

臺灣花蓮地方法院檢察署 101 年 11 月份民眾意見調查統計

統計項目	上班日期	1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30	總數/
一. 對於本署洽公環境的滿意度?	1.非常滿意	8	3	6	10	11	7	6	3	7	8	11	2	0	2	6	5	2	19	1	8	3	4	
	2.滿意	12	8	3	6	10	18	6	4	9	8	15	5	6	13	7	16	4	3	14	1	14	2	
	3.尚可	1	0	0	0	0	1	1	0	1	0	2	0	1	0	0	0	0	0	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	
	5.合計人次	21	11	9	16	21	26	13	7	17	16	28	7	7	15	13	21	6	22	17	9	17	6	0
	滿意度(%)	92.86%	92.73%	96.67%	96.25%	95.24%	91.92%	93.08%	94.29%	92.94%	95.00%	92.50%	92.86%	87.14%	91.33%	94.62%	92.38%	93.33%	98.64%	88.24%	98.89%	91.76%	96.67%	#####
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	8	3	6	5	9	8	4	5	7	8	10	0	0	5	4	5	1	14	3	7	3	2	
	2.滿意	12	7	3	11	11	17	8	2	8	6	16	7	5	10	8	16	5	8	12	1	13	4	
	3.尚可	1	1	0	0	0	1	1	0	1	0	2	0	1	0	0	0	0	0	1	0	1	0	
	4.不好	0	0	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	21	11	9	16	20	26	13	7	16	14	28	7	6	15	12	21	6	22	17	8	17	6	0
	滿意度(%)	92.86%	90.91%	96.67%	93.13%	94.50%	92.31%	91.54%	97.14%	93.13%	95.71%	92.14%	90.00%	86.67%	93.33%	93.33%	92.38%	91.67%	96.36%	88.24%	98.75%	90.59%	93.33%	#####
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	6	2	6	6	8	5	3	3	5	10	7	0	0	1	4	4	0	14	3	7	3	1	
	2.滿意	10	9	3	7	11	16	10	4	8	5	14	5	6	10	8	13	6	8	11	2	13	5	
	3.尚可	1	0	0	1	1	1	0	0	1	0	1	0	0	0	0	0	0	0	1	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	17	11	9	14	20	22	13	7	14	15	22	5	6	11	12	17	6	22	15	9	17	6	0
	滿意度(%)	92.35%	91.82%	96.67%	92.86%	93.00%	91.36%	92.31%	94.29%	92.14%	96.67%	92.27%	90.00%	90.00%	90.91%	93.33%	92.35%	90.00%	96.36%	90.67%	97.78%	90.59%	91.67%	#####
四. 服務台人員的服務態度如何?	1.非常滿意	12	4	6	14	15	14	3	6	14	11	15	1	0	9	6	10	0	16	5	8	7	2	
	2.滿意	9	6	3	2	6	11	9	1	3	5	11	6	7	6	7	11	6	6	11	1	10	3	
	3.尚可	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	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	0	0	0	0	0	0	
	5.合計人次	21	11	9	16	21	25	13	7	17	16	27	7	7	15	13	21	6	22	17	9	17	6	0
	滿意度(%)	95.71%	91.82%	96.67%	98.75%	97.14%	95.60%	90.77%	98.57%	98.24%	96.88%	94.81%	91.43%	90.00%	96.00%	94.62%	94.76%	90.00%	97.27%	91.76%	98.89%	94.12%	90.00%	#####
五. 對本署同仁處理公務的滿意度?	1.非常滿意	7	0	6	10	10	10	2	3	10	10	8	1	0	5	5	6	0	14	4	8	4	1	
	2.滿意	13	10	3	6	11	11	11	4	6	6	18	6	7	10	8	15	6	8	11	1	12	5	
	3.尚可	1	1	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	1	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	21	11	9	16	21	21	13	7	17	16	28	7	7	15	13	21	6	22	16	9	17	6	0
	滿意度(%)	92.38%	88.18%	96.67%	96.25%	94.76%	94.76%	91.54%	94.29%	94.71%	96.25%	91.43%	91.43%	90.00%	93.33%	93.85%	92.86%	90.00%	96.36%	91.25%	98.89%	91.18%	91.67%	#####
六. 對本署整體服務的滿意度?	1.非常滿意	7	0	6	10	10	7	2	3	10	10	8	0	0	4	5	6	0	14	4	8	3	1	
	2.滿意	13	10	3	6	10	18	11	4	6	6	19	7	7	11	8	15	6	8	12	1	13	5	
	3.尚可	1	1	0	0	1	1	0	0	1	0	1	0	0	0	0	0	0	0	1	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	21	11	9	16	21	26	13	7	17	16	28	7	7	15	13	21	6	22	17	9	17	6	0
	滿意度(%)	92.38%	88.18%	96.67%	96.25%	93.81%	91.92%	91.54%	94.29%	94.71%	96.25%	92.14%	90.00%	90.00%	92.67%	93.85%	92.86%	90.00%	96.36%	91.18%	98.89%	90.59%	91.67%	#####
共發問卷數:	21	11	9	16	21	26	13	7	17	16	28	7	7	15	13	21	6	22	17	9	17	6		
民眾其他意見提供(人):	0	0	0	0	2	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0		
告訴人、被害人:	3	1	0	1	1	4	2	1	2	1	7	1	0	6	2	5	1	5	4	1	4	1		
被告(人):	13	8	6	10	14	13	8	5	9	4	13	0	2	5	4	8	3	13	7	5	9	1		
證人(人):	1	0	2	4	3	2	0	0	3	6	5	1	3	3	4	4	0	0	2	1	4	1		
告發人、檢舉人:	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
執行(人):	1	1	0	1	0	1	2	1	2	3	1	5	0	1	1	1	2	3	2	1	0	3		
家屬陪同、洽公:	0	1	0	0	3	2	1	0	1	2	2	0	2	0	2	1	0	0	1	0	0	0		
辯護人、代理人:	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0		
關係人(人):	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	2	0	1	1	0	0	0		

合計 (人)	21	11	9	16	21	26	13	7	17	16	28	7	7	15	13	21	6	22	17	9	17	6	0
--------	----	----	---	----	----	----	----	---	----	----	----	---	---	----	----	----	---	----	----	---	----	---	---

表

總百分比

132

184

9

0

325

1.51%

117

190

10

1

318

1.92%

98

184

8

0

290

1.83%

178

140

5

0

323

1.20%

124

188

7

0

319

1.45%

118

199

8

0

325

1.14%

325

4

53

160

49

2

32

18

2

9

