

臺灣花蓮地方法院檢察署 99 年 10 月份民眾意見調查統計表

| 統計項目 | 上班日期 | 1 | 4 | 5 | 6 | 7 | 8 | 11 | 12 | 13 | 14 | 15 | 18 | 19 | 20 | 21 | 22 | 25 | 26 | 27 | 28 | 29 | 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 | 6 | 5 | 3 | 4 | 7 | 7 | 7 | 8 | 3 | 8 | 0 | 3 | 4 | 2 | 8 | 2 | 7 | 5 | 1 | 4 | 98 | |
| | 2.滿意 | 6 | 4 | 23 | 10 | 30 | 7 | 11 | 18 | 12 | 27 | 5 | 11 | 8 | 9 | 17 | 8 | 13 | 7 | 4 | 18 | 7 | 255 | |
| | 3.尚可 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 2 | 1 | 0 | 9 | |
| | 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 | 10 | 29 | 14 | 34 | 15 | 18 | 25 | 20 | 30 | 13 | 11 | 11 | 13 | 19 | 18 | 15 | 15 | 11 | 20 | 11 | 0 | 362 |
| | 滿意度(%) | 94.00% | 96.00% | 91.03% | 90.71% | 91.18% | 93.33% | 93.89% | 92.80% | 94.00% | 91.00% | 96.15% | 90.00% | 92.73% | 93.08% | 91.05% | 92.22% | 91.33% | 93.33% | 90.91% | 89.50% | 93.64% | ##### | 92.21% |
| 二. 法警點呼及偵查庭的態度如何? | 1.非常滿意 | 4 | 6 | 4 | 4 | 4 | 5 | 8 | 3 | 7 | 2 | 7 | 1 | 2 | 3 | 2 | 7 | 0 | 1 | 3 | 0 | 4 | 77 | |
| | 2.滿意 | 5 | 4 | 21 | 8 | 16 | 8 | 9 | 19 | 12 | 22 | 5 | 9 | 8 | 8 | 16 | 8 | 11 | 12 | 6 | 18 | 7 | 232 | |
| | 3.尚可 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 3 | 0 | 2 | 2 | 2 | 0 | 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 | 10 | 26 | 12 | 21 | 13 | 18 | 23 | 19 | 25 | 12 | 10 | 11 | 11 | 19 | 18 | 11 | 15 | 11 | 20 | 11 | 0 | 326 |
| | 滿意度(%) | 92.00% | 96.00% | 90.77% | 93.33% | 90.95% | 93.85% | 93.33% | 90.43% | 93.68% | 90.00% | 95.83% | 91.00% | 90.00% | 92.73% | 90.00% | 90.56% | 90.00% | 88.00% | 89.09% | 88.00% | 93.64% | ##### | 91.32% |
| 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 | 2 | 7 | 5 | 3 | 2 | 7 | 7 | 3 | 5 | 3 | 6 | 1 | 2 | 4 | 4 | 3 | 0 | 0 | 3 | 0 | 3 | 70 | |
| | 2.滿意 | 7 | 3 | 20 | 9 | 16 | 8 | 8 | 18 | 13 | 21 | 5 | 9 | 8 | 5 | 11 | 8 | 11 | 10 | 5 | 17 | 7 | 219 | |
| | 3.尚可 | 1 | 0 | 1 | 0 | 5 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 4 | 2 | 0 | 5 | 2 | 3 | 1 | 29 | |
| | 4.不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | |
| | 5.合計人次 | 10 | 10 | 26 | 12 | 23 | 15 | 16 | 22 | 18 | 25 | 11 | 10 | 11 | 10 | 19 | 14 | 11 | 15 | 11 | 20 | 11 | 0 | 320 |
| | 滿意度(%) | 90.00% | 97.00% | 91.15% | 92.50% | 86.52% | 94.67% | 93.13% | 90.45% | 92.78% | 90.40% | 95.45% | 91.00% | 90.00% | 92.00% | 87.89% | 86.43% | 90.00% | 83.33% | 85.45% | 87.00% | 90.91% | ##### | 90.13% |
| 四. 服務台人員的服務態度如何? | 1.非常滿意 | 6 | 8 | 8 | 6 | 14 | 8 | 8 | 9 | 14 | 10 | 11 | 3 | 3 | 6 | 6 | 10 | 4 | 4 | 5 | 1 | 9 | 153 | |
| | 2.滿意 | 3 | 2 | 20 | 7 | 20 | 7 | 10 | 14 | 5 | 20 | 3 | 8 | 8 | 5 | 12 | 7 | 11 | 8 | 5 | 15 | 1 | 191 | |
| | 3.尚可 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 3 | 1 | 4 | 1 | 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 | |
| | 5.合計人次 | 10 | 10 | 29 | 13 | 34 | 15 | 18 | 25 | 19 | 30 | 14 | 11 | 11 | 11 | 19 | 18 | 15 | 15 | 11 | 20 | 11 | 0 | 359 |
| | 滿意度(%) | 94.00% | 98.00% | 92.07% | 94.62% | 94.12% | 95.33% | 94.44% | 92.00% | 97.37% | 93.33% | 97.86% | 92.73% | 92.73% | 95.45% | 92.11% | 94.44% | 92.67% | 88.67% | 92.73% | 86.50% | 96.36% | ##### | 93.43% |
| 五. 對本署同仁處理公務的滿意度? | 1.非常滿意 | 4 | 8 | 4 | 3 | 5 | 6 | 8 | 3 | 10 | 4 | 10 | 1 | 3 | 3 | 4 | 8 | 0 | 0 | 4 | 0 | 6 | 94 | |
| | 2.滿意 | 5 | 2 | 24 | 11 | 26 | 9 | 10 | 20 | 10 | 25 | 4 | 9 | 7 | 7 | 14 | 9 | 15 | 11 | 5 | 16 | 5 | 244 | |
| | 3.尚可 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 4 | 1 | 4 | 0 | 20 | |
| | 4.不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | |
| | 5.合計人次 | 10 | 10 | 29 | 14 | 33 | 15 | 18 | 25 | 20 | 30 | 14 | 11 | 11 | 11 | 19 | 18 | 15 | 15 | 11 | 20 | 11 | 0 | 360 |
| | 滿意度(%) | 92.00% | 98.00% | 90.69% | 92.14% | 90.30% | 94.00% | 94.44% | 89.60% | 95.00% | 90.67% | 97.14% | 89.09% | 90.91% | 90.91% | 91.05% | 92.22% | 90.00% | 84.67% | 88.18% | 86.00% | 95.45% | ##### | 91.28% |
| 六. 對本署整體服務的滿意度? | 1.非常滿意 | 3 | 8 | 4 | 3 | 3 | 5 | 8 | 4 | 7 | 4 | 8 | 1 | 2 | 5 | 2 | 6 | 0 | 0 | 4 | 0 | 3 | 80 | |
| | 2.滿意 | 6 | 2 | 24 | 11 | 30 | 9 | 10 | 18 | 13 | 26 | 6 | 8 | 8 | 7 | 15 | 11 | 15 | 10 | 5 | 16 | 7 | 257 | |
| | 3.尚可 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 3 | 0 | 0 | 0 | 2 | 1 | 1 | 2 | 1 | 0 | 5 | 1 | 4 | 0 | 24 | |
| | 4.不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | |
| | 5.合計人次 | 10 | 10 | 29 | 14 | 34 | 15 | 18 | 25 | 20 | 30 | 14 | 11 | 11 | 13 | 19 | 18 | 15 | 15 | 11 | 20 | 10 | 0 | 362 |
| | 滿意度(%) | 91.00% | 98.00% | 90.69% | 92.14% | 90.29% | 92.00% | 94.44% | 89.20% | 93.50% | 91.33% | 95.71% | 87.27% | 90.00% | 92.31% | 88.95% | 92.22% | 90.00% | 83.33% | 88.18% | 86.00% | 93.00% | ##### | 90.77% |
| | 共發問卷數: | 10 | 10 | 29 | 14 | 34 | 15 | 18 | 25 | 20 | 30 | 14 | 11 | 11 | 13 | 19 | 18 | 15 | 15 | 11 | 20 | 11 | 0 | 363 |
| | 民眾其他意見提供(人): | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 2 | 0 | 1 | 1 | 1 | 0 | 14 | |
| | 告訴人(人): | 3 | 2 | 3 | 3 | 6 | 8 | 1 | 3 | 6 | 6 | 2 | 4 | 3 | 3 | 0 | 8 | 0 | 0 | 2 | 4 | 3 | 70 | |
| | 被告(人): | 5 | 4 | 16 | 4 | 9 | 2 | 10 | 14 | 7 | 15 | 3 | 5 | 3 | 2 | 5 | 5 | 8 | 12 | 4 | 15 | 5 | 153 | |
| | 證人(人): | 0 | 0 | 7 | 5 | 1 | 5 | 3 | 4 | 3 | 2 | 1 | 1 | 5 | 2 | 9 | 2 | 3 | 1 | 2 | 1 | 1 | 58 | |
| | 檢舉人(人): | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | |
| | 執行(人): | 0 | 4 | 3 | 1 | 15 | 0 | 2 | 2 | 1 | 6 | 4 | 1 | 0 | 2 | 1 | 0 | 4 | 0 | 0 | 0 | 0 | 46 | |
| | 家屬陪同(人): | 2 | 0 | 0 | 1 | 3 | 0 | 2 | 2 | 1 | 1 | 2 | 0 | 0 | 4 | 2 | 2 | 0 | 2 | 1 | 0 | 2 | 27 | |
| | 關係人(人): | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 6 | |
| | 合計(人) | 10 | 10 | 29 | 14 | 34 | 15 | 18 | 25 | 20 | 30 | 14 | 11 | 11 | 13 | 19 | 18 | 15 | 15 | 11 | 20 | 11 | 0 | 363 |

