

Questionnaire

Taipei Customs, Ministry of Finance, Republic of China

Q1. Do you know that we have implemented the Red & Green Channel System for inbound passengers?

1. No.
2. Yes. (Please indicate through which channel):
- A. Customs Office website B. News media
- C. Leaflets from the Information Counter D. Tour guide
- E. Customs Declaration Form distributed in-flight
- F. The Bulletin Board at the Customs Hall
- G. Others _____

Q2. Did crewmembers inform you that you should fill in the "Customs Declaration" form and proceed to the Red channel if you have goods to declare?

1. Yes. A. They informed me and also gave me the form
- B. They informed me but didn't give me the form. I have to ask for it
2. No. A. They didn't inform me but gave me the form
- B. They neither informed me nor gave me the form

Q3. If you have any question about articles for declaration, how do you get the answer?

1. Customs Office website 2. Customs officer 3. Leaflets
4. Tour guide 5. The description contained in the Customs Declaration Form
6. The Bulletin Board at the Customs Hall 7. Airlines
8. Others

Q4. Please rate the service of baggage inspection.

1. Excellent 2. Very good 3. Good 4. Fair 5. Poor

The reason (s) you pick 5. is (are) :

- A. Not enough customs officers to process a large number of passengers
- B. The inspection is too strict
- C. Long waiting time for processing fresh food, animals and plants
- D. Others. Please specify: _____

Q5. Please rate the customs inspectors' attitude.

1. Excellent 2. Very Good 3. Good 4. Fair 5. Poor

You're not satisfied with:

- A. When passing the customs inspection counter, I didn't see any inspector on duty.
- B. The casual attitude and rude actions of inspectors.
- C. When passing the customs inspection counter, the inspectors divert me to another counter without giving a reason.
- D. When I had questions, the inspectors were perfunctory and impatient.
- E. When passing the customs inspection counter, the inspectors didn't indicate whether or not I should be examined.
- F. Others. Please describe briefly. _____
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Q6. Please rate the implementation of the Red and Green Channel System for inbound passengers.

1. Excellent 2. Very Good 3. Good 4. Fair 5. Poor

If you choose 4 or 5, please briefly specify the reasons: _____

Q7. Please rate the customs officers' service in the Duty Payment Counter. (Skip this question if you have no such experience.)

1. Excellent 2. Very Good 3. Good 4. Fair 5. Poor

You're not satisfied because:

- A. You didn't expect to pay any duty/tax.
- B. Customs officers didn't answer your questions patiently.
- C. Customs officers didn't deal with the dutiable items immediately.
- D. Customs officers were rude and casual.
- E. Others. Please briefly describe your reason: _____
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Q8. Which kind of service did you get from the Customs Information Counters located in the Departure Hall?

1. Obtaining the 「Customs Guide for Passengers」 or the 「Guidelines for Claiming VAT Refund by Foreign Passengers Purchasing Goods Eligible for VAT Refund」
2. Cancellation of the recording sheet or deposit record of dutiable articles after customs verified
3. Departure record of duty-paid items/sample items

- 4. VAT refund
 - 5. Verification of ATA carnet
 - 6. Verification of exportation of bonding samples
 - 7. Information on inward/outward regulations
 - 8. Return of baggage overseas
 - 9. I have no such experience
 - 10. Others _____
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Q9. Please rate the customs officers' attitude in Customs Information Counter.

1. Excellent 2. Very Good 3. Good 4. Fair 5. Poor

If you choose 4 or 5, please briefly describe your reason: _____

Q10. Have you ever used the toll-free hotline (0800-311-006/ 0800-016-801)?

1. Yes 2. No 3. I have no knowledge about these numbers
 4. I have no such experience.

Q11. When you arrived, what took you the most time?

- 1. Documents inspection (Aviation Police Office)
- 2. Waiting for my luggage (Airport Services Company)
- 3. Quarantine of animals or plants (Bureau of Animal and Plant Health Inspection and Quarantine, Council of Agriculture, Executive Yuan)
- 4. Waiting for luggage inspection (Customs)

Q12. Do you have any suggestion or opinion for the Taipei Customs ?

If yes, please briefly describe it. _____

Please give us your personal information for survey purposes:

- Gender: Male Female
- Age : Below 20 21~30 31~40 41~50 Over 51
- Education Background: Master or above University or College
 Senior high school Junior high school or below
- Occupation: 1. Civil service 2. Agriculture 3. Manufacturing
 4. Business 5. Military service 6. Others

After completing this form, please fold it and return it.

Thank you!