

臺灣花蓮地方法院檢察署 100 年 1 月份民眾意見調查統計																									
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/
一. 對於本署洽公環境的滿意度?	1.非常滿意	8	7	2	24	5	9	13	4	7	6	9	3	1	6	4	0	5	5	2	6	4			
	2.滿意	3	11	4	15	6	14	15	9	20	6	10	6	4	54	6	7	4	6	11	5	7			
	3.尚可	0	0	0	0	1	0	0	0	5	0	1	0	0	0	1	0	2	0	0	1	0			
	4.不好	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0			
	5.合計人次	11	18	6	39	12	23	28	13	33	12	20	9	5	60	12	7	11	11	13	12	11	0	0	
	滿意度(%)	97.27%	93.89%	93.33%	96.15%	92.50%	93.91%	94.64%	93.08%	87.88%	95.00%	93.50%	93.33%	92.00%	91.00%	88.33%	90.00%	90.91%	94.55%	91.54%	93.33%	93.64%	#####	#####	92
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	4	8	3	16	6	10	10	1	3	6	11	1	2	5	5	0	4	4	3	4	0			
	2.滿意	6	9	2	12	4	12	12	7	16	4	9	7	2	52	5	7	3	5	9	4	2			
	3.尚可	0	1	1	0	0	0	1	2	2	2	0	1	0	0	1	0	3	0	1	2	3			
	4.不好	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0			
	5.合計人次	10	18	6	28	10	22	23	10	22	12	20	9	4	57	12	7	10	9	13	10	5	0	0	
	滿意度(%)	94.00%	93.33%	91.67%	95.71%	96.00%	94.55%	93.48%	87.00%	87.73%	91.67%	95.50%	88.89%	95.00%	90.88%	89.17%	90.00%	88.00%	94.44%	90.77%	90.00%	78.00%	#####	#####	91
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	4	8	3	16	4	12	7	1	4	5	11	1	2	5	3	0	3	3	2	4	0			
	2.滿意	6	9	2	12	4	10	16	6	16	5	9	5	2	48	5	7	4	6	11	5	1			
	3.尚可	0	0	1	0	1	1	0	2	2	0	0	2	0	2	1	0	1	0	0	1	3			
	4.不好	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	1	0	0	0	0			
	5.合計人次	10	17	6	28	9	23	23	9	22	12	20	8	4	55	10	7	9	9	13	10	4	0	0	
	滿意度(%)	94.00%	94.71%	91.67%	95.71%	92.22%	94.35%	93.04%	86.67%	90.00%	87.50%	95.50%	86.25%	95.00%	90.18%	87.00%	90.00%	86.67%	93.33%	91.54%	92.00%	75.00%	#####	#####	91
四. 服務台人員的服務態度如何?	1.非常滿意	6	13	3	31	11	12	18	1	17	7	11	1	2	23	5	2	5	4	8	7	0			
	2.滿意	4	5	3	9	1	11	10	8	16	3	9	8	3	35	6	5	4	7	5	5	9			
	3.尚可	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0	0	1	0	0	0	2			
	4.不好	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0			
	5.合計人次	10	18	6	40	12	23	28	11	33	11	20	9	5	60	12	7	10	11	13	12	11	0	0	
	滿意度(%)	96.00%	97.22%	95.00%	97.75%	99.17%	95.22%	96.43%	87.27%	95.15%	92.73%	95.50%	91.11%	94.00%	93.17%	90.83%	92.86%	93.00%	93.64%	96.15%	95.83%	86.36%	#####	#####	94
五. 對本署同仁處理公務的滿意度?	1.非常滿意	3	7	3	23	8	12	16	1	11	7	11	1	2	13	5	0	3	5	3	5	0			
	2.滿意	7	11	3	17	3	11	12	9	21	4	9	7	2	45	5	7	5	6	10	4	6			
	3.尚可	0	0	0	0	1	0	0	1	1	1	0	1	1	1	1	0	1	0	0	2	5			
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0			
	5.合計人次	10	18	6	40	12	23	28	11	33	12	20	9	5	59	12	7	9	11	13	11	11	0	0	
	滿意度(%)	93.00%	93.89%	95.00%	95.75%	95.00%	95.22%	95.71%	89.09%	92.73%	94.17%	95.50%	88.89%	90.00%	91.86%	89.17%	90.00%	91.11%	94.55%	92.31%	90.91%	80.91%	#####	#####	92
六. 對本署整體服務的滿意度?	1.非常滿意	3	8	3	22	5	12	14	1	11	4	11	1	2	13	5	0	4	6	3	6	0			
	2.滿意	7	10	3	18	7	11	13	10	21	7	9	7	3	47	5	7	5	5	9	4	7			
	3.尚可	0	0	0	0	0	0	0	2	1	1	0	1	0	0	1	0	1	0	1	2	4			
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0			
	5.合計人次	10	18	6	40	12	23	27	13	33	12	20	9	5	60	12	7	10	11	13	12	11	0	0	
	滿意度(%)	93.00%	94.44%	95.00%	95.50%	94.17%	95.22%	95.19%	87.69%	92.73%	91.67%	95.50%	88.89%	94.00%	92.17%	89.17%	90.00%	92.00%	95.45%	90.77%	91.67%	82.73%	#####	#####	92
共發問卷數:		10	18	6	40	12	23	28	13	33	12	20	9	5	60	12	7	11	11	13	12	11			
民眾其他意見提供(人):		0	1	0	1	0	0	0	0	0	2	0	0	0	0	0	0	1	0	2	2	0			
告訴人(人):		0	4	0	10	3	0	4	0	4	3	2	0	1	13	2	1	3	0	1	3	1			
被告(人):		1	8	2	15	3	11	7	6	16	4	10	4	2	28	3	3	5	4	4	4	3			
證人(人):		0	4	4	1	2	3	10	2	1	3	1	1	1	10	3	1	2	5	3	3	0			
檢舉人(人):		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0			
執行人(人):		8	2	0	14	2	8	7	4	11	1	4	3	1	5	3	1	1	2	2	1	4			
家屬陪同(人):		1	0	0	0	2	1	0	1	0	1	1	1	0	1	1	1	0	0	1	1	2			
關係人(人):		0	0	0	0	0	0	0	0	1	0	2	0	0	3	0	0	0	0	1	0	1			
合計(人)		10	18	6	40	12	23	28	13	33	12	20	9	5	60	12	7	11	11	13	12	11	0	0	

表

總百分比

130

223

11

2

366

!.73%

106

189

20

2

317

.83%

98

189

17

4

308

.56%

187

166

7

2

362

!.56%

139

204

16

1

360

!.86%

134

215

14

1

364

!.80%

366

9

55

143

60

1

84

15

8

366