

臺灣花蓮地方法院檢察署 101 年 5 月份 民眾意見調查統計																									
統計項目	上班日期	1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	總數/
一. 對於本署洽公環境的滿意度?	1.非常滿意	6	7	3	0	5	8	3	6	3	8	4	3	8	3	7	7	6	9	4	7	7	3	2	
	2.滿意	3	3	4	5	1	7	5	13	6	6	8	9	30	5	8	4	5	15	2	1	3	8	11	
	3.尚可	0	0	0	0	0	1	2	1	0	0	0	2	3	0	0	0	0	2	3	0	0	0	0	
	4.不好	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	5.合計人次	9	10	7	5	6	17	10	20	9	14	12	14	41	8	15	11	11	26	9	8	10	11	13	
	滿意度(%)	96.67%	97.00%	94.29%	90.00%	98.33%	91.18%	89.00%	92.00%	93.33%	95.71%	93.33%	89.29%	90.49%	93.75%	94.67%	96.36%	95.45%	91.92%	87.78%	98.75%	97.00%	92.73%	91.54%	92
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	3	8	3	0	4	8	3	6	1	6	5	3	7	1	5	4	8	10	2	6	2	2	2	
	2.滿意	6	2	4	5	2	8	4	13	4	8	7	10	32	6	11	7	3	14	3	3	6	9	11	
	3.尚可	0	0	0	0	0	1	3	1	2	0	0	1	2	0	0	0	0	2	4	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	0	0	0	
	5.合計人次	9	10	7	5	6	17	10	20	7	14	12	14	41	7	16	11	11	26	9	9	10	11	13	
	滿意度(%)	93.33%	98.00%	94.29%	90.00%	96.67%	93.53%	87.00%	92.00%	85.71%	94.29%	94.17%	90.71%	90.73%	91.43%	93.13%	93.64%	97.27%	92.31%	83.33%	96.67%	88.00%	91.82%	91.54%	92
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	2	6	1	0	4	4	5	4	0	6	4	3	6	0	4	3	7	2	1	6	1	2	1	
	2.滿意	5	3	4	5	2	6	2	11	5	8	6	8	31	7	11	8	3	16	5	3	9	8	12	
	3.尚可	1	0	0	0	0	2	3	1	0	0	0	2	1	0	1	0	1	3	3	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	0	0	0	
	5.合計人次	8	9	5	5	6	12	10	16	5	14	10	13	38	7	16	11	11	21	9	9	10	10	13	
	滿意度(%)	90.00%	96.67%	92.00%	90.00%	96.67%	90.00%	89.00%	91.25%	90.00%	94.29%	94.00%	89.23%	91.05%	90.00%	91.25%	92.73%	94.55%	88.10%	84.44%	96.67%	91.00%	92.00%	90.77%	91
四. 服務台人員的服務態度如何?	1.非常滿意	5	8	4	0	5	10	5	12	3	9	6	7	21	4	7	6	8	19	1	7	3	3	9	
	2.滿意	4	2	3	5	1	6	3	7	5	5	6	7	20	3	8	5	3	6	4	2	6	8	4	
	3.尚可	0	0	0	0	0	1	2	1	1	0	0	0	0	1	0	0	0	1	4	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	0	0	0	0	
	5.合計人次	9	10	7	5	6	17	10	20	9	14	12	14	41	8	15	11	11	26	9	9	10	11	13	
	滿意度(%)	95.56%	98.00%	95.71%	90.00%	98.33%	94.71%	91.00%	95.00%	91.11%	96.43%	95.00%	95.00%	95.12%	92.50%	94.67%	95.45%	97.27%	96.54%	82.22%	97.78%	91.00%	92.73%	96.92%	94
五. 對本署同仁處理公務的滿意度?	1.非常滿意	2	8	3	0	4	6	4	8	0	6	5	3	9	1	5	3	7	8	1	6	1	2	3	
	2.滿意	7	2	4	5	2	8	4	11	8	8	6	9	29	7	11	8	4	18	5	3	9	9	10	
	3.尚可	0	0	0	0	0	2	2	1	0	0	0	2	1	0	0	0	0	0	3	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	0	0	0	
	5.合計人次	9	10	7	5	6	16	10	20	8	14	11	14	39	8	16	11	11	26	9	9	10	11	13	
	滿意度(%)	92.22%	98.00%	94.29%	90.00%	96.67%	91.25%	90.00%	93.00%	90.00%	94.29%	94.55%	89.29%	91.79%	91.25%	93.13%	92.73%	96.36%	93.08%	84.44%	96.67%	91.00%	91.82%	92.31%	92
六. 對本署整體服務的滿意度?	1.非常滿意	2	8	3	0	4	6	4	7	2	6	5	3	10	2	5	4	7	8	1	6	1	2	3	
	2.滿意	6	2	4	5	2	8	4	12	7	8	6	11	28	6	11	7	4	18	5	3	9	9	10	
	3.尚可	1	0	0	0	0	2	2	1	0	0	0	0	1	0	0	0	0	0	3	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	0	0	0	
	5.合計人次	9	10	7	5	6	16	10	20	9	14	11	14	39	8	16	11	11	26	9	9	10	11	13	
	滿意度(%)	90.00%	98.00%	94.29%	90.00%	96.67%	91.25%	90.00%	92.50%	92.22%	94.29%	94.55%	92.14%	92.05%	92.50%	93.13%	93.64%	96.36%	93.08%	84.44%	96.67%	91.00%	91.82%	92.31%	92
	共發問卷數:	9	10	7	5	6	17	10	20	9	14	11	14	41	8	16	11	11	26	9	9	10	11	13	
	民眾其他意見提供(人):	0	0	0	0	0	1	0	0	2	0	0	0	3	0	1	1	0	0	0	0	1	0	0	
	告訴人、被害人:	3	1	2	0	0	4	2	3	2	0	4	2	9	1	4	1	0	8	1	0	1	0	1	
	被告:	4	4	3	0	2	6	4	9	6	8	3	5	21	4	8	4	5	13	4	6	2	8	7	
	證人:	0	3	2	0	1	5	4	3	1	0	1	2	6	0	1	3	4	3	1	0	1	3	2	
	檢舉人:	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	
	執行:	1	1	0	5	3	1	0	3	0	5	2	0	1	1	2	2	0	2	2	3	3	0	3	
	家屬陪同、洽公:	1	1	0	0	1	0	1	0	1	1	1	3	4	1	1	1	1	0	1	0	3	0	0	21
	辯護/代理人:	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	關係人:	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	合計(人)	9	10	7	5	6	17	10	20	9	14	11	14	41	8	16	11	11	26	9	9	10	11	13	

表

總百分比

119

162

14

1

296

:.94%

99

178

18

0

295

:.14%

72

178

18

0

268

.34%

162

123

12

0

297

:.65%

95

187

11

0

293

:.49%

99

185

10

0

294

:.69%

297

9

49

136

46

3

40

1

1

297