

臺灣花蓮地方法院檢察署 101 年 12 月份民眾意見調查統計表

統計項目	上班日期	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	22	24	25	26	27	28	總數/總百分比	
一. 對於本署洽公環境的滿意度?	1.非常滿意	8	4	7	5	4	8	12	8	4	6	8	6	3	6	5	5	7	1	4	7	6	124	
	2.滿意	4	5	5	16	6	1	4	3	19	3	2	13	7	21	4	2	1	15	4	16	2	153	
	3.尚可	0	0	0	1	0	0	0	0	0	0	0	1	1	1	0	1	0	0	1	0	0	6	
	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	12	9	12	22	10	9	16	11	23	9	10	20	11	28	9	8	8	16	9	23	8	0	283
	滿意度(%)	96.67%	94.44%	95.83%	91.36%	94.00%	98.89%	97.50%	97.27%	91.74%	96.67%	98.00%	92.00%	90.91%	91.43%	95.56%	93.75%	98.75%	90.63%	92.22%	93.04%	97.50%	#####	93.96%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	4	3	7	3	4	6	9	4	5	4	7	7	3	5	3	2	5	0	2	6	4	93	
	2.滿意	8	6	3	18	6	3	7	7	18	4	3	13	7	23	4	1	3	15	7	16	4	176	
	3.尚可	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	1	0	5	
	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	12	9	10	22	10	9	16	11	23	8	10	20	10	29	9	3	8	15	9	23	8	0	274
	滿意度(%)	93.33%	93.33%	97.00%	90.45%	94.00%	96.67%	95.63%	93.64%	92.17%	95.00%	97.00%	93.50%	93.00%	91.03%	88.89%	96.67%	96.25%	90.00%	92.22%	91.74%	95.00%	#####	93.03%
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	2	3	2	4	6	8	4	3	1	7	6	3	2	3	2	4	0	3	5	3	75	
	2.滿意	8	5	5	16	6	3	8	4	17	6	3	12	6	19	6	1	3	11	5	14	4	162	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	1	4	
	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	12	7	8	18	10	9	16	8	20	7	10	19	9	22	9	3	7	11	8	20	8	0	241
	滿意度(%)	93.33%	92.86%	93.75%	91.11%	94.00%	96.67%	95.00%	95.00%	91.50%	91.43%	97.00%	92.11%	93.33%	90.00%	93.33%	96.67%	95.71%	90.00%	93.75%	91.50%	91.25%	#####	92.78%
四. 服務台人員的服務態度如何?	1.非常滿意	8	7	10	15	3	8	15	9	9	7	8	12	6	13	3	5	7	3	7	10	4	169	
	2.滿意	4	2	2	7	5	1	1	2	14	2	2	9	5	17	6	3	1	13	2	12	3	113	
	3.尚可	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4	
	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	12	9	12	22	10	9	16	11	23	9	10	21	11	30	9	8	8	16	9	23	8	0	286
	滿意度(%)	96.67%	97.78%	98.33%	96.82%	89.00%	98.89%	99.38%	98.18%	93.91%	97.78%	98.00%	95.71%	95.45%	94.33%	93.33%	96.25%	98.75%	91.88%	97.78%	93.48%	92.50%	#####	95.63%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	4	5	7	3	3	6	13	5	5	4	7	9	4	4	2	4	4	1	5	7	4	106	
	2.滿意	8	4	5	18	7	3	3	6	18	5	3	11	7	24	7	4	4	15	4	15	4	175	
	3.尚可	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	3	
	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	12	9	12	22	10	9	16	11	23	9	10	20	11	29	9	8	8	16	9	23	8	0	284
	滿意度(%)	93.33%	95.56%	95.83%	90.45%	93.00%	96.67%	98.13%	94.55%	92.17%	94.44%	97.00%	94.50%	93.64%	90.69%	92.22%	95.00%	95.00%	90.63%	95.56%	92.17%	95.00%	#####	93.52%
六. 對本署整體服務的滿意度?	1.非常滿意	4	5	7	4	4	6	14	6	5	4	7	9	3	5	2	3	4	1	6	7	3	109	
	2.滿意	8	4	5	18	6	3	2	5	18	5	3	11	8	25	7	5	4	15	3	15	5	175	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	12	9	12	22	10	9	16	11	23	9	10	20	11	30	9	8	8	16	9	23	8	0	285
	滿意度(%)	93.33%	95.56%	95.83%	91.82%	94.00%	96.67%	98.75%	95.45%	92.17%	94.44%	97.00%	94.50%	92.73%	91.67%	92.22%	93.75%	95.00%	90.63%	96.67%	92.17%	93.75%	#####	93.75%
	共發問卷數:	12	9	12	22	10	9	16	11	23	9	10	21	11	30	9	8	8	16	9	23	8	286	
	民眾其他意見提供(人):	0	0	0	0	1	0	0	0	0	0	0	3	1	0	0	0	0	0	0	0	0	5	
	告訴人、被害人:	5	2	3	4	1	1	2	2	4	1	0	1	2	7	1	0	1	2	2	6	4	51	
	被告(人):	6	6	4	12	4	3	3	4	8	2	2	15	1	16	4	1	4	7	6	12	2	122	
	證人(人):	1	1	2	5	1	1	6	2	10	2	0	2	5	4	1	0	0	1	1	1	0	46	
	告發人、檢舉人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	執行(人):	0	0	2	1	3	2	5	1	1	3	8	0	1	0	1	2	3	6	0	0	0	39	
	家屬陪同、洽公:	0	0	1	0	1	2	0	1	0	1	0	1	2	2	2	5	0	0	0	3	2	23	
	辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
	關係人(人):	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	1	0	4	

合計 (人)	12	9	12	22	10	9	16	11	23	9	10	21	11	30	9	8	8	16	9	23	8	0	286
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