

臺灣花蓮地方法院檢察署 100 年 5 月份 民眾意見調查統計表																									
統計項目	上班日期	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31	總數/總百分比	
一. 對於本署洽公環境的滿意度?	1.非常滿意	9	10	6	7	4	2	2	1	3	2	1	6	5	10	8	1	4	4	6	3	11	10	115	
	2.滿意	1	14	11	27	4	9	20	6	29	4	13	6	6	28	6	11	8	4	34	8	10	5	264	
	3.尚可	0	0	0	1	2	5	0	0	0	0	1	2	1	0	0	1	0	0	2	1	2	0	18	
	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	10	24	17	35	10	16	22	7	32	6	15	14	12	38	14	13	12	8	42	12	23	15	397	
	滿意度(%)	99.00%	94.17%	93.53%	91.43%	90.00%	85.00%	90.91%	91.43%	90.94%	93.33%	89.33%	91.43%	92.50%	92.63%	95.71%	89.23%	93.33%	95.00%	90.48%	90.83%	93.04%	96.67%	91.99%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	5	9	5	3	0	2	2	1	2	2	0	4	2	10	1	1	3	4	4	1	11	5	77	
	2.滿意	5	14	9	22	8	13	16	5	25	4	12	6	8	24	9	12	9	3	30	10	12	9	265	
	3.尚可	0	0	0	1	2	1	0	0	0	0	2	4	1	0	3	0	0	0	1	1	1	2	19	
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	
	5.合計人次	10	23	14	26	10	16	18	6	27	6	14	14	11	34	13	13	12	7	37	12	24	16	363	
	滿意度(%)	95.00%	93.91%	93.57%	90.38%	86.00%	90.00%	91.11%	91.67%	90.74%	93.33%	87.14%	87.14%	90.00%	92.94%	86.15%	90.77%	92.50%	95.71%	88.38%	89.17%	93.75%	90.63%	90.85%	
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	5	9	5	1	0	2	3	1	1	2	0	5	2	6	0	1	3	3	6	0	11	3	69	
	2.滿意	5	11	6	19	8	13	12	5	22	4	14	4	6	22	8	12	7	4	26	10	13	13	244	
	3.尚可	0	1	0	3	2	1	2	0	0	0	0	3	1	0	5	0	0	0	0	1	0	0	19	
	4.不好	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
	5.合計人次	10	22	11	23	10	16	17	6	23	6	14	13	9	28	13	13	10	7	32	11	24	16	334	
	滿意度(%)	95.00%	91.36%	94.55%	87.83%	86.00%	90.00%	89.41%	91.67%	90.43%	93.33%	90.00%	86.15%	90.00%	92.14%	82.31%	90.77%	93.00%	94.29%	91.88%	88.18%	94.58%	91.88%	90.69%	
四. 服務台人員的服務態度如何?	1.非常滿意	8	17	8	13	3	5	9	1	20	4	4	4	7	26	2	3	4	6	23	7	13	7	194	
	2.滿意	2	7	9	20	5	11	13	6	12	2	10	9	5	12	7	10	8	2	18	5	11	7	191	
	3.尚可	0	0	0	1	2	0	0	0	0	0	0	1	0	0	5	0	0	0	0	0	0	2	11	
	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	10	24	17	34	10	16	22	7	32	6	14	14	12	38	14	13	12	8	41	12	24	16	396	
	滿意度(%)	98.00%	97.08%	94.71%	93.24%	89.00%	93.13%	94.09%	91.43%	96.25%	96.67%	92.86%	91.43%	95.83%	96.84%	84.29%	92.31%	93.33%	97.50%	95.61%	95.83%	95.42%	91.88%	94.34%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	5	14	6	8	0	2	7	1	16	3	1	3	1	21	1	3	3	3	13	2	12	3	128	
	2.滿意	4	9	9	26	8	14	15	6	15	3	13	9	10	17	10	10	9	4	28	12	12	12	255	
	3.尚可	1	1	0	1	2	0	0	0	0	0	0	2	1	0	3	0	0	1	0	0	0	1	13	
	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	10	24	15	35	10	16	22	7	31	6	14	14	12	38	14	13	12	8	41	14	24	16	396	
	滿意度(%)	93.00%	95.00%	94.00%	91.71%	86.00%	91.25%	93.18%	91.43%	95.16%	95.00%	90.71%	89.29%	89.17%	95.53%	86.43%	92.31%	92.50%	91.25%	93.17%	91.43%	95.00%	90.63%	92.58%	
六. 對本署整體服務的滿意度?	1.非常滿意	5	14	6	7	0	2	7	1	16	3	2	3	3	19	2	2	3	3	12	1	12	5	128	
	2.滿意	5	9	11	27	8	14	15	6	15	3	12	8	9	19	9	11	9	5	29	11	12	10	257	
	3.尚可	0	1	0	1	2	0	0	0	0	0	0	3	0	0	3	0	0	0	0	0	0	1	11	
	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	10	24	17	35	10	16	22	7	31	6	14	14	12	38	14	13	12	8	41	12	24	16	396	
	滿意度(%)	95.00%	95.00%	93.53%	91.43%	86.00%	91.25%	93.18%	91.43%	95.16%	95.00%	91.43%	87.86%	92.50%	95.00%	87.14%	91.54%	92.50%	93.75%	92.93%	90.83%	95.00%	91.88%	92.68%	
	共發問卷數:	10	24	17	35	10	16	22	7	32	6	14	14	12	38	14	13	12	8	42	12	24	16	398	
	民眾其他意見提供(人):	0	1	0	2	0	0	0	0	0	0	1	1	0	0	0	0	0	1	3	2	0	0	11	
	告訴人(人):	2	7	2	6	4	2	3	0	3	1	2	3	2	10	2	1	1	1	11	1	2	2	68	
	被告人(人):	5	6	9	14	4	11	6	1	17	2	8	6	5	13	9	8	3	0	16	4	11	7	165	
	證人(人):	2	8	0	2	1	1	7	2	4	1	1	0	4	10	0	0	4	4	7	3	4	2	67	
	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	1	1	
	執行人(人):	1	1	2	13	1	0	6	4	7	2	0	0	0	4	1	1	3	1	5	1	1	2	56	
	家屬陪同(人):	0	1	4	0	0	0	0	0	0	0	0	2	1	1	1	0	1	2	3	2	0	2	20	
	關係人(人):	0	1	0	0	0	2	0	0	1	0	3	3	0	0	1	3	0	0	0	1	6	0	21	
	合計(人)	10	24	17	35	10	16	22	7	32	6	14	14	12	38	14	13	12	8	42	12	24	16	398	

