

臺灣花蓮地方法院檢察署 101 年 7 月份民眾意見調查統計																									
統計項目	上班日期	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31	總數/	
一. 對於本署洽公環境的滿意度?	1.非常滿意	2	2	5	6	2	4	6	19	7	3	3	5	2	3	3	2	4	10	2	6	6	9		
	2.滿意	3	4	5	6	8	3	5	7	10	4	4	4	10	12	3	5	5	2	19	9	6	6		
	3.尚可	0	0	0	3	0	0	0	1	0	1	0	0	1	1	1	6	0	1	2	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	5	6	10	15	10	7	11	27	17	8	7	9	13	16	7	13	9	13	23	15	12	15	0	
	滿意度(%)	94.00%	93.33%	95.00%	90.00%	92.00%	95.71%	95.45%	96.30%	94.12%	91.25%	94.29%	95.56%	90.00%	90.63%	91.43%	82.31%	94.44%	96.15%	89.13%	94.00%	95.00%	96.00%	#####	92
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	0	0	6	2	1	4	4	19	6	3	1	1	3	3	0	1	2	10	2	6	7	7		
	2.滿意	5	6	3	10	7	4	7	8	11	5	6	4	9	12	6	12	7	3	18	7	5	6		
	3.尚可	0	0	0	3	2	0	0	0	0	0	0	2	1	1	1	0	0	0	2	2	0	2		
	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	5	6	9	15	10	8	11	27	17	8	7	7	13	16	7	13	9	13	22	15	12	15	0	
	滿意度(%)	90.00%	90.00%	96.67%	87.33%	87.00%	95.00%	93.64%	97.04%	93.53%	93.75%	91.43%	85.71%	90.77%	90.63%	87.14%	90.77%	92.22%	97.69%	89.09%	91.33%	95.83%	92.00%	#####	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	0	0	5	1	0	4	3	13	2	3	1	1	2	1	0	1	3	9	1	1	7	7		
	2.滿意	2	6	3	7	6	4	6	14	11	4	6	7	8	13	6	12	5	1	19	10	5	7		
	3.尚可	0	0	0	3	2	0	0	0	0	0	0	1	2	1	1	0	0	2	1	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	2	6	8	11	8	8	9	27	13	7	7	9	12	15	7	13	8	12	21	11	12	14	0	
	滿意度(%)	90.00%	90.00%	96.25%	85.45%	85.00%	95.00%	93.33%	94.81%	91.54%	94.29%	91.43%	88.89%	88.33%	89.33%	87.14%	90.77%	93.75%	94.17%	89.52%	90.91%	95.83%	95.00%	#####	91
四. 服務台人員的服務態度如何?	1.非常滿意	1	3	8	7	3	4	8	24	11	4	4	3	5	9	1	2	5	12	11	5	8	8		
	2.滿意	4	3	2	7	5	4	3	3	6	4	3	5	8	7	6	11	4	1	12	8	4	6		
	3.尚可	0	0	0	1	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	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	0	0		
	5.合計人次	5	6	10	15	10	8	11	27	17	8	7	9	13	16	7	13	9	13	23	15	12	15	0	
	滿意度(%)	92.00%	95.00%	98.00%	93.33%	89.00%	95.00%	97.27%	98.89%	96.47%	95.00%	95.71%	91.11%	93.85%	95.63%	91.43%	91.54%	95.56%	99.23%	94.78%	90.67%	96.67%	94.00%	#####	94
五. 對本署同仁處理公務的滿意度?	1.非常滿意	0	0	6	7	0	4	5	18	7	4	1	1	2	5	0	1	2	11	7	5	7	6		
	2.滿意	5	6	4	6	10	4	6	9	10	4	6	8	11	11	7	12	7	2	16	10	5	9		
	3.尚可	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	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	5	6	10	15	10	8	11	27	17	8	7	9	13	16	7	13	9	13	23	15	12	15	0	
	滿意度(%)	90.00%	90.00%	96.00%	92.00%	90.00%	95.00%	94.55%	96.67%	94.12%	95.00%	91.43%	91.11%	91.54%	93.13%	90.00%	90.77%	92.22%	98.46%	93.04%	93.33%	95.83%	94.00%	#####	93
六. 對本署整體服務的滿意度?	1.非常滿意	0	0	7	5	0	4	4	16	7	4	1	2	2	5	0	1	1	11	7	5	7	6		
	2.滿意	5	6	3	8	8	4	6	11	10	4	6	7	11	11	7	12	8	2	16	10	5	9		
	3.尚可	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	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	5	6	10	15	9	8	10	27	17	8	7	9	13	16	7	13	9	13	23	15	12	15	0	
	滿意度(%)	90.00%	90.00%	97.00%	90.67%	87.78%	95.00%	94.00%	95.93%	94.12%	95.00%	91.43%	92.22%	91.54%	93.13%	90.00%	90.77%	91.11%	98.46%	93.04%	93.33%	95.83%	94.00%	#####	93
共發問卷數:		5	6	10	15	10	8	11	27	17	8	7	9	13	16	7	13	9	13	23	15	12	15		
民眾其他意見提供(人):		0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0		
告訴人、被害人:		0	1	1	0	2	0	1	2	1	0	1	0	2	5	2	3	2	0	4	1	1	2		
被告:		4	4	4	8	6	4	6	9	8	6	5	3	5	7	4	7	3	5	7	9	6	6		
證人:		0	1	3	1	0	1	1	8	5	2	0	0	5	2	1	0	2	1	4	1	1	3		
檢舉人:		0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0		
執行:		1	0	2	4	1	3	3	3	2	0	1	5	0	0	1	1	5	2	1	4	3			
家屬陪同、洽公:		0	0	0	2	1	0	0	3	0	0	0	1	1	1	0	0	1	2	4	2	0	1	19	
辯護/代理人:		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0		
關係人:		0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	2	0	0	0			
合計(人)		5	6	10	15	10	8	11	27	17	8	7	9	13	16	7	13	9	13	23	15	12	15	0	

表

總百分比

111

140

17

0

268

1.87%

88

161

16

0

265

1.11%

65

162

13

0

240

0.63%

146

116

7

0

269

0.91%

99

168

2

0

269

1.53%

95

169

3

0

267

1.33%

269

3

31

126

42

2

42

2

5

269