

| 臺灣花蓮地方法院檢察署 101 年 8 月份民眾意見調查統計 |              |        |       |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |       |        |        |        |        |        |     |
|--------------------------------|--------------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-----|
| 統計項目                           | 上班日期         | 1      | 2     | 3      | 6      | 7      | 8      | 9      | 10     | 13     | 14     | 15     | 16     | 17     | 20     | 21     | 22     | 23     | 24    | 27     | 28     | 29     | 30     | 31     | 總數/ |
| 一. 對於本署洽公環境的滿意度?               | 1.非常滿意       | 2      |       | 5      | 2      | 6      | 7      | 9      | 5      | 1      | 3      | 3      | 10     | 4      | 7      | 7      | 7      | 5      |       | 2      | 5      | 4      | 7      | 2      |     |
|                                | 2.滿意         | 4      |       | 7      | 7      | 7      | 2      | 16     | 5      | 13     | 9      | 10     | 13     | 3      | 9      | 11     | 10     | 3      |       | 7      | 2      | 7      | 4      | 5      |     |
|                                | 3.尚可         | 0      | 颯     | 0      | 6      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      | 0      | 0      | 0      | 颯     | 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      |     |
|                                | 5.合計人次       | 6      | 0     | 12     | 15     | 13     | 9      | 25     | 10     | 14     | 12     | 13     | 24     | 8      | 16     | 18     | 17     | 8      | 0     | 9      | 7      | 11     | 12     | 7      |     |
|                                | 滿意度(%)       | 93.33% | ##### | 94.17% | 83.33% | 94.62% | 97.78% | 93.60% | 95.00% | 90.71% | 92.50% | 92.31% | 93.33% | 92.50% | 94.38% | 93.89% | 94.12% | 96.25% | ##### | 92.22% | 97.14% | 93.64% | 94.17% | 92.86% | 93  |
| 二. 法警點呼及偵查庭的態度如何?              | 1.非常滿意       | 1      |       | 5      | 2      | 3      | 5      | 9      | 3      | 0      | 1      | 2      | 9      | 2      | 7      | 5      | 7      | 4      |       | 0      | 1      | 4      | 5      | 2      |     |
|                                | 2.滿意         | 2      |       | 6      | 13     | 10     | 2      | 16     | 6      | 14     | 10     | 8      | 14     | 5      | 9      | 13     | 9      | 4      |       | 9      | 5      | 7      | 7      | 5      |     |
|                                | 3.尚可         | 1      |       | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      | 0      | 0      | 0      |       | 0      | 0      | 0      | 0      | 0      |     |
|                                | 4.不好         | 0      |       | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 2      | 0      | 0      | 0      | 0      | 0      | 0      |       | 0      | 0      | 0      | 0      | 0      |     |
|                                | 5.合計人次       | 4      | 0     | 12     | 15     | 13     | 7      | 25     | 9      | 14     | 11     | 12     | 24     | 8      | 16     | 18     | 16     | 8      | 0     | 9      | 6      | 11     | 12     | 7      |     |
|                                | 滿意度(%)       | 87.50% | ##### | 92.50% | 91.33% | 92.31% | 97.14% | 93.60% | 93.33% | 90.00% | 90.91% | 85.00% | 92.92% | 90.00% | 94.38% | 92.78% | 94.38% | 95.00% | ##### | 90.00% | 91.67% | 93.64% | 94.17% | 92.86% | 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      |       | 3      | 1      | 1      | 4      | 2      | 1      | 0      | 2      | 2      | 6      | 1      | 7      | 6      | 4      | 2      |       | 0      | 1      | 3      | 6      | 1      |     |
|                                | 2.滿意         | 2      |       | 8      | 13     | 11     | 3      | 16     | 7      | 14     | 9      | 7      | 13     | 5      | 9      | 9      | 10     | 4      |       | 7      | 3      | 8      | 5      | 6      |     |
|                                | 3.尚可         | 1      | 風     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      | 0      | 1      | 0      | 風     | 0      | 0      | 0      | 0      | 0      |     |
|                                | 4.不好         | 0      |       | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 3      | 0      | 0      | 0      | 0      | 0      | 0      |       | 0      | 0      | 0      | 0      | 0      |     |
|                                | 5.合計人次       | 3      | 0     | 11     | 14     | 12     | 7      | 18     | 8      | 14     | 11     | 12     | 20     | 7      | 16     | 15     | 15     | 6      | 0     | 7      | 4      | 11     | 11     | 7      |     |
|                                | 滿意度(%)       | 83.33% | ##### | 92.73% | 90.71% | 90.83% | 95.71% | 91.11% | 91.25% | 90.00% | 91.82% | 81.67% | 92.00% | 88.57% | 94.38% | 94.00% | 91.33% | 93.33% | ##### | 90.00% | 92.50% | 92.73% | 95.45% | 91.43% | 91  |
| 四. 服務台人員的服務態度如何?               | 1.非常滿意       | 3      |       | 4      | 4      | 9      | 8      | 15     | 2      | 4      | 7      | 5      | 14     | 3      | 8      | 11     | 11     | 6      |       | 4      | 4      | 5      | 7      | 1      |     |
|                                | 2.滿意         | 3      |       | 7      | 11     | 4      | 1      | 10     | 6      | 10     | 5      | 8      | 10     | 3      | 8      | 7      | 5      | 2      |       | 5      | 2      | 6      | 5      | 5      |     |
|                                | 3.尚可         | 0      |       | 1      | 0      | 0      | 0      | 0      | 2      | 0      | 0      | 0      | 0      | 2      | 0      | 0      | 0      | 0      |       | 0      | 0      | 0      | 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      |     |
|                                | 5.合計人次       | 6      | 0     | 12     | 15     | 13     | 9      | 25     | 10     | 14     | 12     | 13     | 24     | 8      | 16     | 18     | 16     | 8      | 0     | 9      | 6      | 11     | 12     | 7      |     |
|                                | 滿意度(%)       | 95.00% | ##### | 91.67% | 92.67% | 96.92% | 98.89% | 96.00% | 88.00% | 92.86% | 95.83% | 93.85% | 95.83% | 88.75% | 95.00% | 96.11% | 96.88% | 97.50% | ##### | 94.44% | 96.67% | 94.55% | 95.83% | 88.57% | 94  |
| 五. 對本署同仁處理公務的滿意度?              | 1.非常滿意       | 1      |       | 3      | 2      | 1      | 6      | 6      | 2      | 0      | 1      | 3      | 11     | 2      | 7      | 8      | 8      | 6      |       | 1      | 4      | 3      | 6      | 1      |     |
|                                | 2.滿意         | 5      |       | 8      | 13     | 12     | 3      | 19     | 8      | 14     | 8      | 9      | 13     | 5      | 9      | 10     | 9      | 2      |       | 8      | 3      | 8      | 6      | 6      |     |
|                                | 3.尚可         | 0      | 假     | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      | 1      | 0      | 0      | 0      | 假     | 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      |     |
|                                | 5.合計人次       | 6      | 0     | 12     | 15     | 13     | 9      | 25     | 10     | 14     | 10     | 13     | 24     | 8      | 16     | 18     | 17     | 8      | 0     | 9      | 7      | 11     | 12     | 7      |     |
|                                | 滿意度(%)       | 91.67% | ##### | 90.83% | 91.33% | 90.77% | 96.67% | 92.40% | 92.00% | 90.00% | 89.00% | 90.77% | 94.58% | 90.00% | 94.38% | 94.44% | 94.71% | 97.50% | ##### | 91.11% | 95.71% | 92.73% | 95.00% | 91.43% | 92  |
| 六. 對本署整體服務的滿意度?                | 1.非常滿意       | 1      |       | 3      | 2      | 3      | 6      | 7      | 2      | 0      | 2      | 3      | 12     | 2      | 7      | 7      | 7      | 6      |       | 2      | 3      | 3      | 6      | 1      |     |
|                                | 2.滿意         | 4      |       | 8      | 13     | 10     | 3      | 18     | 8      | 14     | 8      | 9      | 12     | 5      | 9      | 11     | 10     | 2      |       | 7      | 4      | 8      | 6      | 6      |     |
|                                | 3.尚可         | 1      |       | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 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      |     |
|                                | 5.合計人次       | 6      | 0     | 12     | 15     | 13     | 9      | 25     | 10     | 14     | 10     | 13     | 24     | 8      | 16     | 18     | 17     | 8      | 0     | 9      | 7      | 11     | 12     | 7      |     |
|                                | 滿意度(%)       | 88.33% | ##### | 90.83% | 91.33% | 92.31% | 96.67% | 92.80% | 92.00% | 90.00% | 92.00% | 90.77% | 95.00% | 90.00% | 94.38% | 93.89% | 94.12% | 97.50% | ##### | 92.22% | 94.29% | 92.73% | 95.00% | 91.43% | 92  |
|                                | 共發問卷數:       | 6      |       | 12     | 15     | 13     | 9      | 25     | 10     | 14     | 12     | 13     | 24     | 8      | 16     | 18     | 17     | 8      |       | 9      | 7      | 11     | 12     | 7      |     |
|                                | 民眾其他意見提供(人): | 0      |       | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 2      | 1      | 0      | 0      | 1      | 0      | 0      |        |       | 0      | 0      | 0      | 0      | 0      |     |
|                                | 告訴人、被害人:     | 2      |       | 1      | 3      | 2      | 2      | 7      | 0      | 1      | 1      | 2      | 5      | 0      | 0      | 1      | 0      | 0      |       | 1      | 0      | 2      | 0      | 0      |     |
|                                | 被告:          | 2      |       | 6      | 6      | 7      | 1      | 11     | 3      | 10     | 7      | 4      | 11     | 5      | 12     | 4      | 8      | 8      |       | 8      | 3      | 3      | 3      | 2      |     |
|                                | 證人:          | 0      |       | 0      | 1      | 4      | 1      | 3      | 3      | 0      | 1      | 4      | 3      | 2      | 0      | 2      | 5      | 0      |       | 0      | 2      | 4      | 6      | 1      |     |
|                                | 檢舉人:         | 0      |       | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 1      | 0      |        |       | 0      | 0      | 0      | 0      | 0      |     |
|                                | 執行:          | 2      |       | 4      | 4      | 0      | 2      | 2      | 3      | 1      | 2      | 2      | 4      | 0      | 3      | 8      | 1      | 0      |       | 0      | 2      | 1      | 2      | 3      |     |
|                                | 家屬陪同、洽公:     | 0      |       | 1      | 0      | 0      | 3      | 2      | 1      | 0      | 0      | 1      | 1      | 1      | 1      | 2      | 1      | 0      |       | 0      | 0      | 1      | 0      | 1      | 16  |
|                                | 辯護/代理人:      | 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      | 1      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      |       | 0      | 0      | 0      | 1      | 0      |     |
|                                | 合計(人)        | 6      | 0     | 12     | 15     | 13     | 9      | 25     | 10     | 14     | 12     | 13     | 24     | 8      | 16     | 18     | 17     | 8      | 0     | 9      | 7      | 11     | 12     | 7      |     |

表

總百分比

103

154

9

0

266

1.20%

77

174

4

2

257

1.37%

53

169

4

3

229

1.44%

135

123

6

0

264

1.66%

82

178

4

0

264

1.80%

85

175

4

0

264

1.92%

266

5

30

124

42

2

46

1

5

266