

臺灣花蓮地方法院檢察署 100 年 3 月份民眾意見調查統計																										
統計項目	上班日期	1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	總數/	
一. 對於本署洽公環境的滿意度?	1.非常滿意	9	5	10	6	3	5	3	6	6	3	2	6	8	7	1	6	1	10	6	7	5	1	2		
	2.滿意	16	6	31	7	4	28	5	39	10	5	17	8	26	3	9	8	6	31	9	4	11	7	12		
	3.尚可	0	2	2	2	0	1	0	6	0	0	5	1	2	1	2	0	0	0	0	0	0	0	0	1	
	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	25	13	43	15	7	34	8	51	16	8	24	15	36	11	12	14	7	41	15	11	16	8	15		
	滿意度(%)	93.60%	90.77%	91.40%	91.33%	94.29%	90.88%	93.75%	88.82%	93.75%	93.75%	86.67%	92.67%	91.11%	94.55%	87.50%	94.29%	91.43%	92.44%	94.00%	96.36%	93.13%	91.25%	90.00%	91	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	3	2	10	7	4	4	3	3	6	1	2	7	4	7	0	5	1	7	7	6	2	1	0		
	2.滿意	16	4	26	7	3	21	4	33	10	7	20	5	21	3	8	8	4	27	7	2	9	5	13		
	3.尚可	0	5	2	1	0	0	0	6	0	0	2	1	2	1	1	1	0	0	1	3	3	0	2		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	
	5.合計人次	19	11	38	15	7	25	7	42	16	8	24	13	27	11	9	14	5	34	15	11	16	6	15		
	滿意度(%)	91.58%	82.73%	91.58%	93.33%	95.71%	91.60%	94.29%	87.86%	93.75%	91.25%	89.17%	93.85%	90.00%	94.55%	87.78%	92.14%	92.00%	92.06%	93.33%	90.00%	82.50%	91.67%	87.33%	90	
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	2	10	8	3	6	3	2	8	1	2	7	5	6	0	3	1	6	4	5	4	2	5		
	2.滿意	16	4	24	6	4	18	4	36	8	7	18	4	20	4	9	9	6	26	9	1	4	5	8		
	3.尚可	0	4	3	1	0	2	0	4	0	0	4	2	1	1	0	0	0	0	1	3	6	0	1		
	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	0	
	5.合計人次	20	11	37	15	7	26	7	42	16	8	24	13	26	11	9	12	7	32	14	9	14	7	14		
	滿意度(%)	92.00%	80.91%	91.08%	94.00%	94.29%	90.77%	94.29%	88.57%	95.00%	91.25%	87.50%	92.31%	91.15%	93.64%	90.00%	92.50%	91.43%	91.88%	91.43%	88.89%	84.29%	92.86%	92.14%	90	
四. 服務台人員的服務態度如何?	1.非常滿意	15	3	22	9	3	16	4	20	10	2	3	8	18	8	1	6	1	20	8	6	3	2	5		
	2.滿意	10	6	21	5	4	17	3	29	6	6	21	7	15	3	11	8	6	21	6	4	12	6	10		
	3.尚可	0	4	0	1	0	1	0	2	0	0	0	0	2	0	0	0	0	0	1	1	1	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	0	
	5.合計人次	25	13	43	15	7	34	7	51	16	8	24	15	35	11	12	14	7	41	15	11	16	8	15		
	滿意度(%)	96.00%	86.15%	95.12%	94.67%	94.29%	94.12%	95.71%	93.14%	96.25%	92.50%	91.25%	95.33%	94.00%	97.27%	90.83%	94.29%	91.43%	94.88%	94.00%	93.64%	90.63%	92.50%	93.33%	93	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	9	2	16	8	3	12	3	16	8	1	2	8	16	7	1	3	1	16	4	5	3	2	1		
	2.滿意	16	6	25	6	4	21	5	33	8	7	22	7	18	4	11	11	6	25	10	4	9	6	13		
	3.尚可	0	5	2	1	0	1	0	2	0	0	0	0	2	0	0	0	0	0	1	2	4	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	1	
	5.合計人次	25	13	43	15	7	34	8	51	16	8	24	15	36	11	12	14	7	41	15	11	16	8	15		
	滿意度(%)	93.60%	83.85%	92.79%	94.00%	94.29%	92.94%	93.75%	92.35%	95.00%	91.25%	90.83%	95.33%	93.33%	96.36%	90.83%	92.14%	91.43%	93.90%	91.33%	90.91%	86.88%	92.50%	88.00%	92	
六. 對本署整體服務的滿意度?	1.非常滿意	8	2	16	8	3	12	3	16	6	1	1	8	15	6	1	5	1	16	5	5	2	2	1		
	2.滿意	17	6	24	6	4	21	5	33	10	7	22	7	18	5	11	9	6	25	9	4	10	6	13		
	3.尚可	0	5	3	1	0	1	0	2	0	0	0	0	2	0	0	0	0	0	1	2	4	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	1	
	5.合計人次	25	13	43	15	7	34	8	51	16	8	23	15	35	11	12	14	7	41	15	11	16	8	15		
	滿意度(%)	93.20%	83.85%	92.33%	94.00%	94.29%	92.94%	93.75%	92.35%	93.75%	91.25%	90.43%	95.33%	93.14%	95.45%	90.83%	93.57%	91.43%	93.90%	92.00%	90.91%	86.25%	92.50%	88.00%	92	
	共發問卷數:	25	13	43	15	7	34	8	51	16	8	25	15	36	11	12	14	7	41	15	11	16	8	15		
	民眾其他意見提供(人):	1	1	0	1	0	1	0	1	0	0	2	1	1	1	0	1	0	0	1	0	2	1	3		
	告訴人(人):	1	2	10	4	3	7	0	10	3	1	5	0	4	4	2	2	0	4	1	2	1	2	0		
	被告(人):	5	5	16	3	3	15	5	15	9	1	13	11	10	1	5	5	0	22	9	4	10	3	4		
	證人(人):	8	4	7	6	0	1	2	9	3	0	2	2	8	3	1	4	0	4	3	3	1	1	5		
	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	0		
	執行(人):	9	1	9	1	1	9	1	9	0	5	3	1	10	0	3	1	7	10	0	1	2	2	5		
	家屬陪同(人):	1	1	1	1	0	2	0	4	1	1	0	1	4	3	0	2	0	1	2	1	1	0	1		
	關係人(人):	1	0	0	0	0	0	0	4	0	0	2	0	0	0	1	0	0	0	0	0	1	0	0		
	合計(人)	25	13	43	15	7	34	8	51	16	8	25	15	36	11	12	14	7	41	15	11	16	8	15		

表

總百分比

118

302

25

0

445

.53%

92

263

31

2

388

1.57%

97

250

33

1

381

1.71%

193

237

13

0

443

1.77%

147

277

20

1

445

1.31%

143

278

21

1

443

1.19%

446

18

68

174

77

0

90

28

9

446