

臺灣花蓮地方法院檢察署 99 年 12 月份 民眾意見調查統計																								
統計項目	上班日期	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	31
一. 對於本署洽公環境的滿意度?	1.非常滿意	3	2	2	5	9	4	3	1	5	7	5	9	4	0	4	7	2	7	1	1	3	0	1
	2.滿意	6	13	6	4	24	6	24	12	3	27	9	36	4	7	2	3	19	7	15	10	4	6	4
	3.尚可	0	1	0	1	1	1	2	1	0	0	0	2	1	4	0	0	0	0	1	0	0	1	1
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
	5.合計人次	9	16	8	10	34	11	29	14	8	34	14	47	9	11	7	10	21	14	17	11	7	7	6
	滿意度(%)	93.33%	90.00%	92.50%	93.00%	92.06%	91.82%	89.66%	89.29%	96.25%	92.06%	93.57%	91.06%	92.22%	82.73%	90.00%	97.00%	90.95%	95.00%	89.41%	90.91%	94.29%	87.14%	88.33%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	1	3	2	5	8	4	3	1	7	7	5	9	2	0	2	4	2	3	0	2	2	0	0
	2.滿意	7	9	6	3	25	6	15	11	1	23	6	32	6	8	5	4	18	9	14	9	5	7	6
	3.尚可	0	1	0	2	0	0	1	2	0	0	0	1	1	3	0	1	1	1	3	0	0	0	0
	4.不好	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	5.合計人次	8	13	8	10	33	10	19	14	8	30	12	42	9	11	7	9	21	14	17	11	7	7	6
	滿意度(%)	91.25%	90.77%	92.50%	91.00%	92.42%	94.00%	90.53%	87.86%	98.75%	92.33%	90.83%	91.67%	90.00%	84.55%	92.86%	92.22%	90.00%	87.86%	86.47%	91.82%	92.86%	90.00%	90.00%
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	3	2	5	9	3	5	2	7	11	4	10	3	1	3	2	3	2	1	0	2	0	0
	2.滿意	5	8	6	2	23	6	12	9	1	20	7	33	4	7	4	3	17	10	13	8	4	7	5
	3.尚可	0	2	0	2	1	0	2	3	0	0	0	1	1	3	0	1	1	1	3	1	0	0	1
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0
	5.合計人次	7	13	8	9	33	9	19	14	8	31	11	44	8	11	7	7	21	14	17	9	6	7	6
	滿意度(%)	92.86%	89.23%	92.50%	91.11%	92.12%	93.33%	90.53%	87.14%	98.75%	93.55%	93.64%	91.82%	91.25%	85.45%	94.29%	84.29%	90.48%	87.14%	87.06%	87.78%	93.33%	90.00%	86.67%
四. 服務台人員的服務態度如何?	1.非常滿意	3	11	3	7	18	5	9	6	7	18	8	21	5	1	3	6	4	7	4	2	4	0	0
	2.滿意	5	4	5	3	16	5	20	8	1	16	3	25	3	9	4	4	16	7	12	9	3	7	6
	3.尚可	0	1	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	1	0	0	0	0
	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	8	16	8	10	34	10	29	14	8	34	11	47	9	11	7	10	20	14	17	11	7	7	6
	滿意度(%)	93.75%	95.63%	93.75%	97.00%	95.29%	95.00%	93.10%	94.29%	98.75%	95.29%	97.27%	94.04%	93.33%	89.09%	94.29%	96.00%	92.00%	95.00%	91.18%	91.82%	95.71%	90.00%	90.00%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	1	10	2	4	13	4	7	5	7	16	5	17	4	1	3	5	3	4	1	0	2	0	0
	2.滿意	8	6	6	5	20	7	22	9	1	18	7	30	5	7	4	4	17	9	15	11	5	7	6
	3.尚可	0	0	0	1	1	0	0	0	0	0	0	1	0	3	0	0	1	1	1	0	0	0	0
	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	16	8	10	34	11	29	14	8	34	12	48	9	11	7	9	21	14	17	11	7	7	6
	滿意度(%)	91.11%	96.25%	92.50%	92.00%	93.24%	93.64%	92.41%	93.57%	98.75%	94.71%	94.17%	93.13%	94.44%	85.45%	94.29%	95.56%	90.48%	91.43%	89.41%	90.00%	92.86%	90.00%	90.00%
六. 對本署整體服務的滿意度?	1.非常滿意	2	9	2	5	14	4	8	2	7	16	5	16	4	0	3	4	3	3	0	0	3	0	0
	2.滿意	7	7	6	3	20	6	21	12	1	18	9	30	5	10	4	6	18	10	16	11	4	7	6
	3.尚可	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
	5.合計人次	9	16	8	9	34	11	29	14	8	34	14	47	9	11	7	10	21	14	17	11	7	7	6
	滿意度(%)	92.22%	95.63%	92.50%	93.33%	94.12%	91.82%	92.76%	91.43%	98.75%	94.71%	93.57%	92.98%	94.44%	88.18%	94.29%	94.00%	91.43%	89.29%	88.82%	90.00%	94.29%	90.00%	90.00%
	共發問卷數:	9	16	8	10	34	11	29	14	8	34	14	48	9	11	7	10	21	14	17	11	7	7	6
	民眾其他意見提供(人):	0	2	0	1	3	1	0	0	0	1	1	2	1	1	1	1	0	1	0	0	0	0	0
	告訴人(人):	0	4	1	0	7	0	6	2	0	6	3	9	3	2	0	1	4	3	5	0	0	0	1
	被告(人):	4	7	6	6	17	4	9	10	4	11	7	28	4	3	4	3	9	7	8	1	1	0	1
	證人(人):	1	2	0	0	6	3	4	1	0	7	1	3	1	1	2	4	1	1	1	0	4	2	0
	檢舉人(人):	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	執行人(人):	2	2	0	3	3	1	10	0	4	5	2	4	0	4	0	0	5	1	0	10	1	5	2
	家屬陪同(人):	2	0	1	0	1	3	0	0	0	1	0	2	1	1	0	2	2	2	2	0	1	0	0
	關係人(人):	0	1	0	1	0	0	0	1	0	4	1	2	0	0	1	0	0	0	1	0	0	0	0
	合計(人)	9	16	8	10	34	11	29	14	8	34	14	48	9	11	7	10	21	14	17	11	7	7	6

# 計 表

總數/總百分比
85
251
17
1
354
91.33%
72
235
17
2
326
90.92%
80
214
23
2
319
90.82%
152
191
5
0
348
94.08%
114
229
9
0
352
92.73%
110
237
5
1
353
92.72%
355
16
57
154
45
2
64
21
12
355