

臺灣花蓮地方法院檢察署 102 年 3 月份 民眾意見調查統計表

統計項目	上班日期	1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29	總數/總百分比	
一. 對於本署洽公環境的滿意度?	1.非常滿意	2	8	7	7	8	3	7	11	6	7	8	4	9	8	9	6	4	6	9	6	5	140	
	2.滿意	3	2	9	2	11	5	3	3	4	10	6	2	6	6	11	4	2	8	4	17	4	122	
	3.尚可	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	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	5	10	16	9	20	8	10	14	10	17	14	6	15	14	20	10	6	15	14	23	9	0	265
	滿意度(%)	94.00%	98.00%	94.38%	97.78%	93.00%	93.75%	97.00%	97.86%	96.00%	94.12%	95.71%	96.67%	96.00%	95.71%	94.50%	96.00%	96.67%	92.67%	95.00%	92.61%	95.56%	#####	95.06%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	2	6	5	6	8	4	6	7	5	6	5	3	9	8	8	5	3	5	7	6	4	118	
	2.滿意	3	4	10	3	11	4	4	7	5	10	6	3	6	4	9	4	3	8	5	17	5	131	
	3.尚可	0	0	0	0	1	0	0	0	0	0	1	0	0	2	1	0	0	1	2	0	0	8	
	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	10	15	9	20	8	10	14	10	16	12	6	15	14	18	9	6	14	14	23	9	0	257
	滿意度(%)	94.00%	96.00%	93.33%	96.67%	93.00%	95.00%	96.00%	95.00%	95.00%	93.75%	92.50%	95.00%	96.00%	92.86%	93.33%	95.56%	95.00%	92.14%	92.14%	92.61%	94.44%	#####	93.97%
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	6	5	6	3	2	6	7	6	4	7	3	6	7	7	4	3	4	6	3	4	99	
	2.滿意	5	4	9	3	9	6	4	6	4	9	6	3	9	6	9	5	3	8	4	17	5	134	
	3.尚可	0	0	1	0	1	0	0	0	0	0	1	0	0	1	1	0	0	1	3	0	0	9	
	4.不好	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	5	10	15	9	13	8	10	14	10	13	14	6	15	14	17	9	6	13	13	20	9	0	243
	滿意度(%)	90.00%	96.00%	92.00%	96.67%	90.77%	92.50%	96.00%	92.14%	96.00%	93.08%	93.57%	95.00%	94.00%	93.57%	92.94%	94.44%	95.00%	91.54%	90.00%	91.50%	94.44%	#####	93.17%
四. 服務台人員的服務態度如何?	1.非常滿意	1	8	10	8	13	3	8	12	8	12	9	5	11	10	15	9	4	10	12	14	5	187	
	2.滿意	4	2	6	1	5	5	2	2	2	5	5	1	4	3	5	1	2	4	1	9	4	73	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	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	5	10	16	9	18	8	10	14	10	17	14	6	15	14	20	10	6	15	14	23	9	0	263
	滿意度(%)	92.00%	98.00%	96.25%	98.89%	97.22%	93.75%	98.00%	98.57%	98.00%	97.06%	96.43%	98.33%	97.33%	95.71%	97.50%	99.00%	96.67%	95.33%	97.14%	96.09%	95.56%	#####	96.88%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	0	6	7	5	6	3	6	8	8	9	9	3	9	7	10	5	3	6	6	6	2	124	
	2.滿意	5	4	8	4	11	5	4	5	2	8	5	3	6	7	10	5	3	8	5	17	7	132	
	3.尚可	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	2	0	0	6	
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
	5.合計人次	5	10	16	9	18	8	10	14	10	17	14	6	15	14	20	10	6	15	14	23	9	0	263
	滿意度(%)	90.00%	96.00%	93.13%	95.56%	92.22%	93.75%	96.00%	94.29%	98.00%	95.29%	96.43%	95.00%	96.00%	95.00%	95.00%	95.00%	95.00%	92.67%	88.57%	92.61%	92.22%	#####	94.11%
六. 對本署整體服務的滿意度?	1.非常滿意	0	6	6	5	6	2	6	7	7	8	9	3	9	7	11	4	3	7	5	6	3	120	
	2.滿意	5	4	10	4	11	6	4	6	3	9	5	3	6	7	9	6	3	7	8	17	6	139	
	3.尚可	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	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	5	10	16	9	18	8	10	14	10	17	14	6	15	14	20	10	6	15	14	23	9	0	263
	滿意度(%)	90.00%	96.00%	93.75%	95.56%	92.22%	92.50%	96.00%	93.57%	97.00%	94.71%	96.43%	95.00%	96.00%	95.00%	95.50%	94.00%	95.00%	93.33%	92.14%	92.61%	93.33%	#####	94.26%
	共發問卷數:	5	10	16	9	18	8	10	14	10	17	14	6	15	14	20	10	6	15	14	23	9	263	
	民眾其他意見提供(人):	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	4	
	告訴人、被害人:	0	1	3	0	4	2	4	2	3	3	1	0	6	1	5	3	1	2	2	6	1	50	
	被告(人):	1	8	10	1	10	1	2	7	2	7	4	4	4	0	10	3	4	8	7	12	3	108	
	證人(人):	0	1	2	3	2	0	2	4	3	5	4	1	4	10	4	2	0	1	0	2	0	50	
	告發人、檢舉人:	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	執行(人):	4	0	1	5	0	4	2	1	2	2	4	1	0	3	1	2	1	3	1	2	5	44	
	家屬陪同、洽公:	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	3	0	0	6	
	辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	2	
	關係人(人):	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	

合計 (人)	5	10	16	9	18	8	10	14	10	17	14	6	15	14	20	10	6	15	14	23	9	0	263
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