

(仲介機構名稱) (Agency name)

非我國籍船員意見調查表

Questionnaire on opinions of foreign crews

服務漁船船名 Fishing vessel name	
船員國籍 Crew Nationality	<input type="checkbox"/> 越南 Vietnam <input type="checkbox"/> 菲律賓 Philippines <input type="checkbox"/> 印尼 Indonesia <input type="checkbox"/> 緬甸 Myanmar <input type="checkbox"/> 萬那杜 Vanuatu <input type="checkbox"/> 其他 Others_____
是否第一次上 漁船工作 Is this your first time working on a fishing boat	<input type="checkbox"/> 是 Yes <input type="checkbox"/> 否 No
在臺灣漁船工 作經歷 Working experience on Taiwanese fishing vessel	_____年 Years

1、 本公司工作人員大約多久會主動聯繫您？

How long will our staff to take a contact with you?

☐約每個月一次 Once per month

☐至少每3個月一次 At least once every 3 month

☐至少每4個月一次 At least once every 4 month

☐1年二次 Twice per year

2、 公司人員與您聯繫的內容為何？（可以複選或逕行回答補充）

What the company staff contact you for? (Multiple choice or supplementary

answer)

☐ 關懷您的身心健康情形 Concerned about your physical health conditions

☐ 聽取您的需求、提供協助 Listen to your need and provide assistance

☐ 發薪水、提供借支所需 Pay salaries and provide borrowing needs

☐ 關切您在海上作業的日常生活情況

Care about your daily life while working at the sea

☐ 宣導法令以及現行規定 Promote laws and current regulations

☐ 其他 Others : _____

3、 您對本公司主動聯繫或訪視是否滿意？

Are you satisfied with our company proactively contact or visit?

☐ 非常滿意 Very Satisfied ☐ 滿意 Satisfied ☐ 尚可 Fair

☐ 不滿意 Dissatisfied ☐ 非常不滿意 Very dissatisfied

不滿意原因 Reasons for dissatisfied : _____

4、 您希望本公司承辦人員大約多久一次主動聯繫或訪視您？

How often do you want our company staff to proactively contact or visit you?

☐ 每周 Every Weeks ☐ 每個月 Every Months

☐ 每2個月 Every 2 months ☐ 3個月以上 More than 3 months

☐ 其他 Others : _____

五、您從本公司提供的服務項目，獲得哪些資訊？

What information do you get from the services provided by our company?

☐ 經營者應為您辦理的事項及責任義務

The things and responsibilities of obligations that the operator should handle
for you

☐ 您受僱時應享有的權益(例如您的工時及休息時間、薪資及保險等)

The rights you should have when you are employed (such as your working
hours and rest time, salary and insurance, etc.)

☐ 您在受僱期間應遵守的相關規範

The relevant regulations that you need to comply during your employment

☐ 其他即時規定及資訊。

The others immediate regulations or information

5、 您對本公司提供之服務項目資訊是否滿意？

Are you satisfied with the services information provided by our company ?

☐ 非常滿意 Very Satisfied ☐ 滿意 Satisfied ☐ 尚可 Fair

☐ 不滿意 Dissatisfied ☐ 非常不滿意 Very dissatisfied

不滿意原因 Reasons for dissatisfied : _____

6、 您的薪水是否由本公司代雇主給付？

Is your salary paid by our company on behalf of your employer?

☐ 是（接續回答下題） Yes (Continue to the next question)

☐ 否（請跳至第九題） No (Skip to Question no.9)

7、 您對本公司薪資給付情形是否滿意？

Are you satisfied with the company salary payment situation?

☐非常滿意 Very Satisfied ☐滿意 Satisfied ☐尚可 Fair

☐不滿意 Dissatisfied ☐非常不滿意 Very dissatisfied

不滿意原因 Reasons for dissatisfied : _____

8、 您是否曾透過本公司雙語人員，協助您與雇主或臺灣人溝通？

Have you ever used our company interpreter (translator) staff to help you
communicate with your employer or Taiwanese?

☐是 Yes (請摘述事件 Please describe : _____)

☐否 No

十、 您對本公司雙語人員之溝通轉達能力是否滿意？

Are you satisfied with the communication competence of our company
interpreter (translator)?

☐非常滿意 Very Satisfied ☐滿意 Satisfied ☐尚可 Fair

☐不滿意 Dissatisfied ☐非常不滿意 Very dissatisfied

不滿意原因 Reasons for dissatisfied : _____

十一、 您在受僱工作期間是否被不當收取契約所列以外費用？

Have you ever been charged fees that were not listed in the contract during your

employment?

☐是 Yes (請摘述事件 Please describe : _____)

☐否 No

十二、您在受僱工作期間是否有充足飲用水與食物？

Do you have an adequate(enough) drinking water and food while your
employment?

☐是 Yes ☐否 No

十三、您在受僱工作期間是否有遭受毆打、超時工作等不當對待？

Have you ever been beaten, worked overtime, or other an inappropriately treat
while your employment?

☐是 Yes ☐否 No

十四、您有沒有遇到緊急狀況，向本公司尋求協助的情形？

Have you ever encountered to an emergency situation and request an assistance
from our company?

☐是 Yes (請摘述事件 Please describe : _____)

☐否 No

十五、您有沒有遇到與雇主或他人發生糾紛，向本公司尋求協助的情形？

Have you ever had any disputes with your employer or others and request an
assistance from our company?

☐是 Yes (請摘述事件 Please describe : _____)

☐否 No

十六、您有沒有遇到需要申訴事件，向本公司尋求協助的情形？

Have you ever had any complaint that need to be appealed and request an assistance from our company?

☐是 Yes (請摘述事件 Please describe : _____)

☐否 No

十七、您對本公司協助調處您問題的能力是否滿意？

Are you satisfied with our company ability to assist in resolving your problem?

☐非常滿意 Very Satisfied ☐滿意 Satisfied ☐尚可 Fair

☐不滿意 Dissatisfied ☐非常不滿意 Very dissatisfied

不滿意原因 Reasons for dissatisfied : _____

十八、您對本公司人員服務態度是否滿意？

Are you satisfied with the service attitude of our company staff?

☐非常滿意 Very Satisfied ☐滿意 Satisfied ☐尚可 Fair

☐不滿意 Dissatisfied ☐非常不滿意 Very dissatisfied

不滿意原因 Reasons for dissatisfied : _____

十九、您對本公司整體服務是否滿意？

Are you satisfied with our company overall service?

☐非常滿意 Very Satisfied ☐滿意 Satisfied ☐尚可 Fair

☐不滿意 Dissatisfied ☐非常不滿意 Very dissatisfied

不滿意原因 Reasons for dissatisfied : _____

二十、您是否會推薦本公司給需要相關服務的親友？

Would you recommend our company to relatives and friends who need related services?

☐是 Yes

☐否 No (原因 Please write the reason : _____)

對於本公司提供之服務，您有什麼問題、意見或想法？竭誠希望您給予建議。

Do you have any questions, comments or ideas about the services provided by our company? We sincerely welcome your suggestions.

雙語／服務人員簽名：_____

Sign of the translator：_____

訪談地點：_____

Place of interview：_____

填表日期：_____年_____月_____日

Date：_____yr_____mth_____dt