

臺灣花蓮地方法院檢察署 100 年 6 月份民眾意見調查統計表

統計項目	上班日期	1	2	3	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	總數/總百分比
一. 對於本署洽公環境的滿意度?	1.非常滿意	4	6	3	9	5	10	3	7	3	5	4	5	3	9	7	5	5	0	7	6	5	111
	2.滿意	6	20	6	19	7	19	10	0	37	5	29	7	11	4	3	34	6	18	7	7	40	295
	3.尚可	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0	1	1	0	7
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	5.合計人次	10	26	9	28	13	29	14	7	40	11	33	12	15	14	10	39	12	18	15	14	45	414
	滿意度(%)	94.00%	92.31%	93.33%	93.21%	92.31%	93.45%	90.71%	#####	90.75%	92.73%	91.21%	94.17%	90.67%	93.57%	97.00%	91.28%	92.50%	90.00%	93.33%	92.86%	91.11%	92.25%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	1	4	2	8	6	9	2	6	2	4	2	3	3	6	3	3	0	1	5	6	3	79
	2.滿意	8	20	6	20	6	15	10	2	34	7	27	8	11	8	6	30	10	17	8	6	33	292
	3.尚可	1	0	1	0	0	0	2	0	0	0	0	1	1	0	0	0	2	0	2	2	0	12
	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
	5.合計人次	10	24	9	28	12	24	14	8	36	11	29	12	15	14	9	33	12	18	15	14	36	383
	滿意度(%)	89.00%	91.67%	90.00%	92.86%	95.00%	93.75%	88.57%	97.50%	90.56%	93.64%	90.69%	90.83%	90.67%	94.29%	93.33%	90.91%	86.67%	90.56%	90.67%	91.43%	90.83%	91.44%
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	0	3	2	5	4	6	2	6	2	3	2	0	3	4	3	3	1	0	3	6	2	60
	2.滿意	7	16	5	19	7	16	8	1	30	5	25	12	11	8	4	26	5	18	8	4	22	257
	3.尚可	1	0	0	0	0	0	0	0	1	1	0	0	1	1	1	1	2	0	0	2	0	11
	4.不好	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	5.合計人次	8	19	7	25	11	22	10	7	33	9	27	12	15	13	8	30	8	18	11	12	24	329
	滿意度(%)	87.50%	91.58%	92.86%	90.40%	93.64%	92.73%	92.00%	98.57%	90.00%	91.11%	90.74%	90.00%	90.67%	91.54%	91.25%	90.33%	86.25%	90.00%	92.73%	91.67%	90.83%	91.03%
四. 服務台人員的服務態度如何?	1.非常滿意	6	14	3	17	7	20	8	7	23	7	19	6	3	6	8	17	2	8	7	9	22	219
	2.滿意	4	12	6	12	6	9	6	1	17	4	14	5	12	8	2	22	7	10	5	3	23	188
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	3	0	2	2	0	9
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	5.合計人次	10	26	9	29	13	29	14	8	40	11	33	13	15	14	10	39	12	18	15	14	45	417
	滿意度(%)	96.00%	95.38%	93.33%	95.86%	95.38%	96.90%	95.71%	98.75%	95.75%	96.36%	95.76%	91.54%	92.00%	94.29%	98.00%	94.36%	86.67%	94.44%	89.33%	93.57%	94.89%	94.72%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	1	9	3	11	6	8	4	6	13	6	11	1	3	5	8	12	1	0	3	7	15	133
	2.滿意	8	16	6	18	7	20	10	2	27	4	22	12	12	9	2	26	7	18	11	5	29	271
	3.尚可	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	4	0	0	1	0	7
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	5.合計人次	10	25	9	29	13	28	14	8	40	11	33	13	15	14	10	38	12	18	14	14	44	412
	滿意度(%)	89.00%	93.60%	93.33%	93.79%	94.62%	92.86%	92.86%	97.50%	93.25%	93.64%	93.33%	90.77%	92.00%	93.57%	98.00%	93.16%	84.17%	90.00%	92.14%	90.71%	93.41%	92.79%
六. 對本署整體服務的滿意度?	1.非常滿意	3	9	3	11	6	9	3	6	13	6	12	1	3	6	7	13	1	0	4	6	14	136
	2.滿意	6	17	6	18	7	20	10	2	27	4	21	12	12	8	3	25	8	18	10	6	31	271
	3.尚可	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	3	0	1	2	0	9
	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
	5.合計人次	9	26	9	29	13	29	14	8	40	11	33	13	15	14	10	39	12	18	15	14	45	416
	滿意度(%)	93.33%	93.46%	93.33%	93.79%	94.62%	93.10%	90.71%	97.50%	93.25%	93.64%	93.64%	90.77%	92.00%	94.29%	97.00%	92.82%	85.83%	90.00%	91.33%	91.43%	93.11%	92.84%
共發問卷數:		10	26	9	29	13	29	14	8	40	11	33	13	15	14	10	39	12	18	15	14	45	417
民眾其他意見提供(人):		1	1	0	2	0	3	0	0	2	1	0	0	0	2	0	0	0	0	2	0	0	14
告訴人(人):		2	12	5	9	5	3	1	2	10	1	5	3	2	3	1	6	1	8	3	3	2	87
被告人(人):		8	7	3	11	1	10	3	3	17	4	14	4	11	5	3	16	4	2	8	5	19	158
證人(人):		0	2	0	5	4	6	2	1	7	3	5	2	0	2	2	6	1	1	2	0	1	52
檢舉人(人):		0	0	0	0	2	2	0	0	0	1	0	0	0	0	0	1	0	0	0	2	1	9
執行人(人):		0	2	0	3	1	6	4	1	5	0	6	1	0	2	2	8	5	2	1	0	17	66
家屬陪同(人):		0	3	1	1	0	1	3	1	1	3	1	2	0	2	2	2	1	1	1	3	3	32
關係人(人):		0	0	0	0	0	1	1	0	0	0	1	1	2	0	0	0	0	4	0	1	2	13
合計(人)		10	26	9	29	13	29	14	8	40	11	33	13	15	14	10	39	12	18	15	14	45	417