3)客家話
- (4)原住民語
- (5)其他，請說明\_\_\_\_\_

ZB5.開始詢問問卷問題後，您覺得受訪者對您的信任程度如何？

- (1)很低
- (2)低
- (3)高
- (4)很高