

臺灣花蓮地方法院檢察署 102 年 1 月份民眾意見調查統計

統計項目	上班日期	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	總數/	
一. 對於本署洽公環境的滿意度?	1.非常滿意	4	2	5	7	4	3	6	3	5	5	8	3	5	6	10	10	3	4	5	6	5	4		
	2.滿意	3	13	8	1	7	3	9	2	2	9	2	15	3	2	8	3	13	7	5	9	3	27		
	3.尚可	0	0	0	0	0	0	0	1	0	0	0	3	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	1	0	0	0	0		
	5.合計人次	7	15	13	8	11	6	15	6	7	14	10	21	9	8	18	13	16	12	10	15	8	31	0	
	滿意度(%)	95.71%	91.33%	93.85%	98.75%	93.64%	95.00%	94.00%	91.67%	97.14%	93.57%	98.00%	88.57%	93.33%	97.50%	95.56%	97.69%	91.88%	90.00%	95.00%	94.00%	96.25%	91.29%	#####	93
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	2	3	3	7	1	3	5	2	3	3	8	2	5	5	8	5	3	2	5	6	6	5		
	2.滿意	3	11	9	1	10	1	9	3	4	9	1	16	3	4	9	4	13	9	5	8	1	26		
	3.尚可	0	1	0	0	0	0	0	1	0	1	0	3	0	0	0	0	0	1	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	15	12	8	11	4	14	6	7	13	9	21	8	9	17	9	16	12	10	14	7	31	0	
	滿意度(%)	94.00%	90.67%	92.50%	98.75%	90.91%	97.50%	93.57%	90.00%	94.29%	90.77%	98.89%	88.10%	96.25%	95.56%	94.71%	95.56%	91.88%	90.00%	95.00%	94.29%	98.57%	91.61%	#####	93
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	2	1	3	5	2	2	3	2	3	3	7	1	5	4	8	5	0	4	6	6	7	4		
	2.滿意	3	12	9	3	7	1	9	3	4	9	1	15	3	4	9	6	9	7	3	7	1	19		
	3.尚可	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	1	0	1	1	0	0	0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0		
	5.合計人次	5	13	12	8	9	3	12	6	7	13	8	18	8	8	17	12	9	12	10	13	8	23	0	
	滿意度(%)	94.00%	90.77%	92.50%	96.25%	92.22%	96.67%	92.50%	90.00%	94.29%	90.77%	98.75%	87.22%	96.25%	95.00%	94.71%	92.50%	90.00%	91.67%	94.00%	94.62%	98.75%	91.74%	#####	92
四. 服務台人員的服務態度如何?	1.非常滿意	6	8	7	7	7	3	7	2	5	8	9	8	6	5	10	8	8	5	9	10	7	15		
	2.滿意	1	7	6	1	4	3	7	4	2	6	1	12	3	3	8	5	8	6	1	5	1	16		
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	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	7	15	13	8	11	6	14	6	7	14	10	21	9	8	18	13	16	12	10	15	8	31	0	
	滿意度(%)	98.57%	95.33%	95.38%	98.75%	96.36%	95.00%	95.00%	93.33%	97.14%	95.71%	99.00%	92.86%	96.67%	96.25%	95.56%	96.15%	95.00%	92.50%	99.00%	96.67%	98.75%	94.84%	#####	95
五. 對本署同仁處理公務的滿意度?	1.非常滿意	5	3	2	5	4	3	4	2	3	5	9	4	5	4	8	7	4	3	5	7	6	6		
	2.滿意	2	12	11	3	7	3	10	4	4	8	1	16	4	4	9	6	12	9	5	7	2	25		
	3.尚可	0	0	0	0	0	0	0	0	0	1	0	1	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	7	15	13	8	11	6	14	6	7	14	10	21	9	8	17	13	16	12	10	14	8	31	0	
	滿意度(%)	97.14%	92.00%	91.54%	96.25%	93.64%	95.00%	92.86%	93.33%	94.29%	92.14%	99.00%	90.95%	95.56%	95.00%	94.71%	95.38%	92.50%	92.50%	95.00%	95.00%	97.50%	91.94%	#####	93
六. 對本署整體服務的滿意度?	1.非常滿意	5	3	3	5	3	3	4	2	3	5	9	4	4	4	8	7	4	3	5	7	7	6		
	2.滿意	2	12	10	3	8	3	10	3	4	8	1	17	5	4	10	6	12	9	5	8	1	25		
	3.尚可	0	0	0	0	0	0	0	1	0	1	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	7	15	13	8	11	6	14	6	7	14	10	21	9	8	18	13	16	12	10	15	8	31	0	
	滿意度(%)	97.14%	92.00%	92.31%	96.25%	92.73%	95.00%	92.86%	90.00%	94.29%	92.14%	99.00%	91.90%	94.44%	95.00%	94.44%	95.38%	92.50%	92.50%	95.00%	94.67%	98.75%	91.94%	#####	93
	共發問卷數:	7	15	13	8	11	6	14	6	7	14	10	21	9	8	18	13	16	12	10	15	8	31		
	民眾其他意見提供(人):	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0		
	告訴人、被害人:	0	4	2	1	2	0	2	1	3	2	2	4	3	1	4	0	3	4	1	1	1	9		
	被告(人):	2	4	6	4	9	2	6	1	1	9	4	12	5	3	4	5	6	5	6	4	1	14		
	證人(人):	2	3	1	0	0	1	3	0	1	2	1	1	0	1	3	2	3	2	1	2	4	2		
	告發人、檢舉人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0		
	執行(人):	2	1	2	3	0	2	2	4	2	1	0	2	1	3	0	2	3	1	2	2	2	5		
	家屬陪同、洽公:	1	2	2	0	0	1	1	0	0	0	3	1	0	1	4	4	0	0	0	5	0	0		
	辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	關係人(人):	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	1	0	1		

合計 (人)	7	15	13	8	11	6	14	6	7	14	10	21	9	9	18	13	16	12	10	15	8	31	0
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表

總百分比

113

154

5

1

273

1.63%

92

159

7

0

258

1.02%

83

144

6

1

234

1.86%

160

110

2

0

272

1.74%

104

164

2

0

270

1.70%

104

166

2

0

272

1.68%

272

2

50

113

35

2

42

25

0

6

