

臺灣花蓮地方法院檢察署 99 年 7 月份民眾意見調查統計表

| 統計項目                        | 上班日期         | 1      | 2      | 5      | 6      | 7      | 8      | 9      | 12     | 13     | 14     | 15     | 16     | 19     | 20     | 21     | 22     | 23     | 26     | 27     | 28     | 29     | 30     | 總數/總   |
|-----------------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 一. 對於本署洽公環境的滿意度?            | 1.非常滿意       | 2      | 5      | 0      | 12     | 1      | 15     | 8      | 0      | 8      | 9      | 17     | 1      | 0      | 10     | 6      | 3      | 5      | 0      | 9      | 5      | 1      | 4      | 121    |
|                             | 2. 滿意        | 7      | 4      | 15     | 16     | 5      | 2      | 1      | 17     | 10     | 6      | 3      | 7      | 21     | 9      | 6      | 8      | 4      | 20     | 3      | 6      | 11     | 4      | 185    |
|                             | 3. 尚可        | 1      | 0      | 0      | 0      | 0      | 0      | 1      | 8      | 3      | 0      | 0      | 0      | 0      | 1      | 0      | 2      | 0      | 0      | 0      | 1      | 2      | 1      | 20     |
|                             | 4. 不好        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 2      | 0      | 2      |
|                             | 5. 合計人次      | 10     | 9      | 15     | 28     | 6      | 17     | 10     | 25     | 21     | 15     | 20     | 8      | 21     | 20     | 12     | 13     | 9      | 20     | 12     | 12     | 16     | 9      | 328    |
|                             | 滿意度(%)       | 90.00% | 95.56% | 90.00% | 94.29% | 91.67% | 98.82% | 96.00% | 83.60% | 90.95% | 96.00% | 98.50% | 91.25% | 90.00% | 94.00% | 95.00% | 89.23% | 95.56% | 90.00% | 97.50% | 92.50% | 83.13% | 92.22% | 92.23% |
| 二. 法警點呼及偵查庭的態度如何?           | 1.非常滿意       | 2      | 5      | 0      | 8      | 1      | 16     | 9      | 6      | 4      | 9      | 17     | 1      | 0      | 7      | 6      | 4      | 6      | 1      | 6      | 4      | 1      | 0      | 113    |
|                             | 2. 滿意        | 5      | 1      | 14     | 15     | 3      | 1      | 1      | 12     | 10     | 5      | 3      | 7      | 11     | 11     | 5      | 6      | 2      | 17     | 6      | 7      | 13     | 8      | 163    |
|                             | 3. 尚可        | 2      | 3      | 1      | 0      | 0      | 0      | 0      | 0      | 7      | 1      | 0      | 0      | 0      | 2      | 0      | 1      | 1      | 0      | 0      | 1      | 2      | 1      | 22     |
|                             | 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      | 0      |
|                             | 5. 合計人次      | 9      | 9      | 15     | 23     | 4      | 17     | 10     | 18     | 21     | 15     | 20     | 8      | 11     | 20     | 11     | 11     | 9      | 18     | 12     | 12     | 16     | 9      | 298    |
|                             | 滿意度(%)       | 87.78% | 88.89% | 88.67% | 93.48% | 92.50% | 99.41% | 99.00% | 93.33% | 85.24% | 94.67% | 98.50% | 91.25% | 90.00% | 91.50% | 95.45% | 91.82% | 94.44% | 90.56% | 95.00% | 91.67% | 88.13% | 87.78% | 92.32% |
| 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      | 3      | 0      | 10     | 1      | 15     | 7      | 6      | 5      | 7      | 18     | 1      | 0      | 5      | 5      | 1      | 4      | 0      | 5      | 5      | 3      | 0      | 101    |
|                             | 2. 滿意        | 7      | 5      | 14     | 11     | 3      | 2      | 2      | 12     | 10     | 6      | 2      | 6      | 11     | 12     | 5      | 8      | 4      | 18     | 7      | 5      | 10     | 7      | 167    |
|                             | 3. 尚可        | 3      | 1      | 1      | 0      | 0      | 0      | 0      | 0      | 6      | 1      | 0      | 1      | 0      | 2      | 1      | 1      | 1      | 0      | 0      | 1      | 2      | 2      | 23     |
|                             | 4. 不好        | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 2      |
|                             | 5. 合計人次      | 10     | 9      | 15     | 21     | 4      | 17     | 10     | 18     | 21     | 14     | 20     | 8      | 11     | 19     | 11     | 10     | 9      | 18     | 12     | 12     | 15     | 9      | 293    |
|                             | 滿意度(%)       | 84.00% | 91.11% | 88.67% | 94.76% | 92.50% | 98.82% | 93.00% | 93.33% | 86.67% | 93.57% | 99.00% | 88.75% | 90.00% | 90.53% | 92.73% | 89.00% | 92.22% | 90.00% | 94.17% | 89.17% | 89.33% | 85.56% | 91.60% |
| 四. 服務台人員的服務態度如何?            | 1.非常滿意       | 3      | 6      | 0      | 13     | 2      | 15     | 9      | 7      | 7      | 12     | 18     | 1      | 5      | 9      | 9      | 7      | 6      | 5      | 5      | 7      | 6      | 0      | 152    |
|                             | 2. 滿意        | 5      | 1      | 15     | 15     | 2      | 2      | 1      | 18     | 10     | 3      | 2      | 7      | 17     | 9      | 2      | 4      | 3      | 15     | 6      | 5      | 7      | 7      | 156    |
|                             | 3. 尚可        | 2      | 2      | 0      | 0      | 0      | 0      | 0      | 0      | 3      | 0      | 0      | 0      | 0      | 1      | 0      | 2      | 0      | 0      | 1      | 0      | 2      | 2      | 15     |
|                             | 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      | 0      |
|                             | 5. 合計人次      | 10     | 9      | 15     | 28     | 4      | 17     | 10     | 25     | 20     | 15     | 20     | 8      | 22     | 19     | 11     | 13     | 9      | 20     | 12     | 12     | 15     | 9      | 323    |
|                             | 滿意度(%)       | 89.00% | 92.22% | 90.00% | 94.64% | 95.00% | 98.82% | 99.00% | 92.80% | 90.50% | 98.00% | 99.00% | 91.25% | 92.27% | 93.68% | 98.18% | 92.31% | 96.67% | 92.50% | 92.50% | 95.83% | 91.33% | 85.56% | 93.78% |
| 五. 對本署同仁處理公務的滿意度?           | 1.非常滿意       | 0      | 5      | 0      | 11     | 1      | 15     | 8      | 0      | 6      | 7      | 18     | 0      | 4      | 9      | 6      | 5      | 4      | 1      | 5      | 4      | 2      | 6      | 117    |
|                             | 2. 滿意        | 7      | 3      | 15     | 17     | 5      | 2      | 2      | 25     | 11     | 8      | 2      | 7      | 18     | 11     | 6      | 6      | 4      | 17     | 6      | 8      | 13     | 3      | 196    |
|                             | 3. 尚可        | 3      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 4      | 1      | 0      | 1      | 0      | 0      | 0      | 2      | 1      | 0      | 0      | 0      | 1      | 0      | 14     |
|                             | 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      | 0      |
|                             | 5. 合計人次      | 10     | 9      | 15     | 28     | 6      | 17     | 10     | 25     | 21     | 16     | 20     | 8      | 22     | 20     | 12     | 13     | 9      | 18     | 11     | 12     | 16     | 9      | 327    |
|                             | 滿意度(%)       | 84.00% | 93.33% | 90.00% | 93.93% | 91.67% | 98.82% | 98.00% | 90.00% | 89.05% | 93.13% | 99.00% | 87.50% | 91.82% | 94.50% | 95.00% | 90.77% | 92.22% | 90.56% | 94.55% | 93.33% | 90.00% | 96.67% | 92.72% |
| 六. 對本署整體服務的滿意度?             | 1.非常滿意       | 0      | 5      | 0      | 12     | 1      | 16     | 8      | 0      | 6      | 9      | 18     | 0      | 4      | 7      | 7      | 5      | 4      | 0      | 5      | 6      | 2      | 0      | 115    |
|                             | 2. 滿意        | 7      | 2      | 15     | 16     | 5      | 1      | 2      | 25     | 10     | 7      | 2      | 7      | 14     | 12     | 5      | 5      | 5      | 17     | 7      | 5      | 13     | 8      | 190    |
|                             | 3. 尚可        | 3      | 2      | 0      | 0      | 0      | 0      | 0      | 0      | 5      | 0      | 0      | 1      | 0      | 0      | 0      | 3      | 0      | 0      | 0      | 1      | 1      | 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      | 0      |
|                             | 5. 合計人次      | 10     | 9      | 15     | 28     | 6      | 17     | 10     | 25     | 21     | 16     | 20     | 8      | 18     | 19     | 12     | 13     | 9      | 17     | 12     | 12     | 16     | 9      | 322    |
|                             | 滿意度(%)       | 84.00% | 91.11% | 90.00% | 94.29% | 91.67% | 99.41% | 98.00% | 90.00% | 88.10% | 95.63% | 99.00% | 87.50% | 92.22% | 93.68% | 95.83% | 89.23% | 94.44% | 90.00% | 94.17% | 93.33% | 90.00% | 87.78% | 92.52% |
|                             | 共發問卷數:       | 10     | 9      | 15     | 28     | 6      | 17     | 10     | 25     | 21     | 16     | 20     | 8      | 22     | 20     | 12     | 13     | 9      | 20     | 12     | 12     | 16     | 9      | 330    |
|                             | 民眾其他意見提供(人): | 4      | 0      | 0      | 3      | 0      | 0      | 1      | 0      | 2      | 2      | 0      | 0      | 0      | 4      | 1      | 2      | 1      | 0      | 0      | 0      | 0      | 0      | 20     |
|                             | 告訴人(人):      | 0      | 1      | 1      | 3      | 0      | 3      | 1      | 7      | 5      | 3      | 1      | 1      | 2      | 3      | 1      | 3      | 1      | 6      | 0      | 0      | 2      | 0      | 44     |
|                             | 被告人(人):      | 5      | 5      | 5      | 11     | 0      | 5      | 2      | 10     | 12     | 5      | 14     | 2      | 9      | 9      | 3      | 4      | 4      | 9      | 3      | 3      | 5      | 8      | 133    |
|                             | 證人(人):       | 3      | 1      | 8      | 2      | 3      | 0      | 3      | 0      | 2      | 3      | 1      | 1      | 3      | 4      | 7      | 1      | 1      | 2      | 4      | 7      | 1      | 0      | 57     |
|                             | 檢舉人(人):      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 4      |
|                             | 執行人(人):      | 0      | 1      | 1      | 4      | 3      | 9      | 4      | 7      | 0      | 3      | 4      | 3      | 7      | 2      | 1      | 4      | 1      | 2      | 2      | 1      | 6      | 0      | 65     |
|                             | 家屬陪同(人):     | 2      | 1      | 0      | 7      | 0      | 0      | 0      | 0      | 1      | 2      | 0      | 1      | 0      | 1      | 0      | 1      | 2      | 0      | 3      | 1      | 1      | 1      | 24     |
|                             | 關係人(人):      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 3      |
|                             | 合計(人)        | 10     | 9      | 15     | 28     | 6      | 17     | 10     | 25     | 21     | 16     | 20     | 8      | 22     | 20     | 12     | 13     | 9      | 20     | 12     | 12     | 16     | 9      | 330    |