

臺灣花蓮地方法院檢察署 99 年 8 月份 民眾意見調查統計表																									
統計項目	上班日期	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31	總數/總百分比	
一. 對於本署洽公環境的滿意度?	1.非常滿意	0	9	3	13	8	0	2	4	2	4	0	5	6	3	9	1	1	5	3	5	0	1	84	
	2.滿意	7	2	5	5	6	17	10	5	9	7	19	8	6	34	5	22	7	9	10	7	27	8	235	
	3.尚可	2	1	0	0	0	2	0	0	0	0	1	0	0	1	1	0	4	1	1	1	0	3	1	19
	4.不好	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	5
	5.合計人次	13	12	8	18	14	19	12	9	11	12	19	13	13	38	14	28	9	15	14	12	30	10	343	
	滿意度(%)	74.62%	95.83%	93.75%	97.22%	95.71%	87.89%	91.67%	94.44%	91.82%	91.67%	90.00%	93.85%	93.08%	90.26%	96.43%	86.07%	88.89%	92.00%	90.71%	94.17%	88.00%	89.00%	90.76%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	0	7	1	14	6	0	0	4	10	0	0	3	6	3	4	2	3	2	4	6	0	2	77	
	2.滿意	6	2	5	3	7	11	8	4	1	12	18	9	4	17	6	23	6	7	10	6	23	6	194	
	3.尚可	1	0	1	0	1	1	1	0	1	0	0	0	0	2	0	0	0	6	0	0	2	2	18	
	4.不好	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	5.合計人次	7	10	7	17	14	12	9	8	12	12	18	12	10	22	10	25	9	15	14	12	25	10	290	
	滿意度(%)	87.14%	93.00%	88.57%	98.24%	92.86%	88.33%	87.78%	95.00%	96.67%	90.00%	90.00%	92.50%	96.00%	89.55%	94.00%	90.80%	93.33%	83.33%	92.86%	95.00%	88.40%	88.00%	91.28%	
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	7	2	15	5	0	3	4	10	0	0	3	6	2	5	1	1	3	3	5	0	1	76	
	2.滿意	7	2	4	2	7	9	9	3	1	11	17	9	4	16	6	21	7	5	8	7	25	7	187	
	3.尚可	0	0	1	0	1	3	0	0	1	1	1	0	0	4	1	2	1	6	3	0	0	2	27	
	4.不好	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
	5.合計人次	7	10	7	17	13	12	12	7	12	12	18	12	10	22	12	25	9	14	14	12	25	10	292	
	滿意度(%)	90.00%	93.00%	90.00%	98.82%	92.31%	85.00%	92.50%	95.71%	96.67%	88.33%	88.89%	92.50%	96.00%	87.27%	92.50%	87.20%	88.89%	83.57%	87.86%	94.17%	90.00%	87.00%	90.48%	
四. 服務台人員的服務態度如何?	1.非常滿意	4	9	4	17	8	3	4	4	10	6	2	4	7	7	10	5	0	5	3	8	0	3	123	
	2.滿意	8	2	3	1	6	16	8	4	2	6	18	9	3	30	4	23	7	5	11	3	28	5	202	
	3.尚可	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	5	0	0	0	2	11	
	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	0
	5.合計人次	12	12	7	18	14	19	12	8	12	12	20	13	10	38	14	28	9	15	14	11	28	10	336	
	滿意度(%)	93.33%	95.83%	95.71%	99.44%	95.71%	91.58%	93.33%	95.00%	98.33%	95.00%	91.00%	93.08%	97.00%	91.32%	97.14%	91.79%	85.56%	86.67%	92.14%	97.27%	90.00%	89.00%	93.01%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	1	9	2	15	4	0	4	4	10	6	0	3	6	2	10	1	0	2	2	8	0	3	92	
	2.滿意	11	2	6	3	10	16	8	5	2	6	20	10	6	32	4	25	9	7	11	4	23	5	225	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	1	3	0	2	0	6	1	0	0	2	15	
	4.不好	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	12	12	8	18	14	16	12	9	12	12	20	13	13	37	14	28	9	15	14	12	23	10	333	
	滿意度(%)	90.83%	94.17%	92.50%	98.33%	92.86%	90.00%	93.33%	94.44%	98.33%	95.00%	90.00%	92.31%	93.08%	88.92%	97.14%	88.93%	90.00%	83.33%	90.00%	96.67%	90.00%	89.00%	91.74%	
六. 對本署整體服務的滿意度?	1.非常滿意	2	9	2	15	4	0	4	4	10	1	0	5	6	2	8	1	1	3	2	7	0	2	88	
	2.滿意	9	2	6	3	9	18	8	5	2	10	20	8	6	32	6	26	8	6	11	5	23	6	229	
	3.尚可	0	1	0	0	1	0	0	0	0	1	0	0	1	3	0	1	0	6	1	0	0	2	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	11	12	8	18	14	18	12	9	12	12	20	13	13	37	14	28	9	15	14	12	23	10	334	
	滿意度(%)	91.82%	95.83%	92.50%	98.33%	91.43%	90.00%	93.33%	94.44%	98.33%	89.17%	90.00%	93.85%	93.08%	88.92%	95.71%	89.64%	91.11%	84.00%	90.00%	95.83%	90.00%	88.00%	91.62%	
	共發問卷數:	13	12	8	18	14	19	12	9	12	12	20	13	13	38	14	28	9	15	14	12	30	10	345	
	民眾其他意見提供(人):	0	1	0	0	0	0	0	0	0	1	0	2	3	2	0	1	0	0	0	1	0	0	11	
	告訴人(人):	4	0	2	5	4	2	3	2	0	2	5	1	2	2	4	7	2	1	2	2	6	0	58	
	被告(人):	3	2	0	5	2	9	5	4	8	5	12	5	4	15	3	15	2	11	3	3	20	1	137	
	證人(人):	0	7	5	1	3	1	1	1	1	2	1	4	2	0	3	3	1	0	3	3	0	2	44	
	檢舉人(人):	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	3
	執行(人):	6	1	1	5	2	7	2	2	2	0	2	2	4	18	4	3	4	0	4	1	4	6	80	
	家屬陪同(人):	0	2	0	1	2	0	1	0	1	2	0	0	1	3	0	0	0	3	2	2	0	1	21	
	關係人(人):	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	3	
	合計(人)	13	12	8	18	14	19	12	9	12	12	21	13	13	38	14	28	9	15	14	12	30	10	346	