

臺灣花蓮地方法院檢察署 101 年 6 月份民眾意見調查統計																										
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/	
一. 對於本署洽公環境的滿意度?	1.非常滿意	4	4	4	9	10	6	3	5	7	6	4	5	8	2	5	3	2	4	2	2	0				
	2.滿意	10	1	8	4	17	5	4	5	2	14	6	2	7	4	16	2	4	8	8	9	5				
	3.尚可	1	0	0	0	1	0	0	0	0	1	2	0	0	1	0	0	0	0	0	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	0	0			
	5.合計人次	15	5	12	13	28	11	7	10	9	21	12	7	15	7	21	5	6	12	10	12	5	0	0		
	滿意度(%)	91.33%	98.00%	93.33%	96.92%	92.86%	95.45%	94.29%	95.00%	97.78%	91.90%	90.00%	97.14%	95.33%	90.00%	92.38%	96.00%	93.33%	93.33%	92.00%	90.00%	90.00%	#####	#####	93	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	3	3	4	8	6	4	2	3	6	8	4	3	4	1	6	1	2	3	3	0	1				
	2.滿意	6	6	8	5	15	5	5	7	2	12	5	4	7	5	16	3	4	8	3	11	4				
	3.尚可	2	2	0	0	2	2	0	0	0	1	3	0	3	1	0	1	0	1	3	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	0	0			
	5.合計人次	11	11	12	13	23	11	7	10	8	21	12	7	14	7	22	5	6	12	9	12	5	0	0		
	滿意度(%)	89.09%	89.09%	93.33%	96.15%	90.87%	90.00%	92.86%	93.00%	97.50%	92.86%	88.33%	94.29%	88.57%	88.57%	92.73%	88.00%	93.33%	90.83%	86.67%	88.33%	92.00%	#####	#####	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	4	4	4	5	3	2	2	2	7	3	0	3	4	1	2	1	2	2	4	2	1				
	2.滿意	5	1	6	7	20	6	4	3	1	12	3	4	10	3	18	2	4	10	5	9	3				
	3.尚可	3	0	0	0	1	0	1	0	0	0	1	0	1	1	0	2	0	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			
	5.合計人次	12	5	10	12	24	9	7	5	8	15	4	7	15	5	20	5	6	12	9	11	4	0	0		
	滿意度(%)	88.33%	98.00%	94.00%	94.17%	90.42%	87.78%	90.00%	94.00%	98.75%	92.00%	85.00%	94.29%	91.33%	88.00%	91.00%	84.00%	93.33%	91.67%	94.44%	91.82%	92.50%	#####	#####	91	
四. 服務台人員的服務態度如何?	1.非常滿意	8	2	8	11	16	5	2	8	8	12	8	4	6	2	12	3	4	3	6	5	3				
	2.滿意	6	3	4	2	12	3	5	2	1	9	3	3	6	4	10	2	2	7	3	7	2				
	3.尚可	0	0	0	0	0	3	0	0	0	0	1	0	3	1	0	0	0	2	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			
	5.合計人次	14	5	12	13	28	11	7	10	9	21	12	7	15	7	22	5	6	12	10	12	5	0	0		
	滿意度(%)	95.71%	94.00%	96.67%	98.46%	95.71%	89.09%	92.86%	98.00%	98.89%	95.71%	95.00%	95.71%	90.00%	90.00%	95.45%	96.00%	96.67%	89.17%	94.00%	94.17%	96.00%	#####	#####	94	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	5	2	5	8	7	3	2	3	7	8	3	3	3	2	8	2	2	2	5	1	2				
	2.滿意	10	2	7	5	21	8	5	6	2	13	6	4	9	4	14	3	4	10	5	11	3				
	3.尚可	0	1	0	0	0	0	0	1	0	0	1	0	3	1	0	0	0	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			
	5.合計人次	15	5	12	13	28	11	7	10	9	21	10	7	15	7	22	5	6	12	10	12	5	0	0		
	滿意度(%)	93.33%	90.00%	94.17%	96.15%	92.50%	92.73%	92.86%	91.00%	97.78%	93.81%	91.00%	94.29%	88.00%	90.00%	93.64%	94.00%	93.33%	91.67%	95.00%	90.83%	94.00%	#####	#####	92	
六. 對本署整體服務的滿意度?	1.非常滿意	5	2	5	8	6	3	2	4	7	8	1	3	3	1	8	2	2	2	6	1	2				
	2.滿意	10	3	7	5	22	8	5	6	2	12	8	4	11	4	14	3	4	10	3	11	3				
	3.尚可	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	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			
	5.合計人次	15	5	12	13	28	11	7	10	9	20	10	7	15	6	22	5	6	12	10	12	5	0	0		
	滿意度(%)	93.33%	94.00%	94.17%	96.15%	92.14%	92.73%	92.86%	94.00%	97.78%	94.00%	89.00%	94.29%	90.67%	88.33%	93.64%	94.00%	93.33%	91.67%	94.00%	90.83%	94.00%	#####	#####	93	
	共發問卷數:	15	5	12	13	28	11	7	10	9	21	12	7	15	7	22	5	6	12	10	12	5				
	民眾其他意見提供(人):	0	0	0	0	0	1	1	0	0	0	0	0	2	0	1	0	0	1	0	1	0				
	告訴人、被害人:	2	0	4	1	6	2	1	0	2	6	2	1	3	0	5	0	1	1	2	3	1				
	被告:	5	2	3	2	12	7	1	7	2	4	2	3	8	5	9	2	3	6	4	3	3				
	證人:	3	1	2	4	5	1	3	1	1	3	3	0	2	2	6	1	0	3	2	1	0				
	檢舉人:	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0				
	執行:	2	2	2	2	2	0	2	1	2	0	0	3	2	0	0	0	2	2	0	5	0				
	家屬陪同、洽公:	2	0	0	4	2	1	0	1	2	5	4	0	0	0	1	1	0	0	2	0	1				
	辯護/代理人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	關係人:	0	0	1	0	1	0	0	0	0	3	0	0	0	0	0	1	0	0	0	0	0				
	合計(人)	15	5	12	13	28	11	7	10	9	21	12	7	15	7	22	5	6	12	10	12	5	0	0		

表

總百分比

95
141
7
0
243
.33%
75
141
22
0
238
.30%
58
136
10
1
205
.66%
136
96
11
0
243
.69%
83
152
7
0
242
.85%
81
155
4
0
240
.04%
244
7
43
93
44
3
29
0
6
244