

臺灣花蓮地方法院檢察署 101 年 4 月份 民眾意見調查統計																									
統計項目	上班日期	2	3	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30				總數/
一. 對於本署洽公環境的滿意度?	1.非常滿意	6	4	3	2	12	7	3	5	3	6	6	8	4	7	9	4	1	7	4	2				
	2.滿意	2	6	13	3	5	9	8	15	6	3	5	11	7	5	2	9	9	14	3	4				
	3.尚可	0	0	0	1	0	0	0	1	0	0	0	0	1	0	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	8	10	16	6	17	16	11	21	9	9	11	19	12	12	11	13	10	23	7	6	0	0	0	
	滿意度(%)	97.50%	94.00%	91.88%	90.00%	97.06%	94.38%	92.73%	91.43%	93.33%	96.67%	95.45%	94.21%	91.67%	95.83%	98.18%	93.08%	91.00%	91.30%	95.71%	93.33%	#####	#####	#####	93
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	5	2	5	0	8	4	2	5	1	2	5	7	1	3	1	3	1	9	4	0				
	2.滿意	3	8	10	5	10	12	2	14	6	7	7	9	10	6	11	9	8	13	3	5				
	3.尚可	0	0	0	1	0	0	1	1	2	0	0	1	1	2	0	1	1	1	0	1				
	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	8	10	15	6	18	16	5	20	9	9	12	17	12	11	12	13	10	23	7	6	0	0	0	
	滿意度(%)	96.25%	92.00%	93.33%	86.67%	94.44%	92.50%	90.00%	91.50%	86.67%	92.22%	94.17%	92.94%	89.17%	89.09%	90.83%	90.77%	89.00%	93.04%	95.71%	86.67%	#####	#####	#####	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	5	2	1	0	8	5	2	3	0	2	4	5	1	1	1	3	2	3	2	0				
	2.滿意	3	7	13	4	10	11	3	14	6	7	7	4	8	7	11	9	7	14	2	3				
	3.尚可	0	0	0	2	0	0	0	0	1	0	0	2	0	2	0	1	0	1	0	1				
	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	8	9	14	6	18	16	5	17	7	9	11	11	9	10	12	13	9	18	4	4	0	0	0	
	滿意度(%)	96.25%	92.22%	90.71%	83.33%	94.44%	93.13%	94.00%	91.76%	87.14%	92.22%	93.64%	90.91%	91.11%	87.00%	90.83%	90.77%	92.22%	90.56%	95.00%	85.00%	#####	#####	#####	91
四. 服務台人員的服務態度如何?	1.非常滿意	6	7	9	2	11	9	4	9	4	5	5	11	4	5	9	4	6	15	4	3				
	2.滿意	2	3	7	3	7	7	4	10	4	4	5	7	7	7	3	7	5	9	2	3				
	3.尚可	0	0	0	1	0	0	0	0	1	0	1	1	0	0	0	2	0	0	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	8	10	16	6	18	16	8	19	9	9	11	19	11	12	12	13	11	24	6	6	0	0	0	
	滿意度(%)	97.50%	97.00%	95.63%	90.00%	96.11%	95.63%	95.00%	94.74%	92.22%	95.56%	92.73%	94.74%	93.64%	94.17%	97.50%	90.00%	95.45%	96.25%	96.67%	95.00%	#####	#####	#####	94
五. 對本署同仁處理公務的滿意度?	1.非常滿意	5	2	4	0	8	6	3	5	1	2	3	6	3	3	1	1	2	9	4	0				
	2.滿意	3	8	12	4	10	9	5	14	7	7	8	10	9	8	11	11	8	14	2	5				
	3.尚可	0	0	0	2	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0	1				
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0				
	5.合計人次	8	10	16	6	18	16	8	19	9	9	11	18	12	12	12	12	10	23	6	6	0	0	0	
	滿意度(%)	96.25%	92.00%	92.50%	83.33%	94.44%	92.50%	93.75%	92.63%	88.89%	92.22%	92.73%	91.11%	92.50%	89.17%	90.83%	90.83%	92.00%	93.91%	96.67%	86.67%	#####	#####	#####	92
六. 對本署整體服務的滿意度?	1.非常滿意	5	5	4	0	8	5	3	4	2	2	3	7	3	3	1	1	1	9	4	0				
	2.滿意	3	5	12	5	10	10	5	14	7	7	8	10	9	8	11	12	8	15	2	5				
	3.尚可	0	0	0	1	0	1	0	0	0	0	0	2	0	1	0	0	1	0	0	1				
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0				
	5.合計人次	8	10	16	6	18	16	8	18	9	9	11	19	12	12	12	13	11	24	6	6	0	0	0	
	滿意度(%)	96.25%	95.00%	92.50%	86.67%	94.44%	91.88%	93.75%	92.22%	92.22%	92.22%	92.73%	91.58%	92.50%	90.83%	90.83%	90.77%	85.45%	93.75%	96.67%	86.67%	#####	#####	#####	92
民眾其他意見提供(人):	共發問卷數:	8	10	16	6	18	16	8	21	9	9	11	19	12	12	12	13	11	24	7	6				
	告訴人(人):	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	2	0				
	被告(人):	0	0	2	0	1	2	1	6	0	4	2	1	0	2	5	1	3	4	3	1				
	證人(人):	3	7	7	2	7	10	3	8	5	4	5	4	7	6	6	7	3	8	2	5				
	檢舉人(人):	0	2	3	3	2	3	0	1	1	0	3	3	0	1	0	4	4	5	0	0				
	執行(人):	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	家屬陪同、洽公:	5	1	2	1	8	1	4	5	3	1	1	3	1	1	0	0	1	3	2	0				
	辯護/代理(人):	0	0	1	0	0	0	0	1	0	0	0	8	4	4	0	1	0	4	0	0				
	關係人(人):	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0				
	合計(人):	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	合計(人)	8	10	16	6	18	16	8	21	9	9	11	19	12	14	12	13	11	24	7	6	0	0	0	

表

總百分比

103

139

5

0

247

.77%

68

158

13

0

239

.76%

50

150

10

0

210

.43%

132

106

6

0

244

.92%

68

165

7

1

241

.07%

70

166

7

1

244

.13%

248

4

38

109

35

0

43

1

1

250