

臺灣花蓮地方法院檢察署 101 年 2 月份 民眾意見調查統計																									
統計項目	上班日期	1	2	3	4	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	29				總數/
一. 對於本署洽公環境的滿意度?	1.非常滿意	2	7	5	4	8	6	6	13	5	4	5	4	12	7	7	7	3	4	1	4				
	2.滿意	8	7	5	3	5	9	7	9	8	1	6	7	14	7	1	7	8	15	5	10				
	3.尚可	2	1	0	0	0	0	0	1	1	0	1	0	0	1	0	0	0	2	1	0				
	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	12	15	10	7	13	15	13	23	14	5	12	11	26	15	8	14	11	21	7	14	0	0	0	
	滿意度(%)	88.33%	93.33%	95.00%	95.71%	96.15%	94.00%	94.62%	94.78%	92.14%	98.00%	92.50%	93.64%	94.62%	93.33%	98.75%	95.00%	92.73%	90.00%	88.57%	92.86%	#####	#####	#####	93
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	1	3	5	2	6	3	6	13	2	1	2	3	14	5	3	1	2	5	1	4				
	2.滿意	8	11	4	1	7	11	4	10	11	4	8	7	11	8	5	10	9	15	5	7				
	3.尚可	2	1	0	0	0	1	1	0	1	0	2	1	0	2	0	2	0	1	1	1				
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1				
	5.合計人次	11	15	9	3	13	15	11	23	14	5	12	11	25	15	8	13	11	21	7	13	0	0	0	
	滿意度(%)	87.27%	90.67%	95.56%	96.67%	94.62%	90.67%	93.64%	95.65%	90.00%	92.00%	88.33%	90.91%	95.60%	90.67%	93.75%	87.69%	91.82%	91.43%	88.57%	88.46%	#####	#####	#####	91
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	6	1	6	3	3	6	3	1	2	1	5	3	3	1	2	1	0	1				
	2.滿意	7	10	3	1	7	12	5	6	5	4	9	5	11	9	5	7	6	12	5	6				
	3.尚可	3	1	0	0	0	0	1	1	2	0	0	3	0	3	0	3	0	4	0	0				
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1				
	5.合計人次	11	13	9	2	13	15	9	13	10	5	11	9	16	15	8	11	8	17	5	8	0	0	0	
	滿意度(%)	85.45%	90.00%	96.67%	95.00%	94.62%	92.00%	91.11%	93.08%	89.00%	92.00%	91.82%	84.44%	93.13%	88.00%	93.75%	85.45%	92.50%	85.88%	90.00%	86.25%	#####	#####	#####	90
四. 服務台人員的服務態度如何?	1.非常滿意	4	6	7	5	8	4	6	16	6	3	3	5	17	7	5	9	5	8	1	6				
	2.滿意	6	8	3	2	5	11	7	6	8	2	7	5	9	7	2	6	6	11	6	8				
	3.尚可	2	1	0	0	0	0	0	1	0	0	2	1	0	1	0	0	0	2	0	0				
	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	12	15	10	7	13	15	13	23	14	5	12	11	26	15	7	15	11	21	7	14	0	0	0	
	滿意度(%)	90.00%	92.67%	97.00%	97.14%	96.15%	92.67%	94.62%	96.09%	94.29%	96.00%	89.17%	92.73%	96.54%	93.33%	97.14%	96.00%	94.55%	91.90%	91.43%	94.29%	#####	#####	#####	94
五. 對本署同仁處理公務的滿意度?	1.非常滿意	3	2	7	4	6	3	5	14	2	1	2	3	12	6	3	1	3	4	1	3				
	2.滿意	7	11	3	3	7	12	7	8	9	4	10	6	14	7	5	13	8	15	5	10				
	3.尚可	2	1	0	0	0	0	1	0	2	0	0	0	0	2	0	0	0	1	1	0				
	4.不好	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1				
	5.合計人次	12	14	10	7	13	15	13	23	13	5	12	9	26	15	8	14	11	20	7	14	0	0	0	
	滿意度(%)	89.17%	90.00%	97.00%	95.71%	94.62%	92.00%	92.31%	94.35%	88.46%	92.00%	91.67%	93.33%	94.62%	91.33%	93.75%	90.71%	92.73%	91.00%	88.57%	89.29%	#####	#####	#####	92
六. 對本署整體服務的滿意度?	1.非常滿意	3	2	6	3	6	3	5	14	2	1	2	4	12	5	3	1	3	4	1	3				
	2.滿意	7	12	3	4	7	12	8	8	11	4	10	6	13	8	5	12	8	15	6	10				
	3.尚可	2	1	0	0	0	0	0	1	1	0	0	1	0	2	0	1	0	1	0	0				
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1				
	5.合計人次	12	15	9	7	13	15	13	23	14	5	12	11	25	15	8	14	11	20	7	14	0	0	0	
	滿意度(%)	89.17%	90.00%	96.67%	94.29%	94.62%	92.00%	93.85%	95.22%	90.00%	92.00%	91.67%	91.82%	94.80%	90.67%	93.75%	89.29%	92.73%	91.00%	91.43%	89.29%	#####	#####	#####	92
	共發問卷數:	12	15	10	7	13	15	13	23	14	5	12	11	26	15	8	14	11	21	7	14				
	民眾其他意見提供(人):	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1				
	告訴人、被害(人):	1	1	2	1	1	1	2	9	3	1	1	2	6	4	2	1	1	6	1	3				
	被告(人):	7	10	2	0	9	4	2	9	4	1	7	1	12	6	4	11	7	10	2	2				
	證人(人):	1	0	3	0	2	5	4	3	3	0	2	4	1	1	0	1	0	0	1	4				
	告發、檢舉(人):	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0				
	執行(人):	1	1	1	0	1	3	3	0	0	1	2	0	4	2	1	1	1	3	1	2				
	家屬、洽公(人):	2	3	2	6	0	2	1	2	3	0	0	3	2	1	1	0	2	2	1	3				
	關係人/辯護人(人):	0	0	0	0	0	0	1	0	1	2	0	1	1	1	0	0	0	0	0	0				
	合計(人)	12	15	10	7	13	15	13	23	14	5	12	11	26	15	8	14	11	21	7	14	0	0	0	

表

總百分比

114

142

10

0

266

5.53%

82

156

16

1

255

8.80%

51

135

21

1

208

7.24%

131

125

10

0

266

0.17%

85

164

10

2

261

6.18%

83

169

10

1

263

6.24%

266

5

49

110

35

1

28

36

7

266