

臺灣花蓮地方法院檢察署 99 年 9 月份民眾意見調查統計表

| 統計項目                        | 上班日期    | 1      | 2      | 3      | 6      | 7      | 8      | 9      | 10     | 13     | 14     | 15     | 16     | 17     | 20     | 21     | 23     | 24     | 27     | 28     | 29     | 30     | 總數/總百分比 |        |
|-----------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|
| 一. 對於本署洽公環境的滿意度?            | 1.非常滿意  | 4      | 0      | 2      | 1      | 5      | 2      | 8      | 0      | 1      | 3      | 6      | 5      | 11     | 3      | 2      | 5      | 5      | 0      | 1      | 3      | 1      | 68      |        |
|                             | 2. 滿意   | 5      | 25     | 6      | 11     | 4      | 7      | 12     | 2      | 11     | 9      | 9      | 33     | 6      | 5      | 9      | 8      | 7      | 15     | 7      | 8      | 15     | 214     |        |
|                             | 3. 尚可   | 1      | 0      | 0      | 0      | 0      | 1      | 2      | 4      | 0      | 1      | 0      | 2      | 0      | 0      | 1      | 2      | 0      | 0      | 1      | 0      | 1      | 16      |        |
|                             | 4. 不好   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0       |        |
|                             | 5. 合計人次 | 10     | 25     | 8      | 12     | 9      | 10     | 22     | 6      | 12     | 13     | 15     | 40     | 17     | 8      | 12     | 15     | 12     | 15     | 9      | 11     | 17     | 0       | 298    |
|                             | 滿意度(%)  | 92.00% | 90.00% | 92.50% | 90.83% | 95.56% | 90.00% | 91.82% | 76.67% | 90.83% | 90.77% | 94.00% | 90.25% | 96.47% | 93.75% | 90.00% | 90.67% | 94.17% | 90.00% | 88.89% | 92.73% | 89.41% | #####   | 91.21% |
| 二. 法警點呼及偵查庭的態度如何?           | 1.非常滿意  | 3      | 0      | 2      | 0      | 3      | 1      | 10     | 0      | 0      | 3      | 4      | 3      | 12     | 0      | 4      | 3      | 4      | 0      | 0      | 3      | 2      | 57      |        |
|                             | 2. 滿意   | 4      | 16     | 5      | 8      | 4      | 5      | 9      | 3      | 8      | 7      | 7      | 25     | 5      | 1      | 6      | 11     | 6      | 12     | 8      | 6      | 13     | 169     |        |
|                             | 3. 尚可   | 1      | 1      | 0      | 0      | 0      | 1      | 3      | 3      | 0      | 2      | 3      | 2      | 0      | 0      | 2      | 1      | 2      | 0      | 1      | 2      | 2      | 26      |        |
|                             | 4. 不好   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0       |        |
|                             | 5. 合計人次 | 8      | 17     | 7      | 8      | 7      | 7      | 22     | 6      | 8      | 12     | 14     | 30     | 17     | 1      | 12     | 15     | 12     | 12     | 9      | 11     | 17     | 0       | 252    |
|                             | 滿意度(%)  | 91.25% | 88.82% | 92.86% | 90.00% | 94.29% | 88.57% | 91.82% | 80.00% | 90.00% | 89.17% | 88.57% | 89.67% | 97.06% | 90.00% | 90.00% | 90.67% | 90.00% | 90.00% | 87.78% | 89.09% | 88.82% | #####   | 90.20% |
| 三. 您認為檢察官、檢察事務官、執行案件問案態度如何? | 1.非常滿意  | 2      | 0      | 1      | 0      | 5      | 1      | 10     | 0      | 0      | 4      | 4      | 4      | 9      | 0      | 3      | 4      | 3      | 0      | 1      | 3      | 1      | 55      |        |
|                             | 2. 滿意   | 4      | 15     | 7      | 7      | 4      | 5      | 8      | 2      | 8      | 8      | 8      | 22     | 7      | 1      | 7      | 9      | 8      | 12     | 7      | 7      | 11     | 167     |        |
|                             | 3. 尚可   | 1      | 2      | 0      | 1      | 0      | 1      | 3      | 4      | 0      | 1      | 0      | 2      | 0      | 0      | 2      | 2      | 1      | 0      | 1      | 1      | 4      | 26      |        |
|                             | 4. 不好   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0       |        |
|                             | 5. 合計人次 | 7      | 17     | 8      | 8      | 9      | 7      | 21     | 6      | 8      | 13     | 12     | 28     | 16     | 1      | 12     | 15     | 12     | 12     | 9      | 11     | 16     | 0       | 248    |
|                             | 滿意度(%)  | 90.00% | 87.65% | 91.25% | 87.50% | 95.56% | 88.57% | 91.90% | 76.67% | 90.00% | 91.54% | 93.33% | 90.00% | 95.63% | 90.00% | 89.17% | 90.00% | 90.83% | 90.00% | 88.89% | 90.91% | 85.63% | #####   | 90.12% |
| 四. 服務台人員的服務態度如何?            | 1.非常滿意  | 7      | 5      | 4      | 0      | 6      | 1      | 12     | 0      | 2      | 3      | 8      | 11     | 14     | 3      | 5      | 5      | 9      | 2      | 1      | 5      | 6      | 109     |        |
|                             | 2. 滿意   | 2      | 19     | 4      | 11     | 3      | 6      | 8      | 4      | 10     | 10     | 5      | 29     | 3      | 5      | 6      | 10     | 2      | 13     | 6      | 5      | 9      | 170     |        |
|                             | 3. 尚可   | 0      | 0      | 0      | 1      | 0      | 0      | 1      | 2      | 0      | 0      | 1      | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 2      | 1      | 2      | 12      |        |
|                             | 4. 不好   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0       |        |
|                             | 5. 合計人次 | 9      | 24     | 8      | 12     | 9      | 7      | 21     | 6      | 12     | 13     | 14     | 40     | 17     | 8      | 12     | 15     | 12     | 15     | 9      | 11     | 17     | 0       | 291    |
|                             | 滿意度(%)  | 97.78% | 92.08% | 95.00% | 88.33% | 96.67% | 91.43% | 94.76% | 83.33% | 91.67% | 92.31% | 94.29% | 92.75% | 98.24% | 93.75% | 92.50% | 93.33% | 95.83% | 91.33% | 86.67% | 92.73% | 91.18% | #####   | 92.92% |
| 五. 對本署同仁處理公務的滿意度?           | 1.非常滿意  | 3      | 1      | 1      | 0      | 4      | 2      | 11     | 0      | 0      | 3      | 4      | 1      | 11     | 1      | 4      | 3      | 6      | 0      | 0      | 3      | 3      | 61      |        |
|                             | 2. 滿意   | 5      | 22     | 7      | 12     | 3      | 7      | 10     | 2      | 12     | 10     | 8      | 39     | 6      | 7      | 6      | 10     | 5      | 14     | 8      | 8      | 13     | 214     |        |
|                             | 3. 尚可   | 1      | 0      | 0      | 0      | 0      | 1      | 1      | 4      | 0      | 0      | 3      | 0      | 0      | 0      | 2      | 1      | 1      | 1      | 1      | 0      | 1      | 17      |        |
|                             | 4. 不好   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0       |        |
|                             | 5. 合計人次 | 9      | 23     | 8      | 12     | 7      | 10     | 22     | 6      | 12     | 13     | 15     | 40     | 17     | 8      | 12     | 14     | 12     | 15     | 9      | 11     | 17     | 0       | 292    |
|                             | 滿意度(%)  | 91.11% | 90.43% | 91.25% | 90.00% | 95.71% | 90.00% | 94.09% | 76.67% | 90.00% | 92.31% | 88.67% | 90.25% | 96.47% | 91.25% | 90.00% | 90.71% | 93.33% | 88.67% | 87.78% | 92.73% | 90.59% | #####   | 90.92% |
| 六. 對本署整體服務的滿意度?             | 1.非常滿意  | 4      | 0      | 1      | 0      | 4      | 2      | 11     | 0      | 0      | 5      | 5      | 2      | 9      | 2      | 3      | 5      | 4      | 0      | 1      | 3      | 4      | 65      |        |
|                             | 2. 滿意   | 6      | 18     | 7      | 12     | 3      | 7      | 9      | 3      | 12     | 8      | 8      | 36     | 8      | 6      | 8      | 9      | 7      | 15     | 7      | 8      | 10     | 207     |        |
|                             | 3. 尚可   | 0      | 1      | 0      | 0      | 0      | 1      | 2      | 3      | 0      | 0      | 2      | 1      | 0      | 0      | 1      | 1      | 1      | 0      | 1      | 0      | 3      | 17      |        |
|                             | 4. 不好   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0       |        |
|                             | 5. 合計人次 | 10     | 19     | 8      | 12     | 7      | 10     | 22     | 6      | 12     | 13     | 15     | 39     | 17     | 8      | 12     | 15     | 12     | 15     | 9      | 11     | 17     | 0       | 289    |
|                             | 滿意度(%)  | 94.00% | 88.95% | 91.25% | 90.00% | 95.71% | 90.00% | 93.18% | 80.00% | 90.00% | 93.85% | 90.67% | 90.00% | 95.29% | 92.50% | 90.83% | 92.00% | 91.67% | 90.00% | 88.89% | 92.73% | 88.82% | #####   | 91.07% |
| 共發問卷數:                      | 10      | 25     | 8      | 12     | 9      | 10     | 22     | 6      | 12     | 13     | 15     | 40     | 17     | 8      | 12     | 15     | 12     | 15     | 9      | 11     | 17     | 0      | 298     |        |
| 民眾其他意見提供(人):                | 2       | 0      | 0      | 0      | 2      | 0      | 0      | 0      | 0      | 3      | 3      | 1      | 1      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 13      |        |
| 告訴人(人):                     | 1       | 5      | 0      | 0      | 0      | 0      | 1      | 2      | 2      | 2      | 4      | 5      | 5      | 0      | 4      | 1      | 4      | 1      | 0      | 1      | 0      | 0      | 38      |        |
| 被告(人):                      | 3       | 6      | 7      | 7      | 4      | 5      | 6      | 1      | 4      | 5      | 1      | 11     | 5      | 0      | 4      | 7      | 4      | 9      | 1      | 3      | 3      | 0      | 96      |        |
| 證人(人):                      | 2       | 5      | 0      | 1      | 0      | 2      | 0      | 1      | 2      | 6      | 5      | 7      | 3      | 1      | 3      | 0      | 2      | 2      | 7      | 2      | 2      | 0      | 53      |        |
| 檢舉人(人):                     | 0       | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 2       |        |
| 執行(人):                      | 2       | 8      | 0      | 4      | 3      | 3      | 9      | 1      | 4      | 0      | 1      | 11     | 4      | 4      | 0      | 5      | 1      | 3      | 0      | 2      | 11     | 0      | 76      |        |
| 家屬陪同(人):                    | 2       | 1      | 0      | 0      | 2      | 0      | 6      | 1      | 0      | 0      | 2      | 5      | 0      | 3      | 1      | 2      | 1      | 0      | 1      | 2      | 1      | 0      | 30      |        |
| 關係人(人):                     | 0       | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 3       |        |
| 合計(人)                       | 10      | 25     | 8      | 12     | 9      | 10     | 22     | 6      | 12     | 13     | 15     | 40     | 17     | 8      | 12     | 15     | 12     | 15     | 9      | 11     | 17     | 0      | 298     |        |

