

臺灣花蓮地方法院檢察署 100 年 4 月份民眾意見調查統計表

統計項目	上班日期	1	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	5	2	11	5	14	4	4	9	7	11	7	3	7	5	21	8	2	8	9	142
	2.滿意	2	7	32	6	9	10	9	20	4	6	7	5	17	8	6	10	5	34	3	200
	3.尚可	0	0	0	1	0	2	0	0	0	0	0	0	2	1	0	1	0	1	0	8
	4.不好	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	7	9	43	12	23	16	13	29	11	17	14	8	26	14	27	19	7	43	12	350
	滿意度(%)	97.14%	92.22%	92.56%	92.50%	96.09%	90.00%	93.08%	93.10%	96.36%	96.47%	95.00%	93.75%	91.15%	92.14%	97.78%	93.16%	92.86%	91.40%	97.50%	93.60%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	3	1	11	5	0	1	1	6	8	11	3	1	4	4	6	5	1	8	6	85
	2.滿意	3	5	26	5	23	13	10	17	3	7	9	5	16	9	21	10	6	27	6	221
	3.尚可	0	0	0	0	0	2	0	0	0	0	2	0	3	1	0	3	0	2	0	13
	4.不好	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	4
	5.合計人次	6	6	37	12	23	16	11	23	11	18	14	6	23	14	27	20	7	37	12	323
	滿意度(%)	95.00%	91.67%	92.97%	87.50%	90.00%	88.13%	90.91%	92.61%	97.27%	96.11%	89.29%	91.67%	89.13%	91.43%	92.22%	85.50%	91.43%	91.08%	95.00%	91.33%
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	1	10	7	0	2	1	8	6	10	2	1	4	3	6	4	1	6	4	78
	2.滿意	2	5	18	4	23	9	6	14	4	8	9	6	13	8	21	9	5	23	7	194
	3.尚可	0	0	2	0	0	5	1	0	0	0	1	0	4	3	0	4	0	1	0	21
	4.不好	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	1	0	4
	5.合計人次	4	6	30	11	23	16	8	22	11	18	12	7	21	14	27	19	6	31	11	297
	滿意度(%)	95.00%	91.67%	92.00%	96.36%	90.00%	85.00%	88.75%	93.64%	91.82%	95.56%	90.00%	91.43%	88.10%	87.86%	92.22%	83.68%	91.67%	90.00%	93.64%	90.67%
四. 服務台人員的服務態度如何?	1.非常滿意	4	4	22	9	12	4	4	14	8	15	3	2	10	7	18	8	1	22	7	174
	2.滿意	2	4	20	4	11	8	9	14	3	3	10	5	14	5	9	11	6	18	5	161
	3.尚可	0	0	0	0	0	4	0	1	0	0	1	1	2	2	0	1	0	1	0	13
	4.不好	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	6	8	42	13	23	16	13	29	11	18	14	8	26	14	27	20	7	41	12	348
	滿意度(%)	96.67%	95.00%	95.24%	96.92%	95.22%	87.50%	93.08%	94.14%	97.27%	98.33%	90.71%	90.00%	92.31%	92.14%	96.67%	93.00%	91.43%	94.88%	95.83%	94.25%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	4	2	16	5	2	1	3	10	8	12	2	1	9	2	6	4	1	14	4	106
	2.滿意	2	7	26	5	21	12	8	19	3	6	9	7	12	10	21	14	6	27	8	223
	3.尚可	0	0	0	1	0	3	2	0	0	0	2	0	4	2	0	2	0	1	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
	5.合計人次	6	9	42	11	23	16	13	29	11	18	13	8	25	14	27	20	7	42	12	346
	滿意度(%)	96.67%	92.22%	93.81%	92.73%	90.87%	86.88%	89.23%	93.45%	97.27%	96.67%	88.46%	91.25%	90.40%	88.57%	92.22%	90.00%	91.43%	92.86%	93.33%	92.08%
六. 對本署整體服務的滿意度?	1.非常滿意	5	3	16	5	0	2	2	11	7	11	2	1	9	1	6	5	1	12	4	103
	2.滿意	2	6	26	5	23	10	10	18	4	7	11	7	12	11	21	14	6	28	8	229
	3.尚可	0	0	0	0	0	4	1	0	0	0	1	0	4	2	0	1	0	2	0	15
	4.不好	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	7	9	42	10	23	16	13	29	11	18	14	8	25	14	27	20	7	42	12	347
	滿意度(%)	97.14%	93.33%	93.81%	95.00%	90.00%	86.25%	90.00%	93.79%	96.36%	96.11%	90.00%	91.25%	90.40%	87.86%	92.22%	91.50%	91.43%	91.90%	93.33%	92.10%
	共發問卷數:	7	9	43	13	23	16	13	29	11	18	14	8	26	14	27	20	7	43	12	353
	民眾其他意見提供(人):	0	0	0	2	0	0	0	2	1	0	0	0	0	0	2	0	1	0	0	8
	告訴人(人):	1	2	7	3	3	2	1	8	4	3	2	2	4	4	1	2	0	9	3	61
	被告(人):	2	3	24	4	17	4	3	6	2	8	8	3	15	3	23	11	4	10	4	154
	證人(人):	0	0	3	2	0	4	2	5	2	2	1	1	4	4	1	2	2	11	3	49
	檢舉人(人):	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2
	執行(人):	3	3	9	2	2	4	3	6	0	2	3	1	2	1	1	2	1	9	0	54
	家屬陪同(人):	0	1	0	0	1	0	4	4	1	0	0	1	1	2	0	1	0	3	2	21
	關係人(人):	1	0	0	2	0	2	0	0	0	3	0	0	0	0	1	2	0	1	0	12
	合計(人)	7	9	43	13	23	16	13	29	11	18	14	8	26	14	27	20	7	43	12	353