

臺灣花蓮地方法院檢察署 100 年 7 月份民眾意見調查統計表

統計項目	上班日期	1	4	5	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	2	2	3	5	4	0	3	4	1	1	4	5	9	5	4	5	12	6	7	3	6	91
	2.滿意	4	5	20	8	11	9	2	18	6	18	10	13	6	7	22	6	5	8	9	31	5	223
	3.尚可	0	1	0	0	0	3	1	0	0	2	1	1	0	0	0	0	0	0	0	0	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	6	8	23	13	15	12	6	22	7	21	15	19	15	12	26	11	17	14	16	34	11	323
	滿意度(%)	93.33%	90.00%	91.30%	93.85%	92.67%	85.00%	91.67%	91.82%	91.43%	88.57%	91.33%	91.58%	96.00%	94.17%	91.54%	94.55%	97.06%	94.29%	94.38%	90.88%	95.45%	92.26%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	2	2	3	2	1	0	3	4	1	1	1	5	5	2	2	1	13	4	7	1	4	64
	2.滿意	4	6	16	6	8	11	2	13	5	11	8	14	8	5	14	7	4	10	7	28	7	194
	3.尚可	0	0	0	3	6	1	1	0	0	1	6	0	0	1	1	2	1	0	0	0	0	23
	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	6	8	19	11	15	12	6	17	6	13	15	19	13	8	17	10	18	14	14	29	11	281
	滿意度(%)	93.33%	92.50%	91.58%	86.36%	82.67%	88.33%	91.67%	92.35%	91.67%	89.23%	82.67%	92.63%	93.85%	90.00%	90.00%	87.00%	96.11%	92.86%	95.00%	90.34%	93.64%	90.64%
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	1	2	3	2	2	0	3	3	3	1	0	5	4	1	1	0	13	2	6	1	1	54
	2.滿意	4	6	14	5	11	11	3	13	2	10	8	13	8	7	13	6	4	8	6	22	7	181
	3.尚可	0	0	0	3	2	0	0	0	1	0	6	1	0	0	1	1	0	1	2	0	1	19
	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	5	8	17	10	15	11	6	16	6	11	14	19	12	8	15	7	17	11	14	23	9	254
	滿意度(%)	92.00%	92.50%	91.76%	86.00%	88.67%	90.00%	95.00%	91.88%	91.67%	90.91%	81.43%	91.58%	93.33%	91.25%	89.33%	87.14%	97.65%	90.00%	91.43%	90.43%	88.89%	90.63%
四. 服務台人員的服務態度如何?	1.非常滿意	2	6	13	4	3	0	3	11	3	5	2	6	8	7	14	4	15	4	8	11	4	133
	2.滿意	4	2	9	8	11	12	2	11	4	16	12	13	6	5	13	6	3	10	8	23	6	184
	3.尚可	0	0	1	1	1	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	1	7
	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	6	8	23	13	15	12	6	22	7	21	15	19	14	12	27	11	18	14	16	34	11	324
	滿意度(%)	93.33%	97.50%	94.78%	91.54%	90.67%	90.00%	91.67%	95.00%	94.29%	92.38%	90.00%	93.16%	95.71%	95.83%	95.19%	91.82%	98.33%	92.86%	95.00%	93.24%	91.82%	93.67%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	2	2	7	2	2	0	3	9	1	4	1	5	6	4	10	2	12	2	6	8	1	89
	2.滿意	4	6	15	8	12	11	2	13	6	17	13	14	8	8	16	7	5	11	8	26	10	220
	3.尚可	0	0	1	3	1	1	1	0	0	0	1	0	0	0	1	2	1	1	2	0	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	0	0
	5.合計人次	6	8	23	13	15	12	6	22	7	21	15	19	14	12	27	11	18	14	16	34	11	324
	滿意度(%)	93.33%	92.50%	92.17%	86.92%	90.00%	88.33%	91.67%	94.09%	91.43%	91.90%	89.33%	92.63%	94.29%	93.33%	92.96%	88.18%	95.56%	90.00%	91.25%	92.35%	90.91%	91.82%
六. 對本署整體服務的滿意度?	1.非常滿意	2	2	7	2	2	0	3	8	2	4	1	5	5	4	10	2	12	2	7	9	3	92
	2.滿意	4	6	15	9	12	12	2	14	5	17	12	14	9	8	17	7	6	11	9	25	8	222
	3.尚可	0	0	0	2	1	0	1	0	0	0	2	0	0	0	0	2	0	1	0	0	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	6	8	22	13	15	12	6	22	7	21	15	19	14	12	27	11	18	14	16	34	11	323
	滿意度(%)	93.33%	92.50%	93.18%	88.46%	90.00%	90.00%	91.67%	93.64%	92.86%	91.90%	88.00%	92.63%	93.57%	93.33%	93.70%	88.18%	96.67%	90.00%	94.38%	92.65%	92.73%	92.29%
	共發問卷數:	6	8	23	13	15	12	6	22	7	21	15	19	15	12	27	11	18	14	16	34	11	325
	民眾其他意見提供(人):	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2	2	0	0	6
	告訴人(人):	2	0	5	1	2	2	1	3	1	5	1	1	3	0	5	2	4	1	2	4	2	47
	被告(人):	3	6	12	8	11	5	3	8	1	5	9	12	6	4	7	6	8	8	4	18	3	147
	證人(人):	1	1	1	2	1	0	2	3	2	1	3	2	4	3	4	0	3	1	1	4	2	41
	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
	執行人(人):	0	1	5	2	0	5	0	6	3	9	1	0	1	3	9	2	2	3	3	6	2	63
	家屬陪同(人):	0	0	0	0	1	0	0	1	0	1	1	0	1	2	2	1	1	1	6	1	2	21
	關係人(人):	0	0	0	0	0	0	0	1	0	0	0	4	0	0	0	0	0	0	0	1	0	6
	合計(人)	6	8	23	13	15	12	6	22	7	21	15	19	15	12	27	11	18	14	16	34	11	325