



**2014 LAW AND SOCIAL CHANGE SURVEY
ROUND 4 (1)**

Law in Everyday Life Survey (2)

Questionnaire

【When you reach a qualified respondent, please inform him/her of the following information.】

Hello, this is the Public Opinion Center at Shih Hsin University. We are conducting a telephone interview in order to understand the public's views on the law. Could you spare a few minutes to answer some questions? Thank you!

If I read too fast or if you don't get what I say, please let me know and I will read the question to you again. Thank you!

GENERAL QUESTIONS (I)

A1 Which year were you born? _____ *[Enter 96 if respondent was born before 1912; proceed to question A1_1 if respondent answers "97 I don't know" or "98 Prefer not to answer".]*

- (01) 18-19 years old
- (02) 20-29 years old
- (03) 30-39 years old
- (04) 40-49 years old
- (05) 50-59 years old
- (06) 60 years old and above
- (98) Prefer not to answer

BASIC QUESTIONS ON THE LAW

B1 Are you working in the legal profession or its related fields (not including legislators, mediation committee members, or regular administrative staff employed in judicial courts)?

- (01) Yes
- (02) No
- (97) I don't know
- (98) Prefer not to answer

B2 Do you know of any friends or family members working in the legal profession or its related fields (not including legislators, mediation committee members, or regular administrative staff employed in judicial courts)?

- (01) Yes
- (02) No (proceed to B4)
- (97) I don't know (proceed to B4)
- (98) Prefer not to answer (proceed to B4)

B3 Have you approached them when in need of legal advice?

- (01) Yes
- (02) No
- (97) I don't know
- (98) Prefer not to answer

B4 Where do you usually get legal information and news from (select up to two choices)?

- (01) TV and radio
- (02) Newspapers and magazines
- (03) Books
- (04) Internet (including digital newspapers)
- (05) Friends, family, classmates, and neighbors
- (06) From the workplace
- (07) From school lessons
- (08) Office(s) of elected representatives or various political parties
- (09) Legal professionals (either pro bono or paid consultation)
- (10) Others, please specify: <please key in and record the answer in the record sheet>
- (11) There is no channel for me to receive legal information
- (97) I don't know
- (98) Prefer not to answer

Fairness of and Satisfaction with Taiwan's Judicial System, and Confidence in Taiwan's Law Enforcement Personnel

The following questions relate to the public's view of Taiwan's law enforcement personnel. Please base your answers on your personal experience and/or impression.

C1 How would you describe your general level of satisfaction with the judicial courts in Taiwan (includes satisfaction with the efficiency in handling legal cases, judges' attitudes, and court amenities)?

- (01) Highly satisfied
- (02) Satisfied
- (03) Dissatisfied
- (04) Highly dissatisfied
- (97) I don't know
- (98) Prefer not to answer

C2 In general, how would you describe the level of impartiality shown by judges in Taiwan?

- (01) Highly impartial
- (02) Impartial
- (03) Partial
- (04) Highly partial
- (97) I don't know
- (98) Prefer not to answer

C3 In general, to what extent do you agree that defense lawyers are highly committed to protecting the rights of their clients?

- (01) Strongly agree
- (02) Agree
- (03) Disagree
- (04) Strongly disagree
- (97) I don't know
- (98) Prefer not to answer

C4 In general, how impartial do you think prosecutors are in carrying out their duties (e.g., executing investigations, searches, detention orders, and prosecution)?

- (01) Highly impartial
- (02) Impartial
- (03) Partial
- (04) Highly partial
- (97) I don't know
- (98) Prefer not to answer

C5 In general, how impartial do you think police officers are in carrying out their duties?

- (01) Highly impartial
- (02) Impartial
- (03) Partial
- (04) Highly partial
- (97) I don't know
- (98) Prefer not to answer

C6 In your opinion, are police officers respectful of the public when carrying out their duties?

- (01) Highly respectful
- (02) Respectful
- (03) Disrespectful

- (04) Highly disrespectful
- (97) I don't know
- (98) Prefer not to answer

People's Experience with Legal Disputes in Life and Channels for Assistance in Legal Issues

For the following questions, please base your answers on your personal experience.

D1 Have you ever encountered any of the following scenarios of dispute related to the law?
(Multiple selections allowed from options 01-05; please read out all the options.)

- (01) Traffic accidents (proceed to D2)
- (02) Being dealt a fine (e.g., for littering, making noises, vending on the street, etc.)
(Proceed to D3, D4, and D5)
- (03) Family disputes (e.g., domestic violence, inheritance distribution, child custody, etc.)
(proceed to D6)
- (04) Bidding club fraud (proceed to D7)
- (05) Other unmentioned scenarios of dispute (excluding options 01-04; if the respondent only chooses this answer, proceed to D8)
- (06) I have never encountered any of the scenarios of dispute related to the law (proceed to D8)
- (97) I don't know (proceed to D8)
- (98) Prefer not to answer (proceed to D8)

Please select and ask from questions D2-D7 based on the respondent's answer(s) in D1.

«If the respondent answers option 01 "Traffic accidents"»

D2 Which of the following parties have you approached for help after having a traffic accident?
(Multiple selections allowed.)

- (01) The police
- (02) Lawyers
- (03) Friends and family
- (04) Mediation committee
- (05) Village chiefs, borough chiefs, elected representatives, and other local authority
- (06) Insurance companies
- (07) Others, please specify: _____ (Please key in the answer and record it on the open-ended answer sheet.)

- (08) I have never approached anyone for aid
- (97) I don't know
- (98) Prefer not to answer

《If the respondent answers option 02 "Being dealt a fine"》

D3 In your experience, was the police officer partial when dealing the fine?

- (01) Highly partial
- (02) Partial
- (03) Not very partial
- (04) Not partial at all
- (05) Not applicable (no contact with police officers)
- (97) I don't know
- (98) Prefer not to answer

D4 Have you ever made an appeal to a government agency after being dealt a fine?

- (01) Every single time
- (02) Only sometimes
- (03) Never
- (97) I don't know
- (98) Prefer not to answer

D5 Which of the following parties have you approached for help after being dealt a fine? (Multiple selections allowed.)

- (01) The police
- (02) Lawyers
- (03) Friends and family
- (04) Village chiefs, borough chiefs, elected representatives, and other local authority
- (05) Others, please specify: _____ (Please key in the answer and record it on the open-ended answer sheet.)
- (06) I have never approached anyone for aid
- (97) I don't know
- (98) Prefer not to answer

《If the respondent answers option 03 "Family disputes"》

D6 Which of the following parties have you approached for help when facing a family dispute?

(Multiple selections allowed.)

- (01) The police
- (02) Lawyers
- (03) Friends and family
- (04) Mediation committee
- (05) Village chiefs, borough chiefs, elected representatives, and other local authority
- (06) Government agencies (e.g., the Department of Social Welfare, Domestic Violence and Sexual Assault Prevention Center)
- (07) Public welfare organizations (e.g., Legal Aid Foundation, Awakening Foundation)
- (08) Others, please specify: _____ (Please key in the answer and record it on the open-ended answer sheet.)
- (09) I have never approached anyone for aid
- (97) I don't know
- (98) Prefer not to answer

《If the respondent answers option 04 "Bidding club fraud"》

D7 Which of the following parties have you approached for help when facing bidding club fraud?

(Multiple selections allowed.)

- (01) The police
- (02) Lawyers
- (03) Friends and family
- (04) Mediation committee
- (05) Village chiefs, borough chiefs, elected representatives, and other local authority
- (06) Public welfare organizations (e.g., Legal Aid Foundation, legal service societies at universities)
- (07) Others, please specify: _____ (Please key in the answer and record it on the open-ended answer sheet.)
- (08) I have never approached anyone for aid
- (97) I don't know
- (98) Prefer not to answer

D8 Have you ever approached a lawyer for legal services?

- (01) Once
- (02) Twice
- (03) More than twice
- (04) Never (proceed to D11)

- (97) I don't know (proceed to D11)
- (98) Prefer not to answer (proceed to D11)

D9 In your experience, which of the following legal services did you require of the lawyer?
(Multiple selections allowed.)

- (01) Seeking legal advice
- (02) Drafting of legal documents and contracts
- (03) Litigation
- (04) non-litigation legal services (e.g., serving as the witness to a will)
- (05) Others, please specify: _____ (Please key in the answer and record it on the open-ended answer sheet.)
- (97) I don't know
- (98) Prefer not to answer (proceed to D12)

D10 In general, how satisfied were you with the legal service provided by the lawyer?

- (01) Highly satisfied
- (02) Satisfied
- (03) Dissatisfied
- (04) Highly dissatisfied
- (97) I don't know
- (98) Prefer not to answer

D11 Which of the following scenario(s) of legal incident or dispute do you think should be settled in private and not in court? (Multiple selections allowed from options 01-08; please read out the options one by one.)?

- (01) Disputes relating to neighbor issues
- (02) Disputes relating to bidding club fraud
- (03) Disputes relating to financial loans among relatives
- (04) Disputes relating to marriage
- (05) Disputes relating to the care of parents
- (06) Disputes relating to child custody or parent-child relationship
- (07) Disputes relating to inheritance
- (08) All the seven options above should be settled in court (proceed to E1)
- (97) I don't know (proceed to E1)
- (98) Prefer not to answer (proceed to E1)

D12 Why do you think it is a better idea not to go to court to settle the dispute? (Multiple selections allowed; please read out the options one by one.)

- (01) I don't want others to know about it
- (02) I don't want to confront the other party in court and damage our relationship forever
- (03) A court ruling will not help solve the problem
- (04) Going to court consumes too much time and money
- (05) I simply don't like to go to a court
- (06) Others, please specify: _____ (Please key in the answer and record it on the open-ended answer sheet.)
- (97) I don't know
- (98) Prefer not to answer

GENERAL QUESTIONS (II)

E1 Which ethnic group do you belong to? (Please read out the options.)

- (01) Minnan Taiwanese
- (02) Hakka Taiwanese
- (03) Indigenous Taiwanese
- (04) Mainland Chinese
- (05) Others, please specify:

E2 What is your highest level of education? (There's no need to read out the options.)

- (01) No formal education
- (02) Elementary school
- (03) Junior high (or middle) school
- (04) High school
- (05) Junior college
- (06) University undergraduate
- (07) Post-graduate and above
- (98) Prefer not to answer

E3 What is your current marital status?

- (01) Single (unmarried)
- (02) Married
- (03) Divorced
- (04) Separated
- (05) Widowed
- (06) Cohabiting
- (07) Others, please specify: <please key in and record the answer in the record

sheet>

(98) Prefer not to answer

E4 What is your line of work? (If respondent chooses options 20-25, please proceed to E6.)

- (01) Agriculture, forestry, fishing, and/or animal husbandry
- (02) Mining and quarrying
- (03) Manufacturing
- (04) Electricity and gas supply
- (05) Water supply and pollution remediation
- (06) Construction
- (07) Wholesale and retail
- (08) Transportation and warehousing
- (09) Accommodation and Catering
- (10) Information and communication
- (11) Finance and insurance
- (12) Real estate
- (13) Professional, scientific, and/or technical service
- (14) Support service industry
- (15) Public administration and national defense; compulsory social security
- (16) Educational service
- (17) Healthcare and social work service
- (18) Arts, entertainment, and other recreational services
- (19) Other services
- (20) Respondent is employed but not willing to disclose the information
- (21) Retired
- (22) Unemployed
- (23) Student
- (24) Househusband or housewife
- (25) Prefer not to answer
- (26) Others

E5 What is your occupation?

- (01) Elected representative, senior executive, or chief executive officer
- (02) Administrative or commercial manager
- (03) Production or professional service manager
- (04) Service manager of catering, retail or other industries
- (05) Science and engineering professional
- (06) Healthcare professional

- (07) Teaching professional
- (08) Commercial and administrative professional
- (09) Information and communication professional
- (10) Legal, social, or cultural professional
- (11) Science and engineering assistant professional
- (12) Healthcare assistant professional
- (13) Commercial and administrative assistant professional
- (14) Legal, social, or cultural assistant professional
- (15) Information and communication technician
- (16) General and clerical staff
- (17) Customer service staff
- (18) Accounting, production, or transportation personnel
- (19) Other kinds of support staff
- (20) Personal service provider
- (21) Salesperson
- (22) Personal care provider
- (23) Security service staff
- (24) Production personnel in agriculture, forestry, fishing, and/or animal husbandry
- (25) Construction or related staff
- (26) Metal or machine manufacturing staff
- (27) Handicrafts and printing staff
- (28) Electrical/electronic equipment technician
- (29) Other kinds of technical staff
- (30) Production machinery and equipment operator
- (31) Assembler
- (32) Driver or moving equipment operator
- (33) Cleaner or helper
- (34) Laborer in agriculture, forestry, and/or animal husbandry
- (35) Laborer in mining, construction, manufacturing, or transportation
- (36) Street service or non-catering vendor
- (37) Waste service or environmental cleanup
- (38) Other kinds of basic-level technical worker or laborer
- (39) Prefer not to answer

E6 How much is your average monthly income (income sources include wages, allowances, housekeeping/grocery money given to you by another family member, money given to you by your child(ren), and pensions from the government)?

- (01) No income

- (02) Below NT\$10,000
- (03) NT\$10,000-20,000 (not inclusive)
- (04) NT\$20,000-30,000 (not inclusive)
- (05) NT\$30,000-40,000 (not inclusive)
- (06) NT\$40,000-50,000 (not inclusive)
- (07) NT\$50,000-60,000 (not inclusive)
- (08) NT\$60,000-70,000 (not inclusive)
- (09) NT\$70,000-80,000 (not inclusive)
- (10) NT\$80,000-90,000 (not inclusive)
- (11) NT\$90,000-100,000 (not inclusive)
- (12) NT\$100,000-150,000 (not inclusive)
- (13) NT\$150,000-200,000 (not inclusive)
- (14) NT\$200,000 and above
- (97) I don't know
- (98) Prefer not to answer

E7 What is your gender?

- (01) Male
- (02) Female