

臺灣花蓮地方法院檢察署 100 年 8 月份民眾意見調查統計																									
統計項目	上班日期	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31	總數/
一. 對於本署洽公環境的滿意度?	1.非常滿意	11	4	8	3	2	2	5	3	7	4	2	5	4	6	7	0	9	8	2	3		9	8	
	2.滿意	3	14	7	18	6	5	9	4	20	9	17	8	4	24	9	7	6	4	30	7		6	7	
	3.尚可	0	0	0	0	0	0	1	0	0	0	0	0	1	3	0	1	0	1	0	0	廳	0	0	
	4.不好	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	
	5.合計人次	14	18	15	22	8	7	15	7	27	13	19	13	9	33	16	8	15	13	32	10		15	15	
	滿意度(%)	97.86%	92.22%	95.33%	89.55%	92.50%	92.86%	92.00%	94.29%	92.59%	93.08%	91.05%	93.85%	92.22%	90.00%	94.38%	87.50%	96.00%	94.62%	90.63%	93.00%		96.00%	95.33%	92
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	11	3	6	2	2	2	3	1	7	4	0	2	3	4	7	0	4	1	2	3		7	8	
	2.滿意	3	12	5	15	6	4	8	2	14	9	17	9	5	19	8	5	4	1	29	6		7	6	
	3.尚可	0	0	1	0	0	1	4	2	0	0	1	1	1	1	1	2	7	10	0	1		1	1	
	4.不好	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	
	5.合計人次	14	15	12	18	8	7	15	5	21	13	18	12	9	24	16	7	15	12	31	10		15	15	
	滿意度(%)	97.86%	92.00%	93.33%	88.89%	92.50%	90.00%	86.67%	84.00%	93.33%	93.08%	88.89%	90.00%	91.11%	90.83%	93.13%	84.29%	83.33%	74.17%	90.65%	91.00%		93.33%	94.00%	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	11	4	4	2	2	2	2	1	4	4	0	3	3	5	6	0	3	1	1	0		6	8	
	2.滿意	3	10	6	15	6	5	8	3	14	7	16	7	4	12	7	6	6	5	28	5		8	4	
	3.尚可	0	0	1	0	0	0	4	2	0	0	2	1	2	1	1	1	4	5	0	0	風	0	2	
	4.不好	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0		0	0	
	5.合計人次	14	14	11	18	8	7	14	6	18	11	18	11	9	18	14	7	14	11	29	5		14	14	
	滿意度(%)	97.86%	92.86%	91.82%	88.89%	92.50%	92.86%	85.71%	85.00%	92.22%	93.64%	87.78%	90.91%	88.89%	91.67%	92.86%	87.14%	83.57%	81.82%	90.34%	90.00%		94.29%	92.86%	90
四. 服務台人員的服務態度如何?	1.非常滿意	13	10	10	13	2	2	3	3	18	4	2	8	8	16	8	3	8	10	12	3		9	10	
	2.滿意	1	8	5	9	6	5	11	3	9	9	18	5	2	16	8	5	6	1	20	6		4	5	
	3.尚可	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	2	0	1		2	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	
	5.合計人次	14	18	15	22	8	7	15	7	27	13	20	13	10	32	16	8	15	13	32	10		15	16	
	滿意度(%)	99.29%	95.56%	96.67%	95.91%	92.50%	92.86%	90.67%	91.43%	96.67%	93.08%	91.00%	96.15%	98.00%	95.00%	95.00%	93.75%	94.00%	94.62%	93.75%	91.00%		93.33%	95.00%	94
五. 對本署同仁處理公務的滿意度?	1.非常滿意	11	10	7	8	2	2	3	2	14	4	1	3	4	14	6	0	4	6	11	1		5	8	
	2.滿意	3	8	7	13	6	5	10	4	13	9	17	9	6	17	10	8	6	3	21	7		10	7	
	3.尚可	0	0	1	0	0	0	2	1	0	0	2	0	0	1	0	0	5	4	0	0	假	0	1	
	4.不好	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	
	5.合計人次	14	18	15	22	8	7	15	7	27	13	20	12	10	32	16	8	15	13	32	8		15	16	
	滿意度(%)	97.86%	95.56%	93.33%	91.82%	92.50%	92.86%	89.33%	90.00%	95.19%	93.08%	88.50%	92.50%	94.00%	93.75%	93.75%	90.00%	86.00%	88.46%	93.44%	91.25%		93.33%	93.75%	92
六. 對本署整體服務的滿意度?	1.非常滿意	11	8	7	8	2	2	3	2	14	4	1	3	4	13	6	2	4	5	11	1		7	8	
	2.滿意	3	9	7	13	6	5	11	4	13	9	17	10	6	19	10	6	8	5	21	7		8	7	
	3.尚可	0	1	1	0	0	0	1	1	0	0	2	0	0	0	0	0	3	3	0	0		0	1	
	4.不好	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	
	5.合計人次	14	18	15	22	8	7	15	7	27	13	20	13	10	32	16	8	15	13	32	8		15	16	
	滿意度(%)	97.86%	93.33%	93.33%	91.82%	92.50%	92.86%	90.67%	90.00%	95.19%	93.08%	88.50%	92.31%	94.00%	94.06%	93.75%	92.50%	88.67%	89.23%	93.44%	91.25%		94.67%	93.75%	92
	共發問卷數:	14	18	15	22	8	7	15	7	27	13	20	13	10	33	16	8	15	13	32	10		15	16	
	民眾其他意見提供(人):	0	0	1	0	0	0	0	0	1	1	1	1	0	0	3	0	2	0	0	0		0	0	
	告訴人(人):	2	4	2	4	4	2	3	1	5	3	12	1	0	1	6	1	5	4	2	1		2	3	
	被告(人):	8	9	8	9	2	0	8	2	7	3	2	6	2	11	4	0	7	8	20	3		8	3	
	證人(人):	2	1	1	4	2	0	0	1	5	2	1	3	3	4	2	3	1	0	7	2		3	3	
	律師/代理(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):	2	3	1	3	0	5	4	3	5	2	2	3	2	9	0	1	2	0	1	2		1	1	
	家屬陪同(人):	0	1	3	0	0	0	0	0	2	2	0	0	3	7	3	1	0	1	1	2		1	6	
	關係人(人):	0	0	0	2	0	0	0	0	3	1	3	0	0	1	1	2	0	0	1	0		0	0	
	合計(人)	14	18	15	22	8	7	15	7	27	13	20	13	10	33	16	8	15	13	32	10	0	15	16	

表

總百分比

112

224

7

1

344

1.73%

82

194

35

1

312

1.26%

72

185

26

2

285

1.42%

175

162

9

0

346

1.54%

126

199

17

1

343

1.57%

126

204

13

1

344

1.79%

347

10

68

130

50

0

52

33

14

347