

臺灣花蓮地方法院檢察署 99 年 5 月份民眾意見調查統計表

統計項目	上班日期	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31	總數/總百
一. 對於本署洽公環境的滿意度?	1.非常滿意	0	5	2	0	6	0	11	4	14	4	2	7	4	13	3	0	13	3	2	0	1	94
	2.滿意	6	11	5	21	3	8	12	7	5	3	18	7	10	7	5	9	11	5	36	3	7	199
	3.尚可	0	1	0	0	1	1	2	2	0	1	0	2	1	0	1	0	1	2	0	2	2	19
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	2
	5.合計人次	6	17	7	21	10	9	25	13	19	8	20	16	16	20	9	9	26	10	38	5	10	314
滿意度(%)	90.00%	91.76%	92.86%	90.00%	94.00%	87.78%	92.80%	90.00%	97.37%	92.50%	91.00%	91.88%	88.75%	96.50%	91.11%	90.00%	92.69%	89.00%	90.53%	82.00%	87.00%		91.53%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	0	2	2	0	1	0	3	1	14	2	1	5	3	15	0	1	12	3	2	0	1	68
	2.滿意	6	8	3	9	4	4	14	9	5	4	15	8	11	5	5	7	12	5	20	4	6	164
	3.尚可	0	1	0	0	4	0	7	3	0	2	0	3	2	0	4	1	0	0	1	0	3	31
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	5.合計人次	6	11	5	9	9	4	24	13	19	8	16	16	16	20	9	9	25	8	23	4	10	264
滿意度(%)	90.00%	90.00%	94.00%	90.00%	82.22%	90.00%	85.42%	86.15%	97.37%	87.50%	90.63%	89.38%	89.38%	97.50%	81.11%	88.89%	93.20%	93.75%	90.00%	90.00%	85.00%		90.08%
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	0	6	1	0	1	0	2	2	13	1	2	4	3	16	0	1	5	3	2	0	1	63
	2.滿意	6	8	4	9	6	2	14	7	5	5	14	8	10	3	5	8	14	5	20	2	5	160
	3.尚可	0	2	1	0	3	0	7	4	0	2	0	2	3	0	4	0	1	0	1	2	0	32
	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	6	16	6	9	10	2	23	13	18	8	16	14	16	19	9	9	20	8	23	4	6	255
滿意度(%)	90.00%	91.25%	88.33%	90.00%	85.00%	90.00%	84.78%	85.38%	97.22%	86.25%	91.25%	90.00%	88.13%	98.42%	81.11%	91.11%	91.50%	93.75%	90.00%	80.00%	91.67%		89.96%
四. 服務台人員的服務態度如何?	1.非常滿意	0	6	3	3	2	1	7	5	15	2	6	7	5	15	5	0	18	3	5	1	3	112
	2.滿意	6	11	4	18	5	8	11	4	4	5	14	9	9	5	4	8	6	5	30	3	5	174
	3.尚可	0	0	0	0	3	0	7	4	0	1	0	0	2	0	0	1	2	0	2	1	2	25
	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	6	17	7	21	10	9	25	13	19	8	20	16	16	20	9	9	26	8	37	5	10	311
滿意度(%)	90.00%	93.53%	94.29%	91.43%	86.00%	91.11%	87.20%	87.69%	97.89%	90.00%	93.00%	94.38%	90.63%	97.50%	95.56%	87.78%	95.38%	93.75%	90.27%	88.00%	89.00%		91.99%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	0	6	1	1	1	0	5	1	14	2	1	6	3	15	0	0	15	3	2	1	0	77
	2.滿意	6	10	5	20	5	9	12	9	5	5	19	7	11	4	5	9	8	7	35	3	8	202
	3.尚可	0	1	1	0	4	0	8	3	0	1	0	3	2	1	4	0	2	0	1	1	2	34
	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	6	17	7	21	10	9	25	13	19	8	20	16	16	20	9	9	25	10	38	5	10	313
滿意度(%)	90.00%	92.35%	88.57%	90.48%	83.00%	90.00%	85.60%	86.15%	97.37%	90.00%	90.50%	90.00%	89.38%	96.50%	81.11%	90.00%	94.40%	93.00%	90.00%	88.00%	86.00%		90.29%
六. 對本署整體服務的滿意度?	1.非常滿意	0	5	1	0	1	0	4	2	14	2	1	5	6	15	0	0	12	3	1	0	1	73
	2.滿意	6	10	5	21	6	9	12	8	5	5	19	9	8	4	6	9	12	7	36	4	7	208
	3.尚可	0	1	1	0	3	0	9	3	0	1	0	0	2	1	3	0	2	0	1	1	2	30
	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	6	16	7	21	10	9	25	13	19	8	20	14	16	20	9	9	26	10	38	5	10	311
滿意度(%)	90.00%	91.88%	88.57%	90.00%	85.00%	90.00%	84.40%	86.92%	97.37%	90.00%	90.50%	93.57%	91.25%	96.50%	83.33%	90.00%	93.08%	93.00%	89.74%	86.00%	87.00%		90.42%
共發問卷數:	6	17	7	21	10	9	25	13	19	8	20	16	16	20	9	9	26	10	38	5	10		314
民眾其他意見提供(人):	0	0	0	0	0	0	0	0	0	1	0	0	1	1	1	0	0	3	1	3	1	0	12
告訴人(人):	0	0	0	2	3	0	1	4	3	0	5	0	2	1	0	1	2	1	8	1	1		35
被告(人):	3	3	1	7	7	1	13	7	5	5	7	9	2	5	8	4	8	5	9	2	1		112
證人(人):	2	4	2	0	0	3	8	0	3	0	3	4	10	2	0	1	3	1	4	0	2		52
檢舉人(人):	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		2
執行人(人):	0	7	3	12	0	5	1	0	6	1	4	1	2	10	0	3	4	2	15	1	1		78
家屬陪同(人):	0	3	0	0	0	0	1	2	1	1	0	2	0	2	1	0	8	1	1	1	5		29
關係人(人):	0	0	1	0	0	0	0	0	1	1	1	0	0	0	0	0	1	0	1	0	0		6
合計(人)	6	17	7	21	10	9	25	13	19	8	20	16	16	20	9	9	26	10	38	5	10		314