

臺灣花蓮地方法院檢察署 102 年 4 月份民眾意見調查統計表

統計項目	上班日期	1	2	3	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	總數/總百分比	
一. 對於本署洽公環境的滿意度?	1.非常滿意	9	3	6	3	5	9	8	4	5	6	7	6	5	16	4	6	3	6	8	5	124	
	2.滿意	2	7	4	4	8	4	17	4	4	5	2	20	4	1	29	4	20	3	2	12	156	
	3.尚可	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	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	
	5.合計人次	11	10	11	7	13	13	25	8	9	12	9	26	9	17	33	10	24	9	10	17	0	283
	滿意度(%)	98.18%	93.00%	93.64%	94.29%	93.85%	96.92%	93.20%	95.00%	95.56%	93.33%	97.78%	92.31%	95.56%	99.41%	91.21%	96.00%	90.42%	96.67%	98.00%	92.94%	#####	94.17%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	8	3	5	2	3	4	6	3	5	5	6	4	3	10	6	6	2	4	6	4	95	
	2.滿意	3	6	5	5	9	9	18	5	4	3	3	21	5	7	25	4	22	5	2	12	173	
	3.尚可	0	0	1	0	0	0	0	0	0	0	0	1	1	0	1	0	1	0	0	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	
	5.合計人次	11	9	11	7	12	13	24	8	9	8	9	26	9	17	32	10	25	9	8	16	0	273
	滿意度(%)	97.27%	93.33%	92.73%	92.86%	92.50%	93.08%	92.50%	93.75%	95.56%	96.25%	96.67%	90.77%	91.11%	95.88%	91.25%	96.00%	90.00%	94.44%	97.50%	92.50%	#####	93.11%
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	8	2	5	2	4	4	3	4	5	6	6	3	2	9	6	6	0	3	6	3	87	
	2.滿意	3	7	6	5	7	6	17	4	4	2	3	17	6	7	21	3	18	6	2	13	157	
	3.尚可	0	0	0	0	1	0	0	0	0	0	0	0	1	1	4	1	1	0	0	0	9	
	4.不好	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2	
	5.合計人次	11	9	11	7	12	10	20	8	9	8	9	21	9	17	32	10	19	9	8	16	0	255
	滿意度(%)	97.27%	92.22%	94.55%	92.86%	91.67%	94.00%	91.50%	95.00%	95.56%	97.50%	96.67%	89.52%	90.00%	94.12%	88.13%	94.00%	88.95%	93.33%	97.50%	91.88%	#####	92.39%
四. 服務台人員的服務態度如何?	1.非常滿意	8	6	7	5	8	11	11	2	6	9	6	14	2	13	12	8	12	4	10	7	161	
	2.滿意	3	4	4	2	5	2	13	6	3	3	3	13	6	4	19	2	11	4	1	10	118	
	3.尚可	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	
	5.合計人次	11	10	11	7	13	13	24	8	9	12	9	27	9	17	31	10	24	9	11	17	0	282
	滿意度(%)	97.27%	96.00%	96.36%	97.14%	96.15%	98.46%	94.58%	92.50%	96.67%	97.50%	96.67%	95.19%	90.00%	97.65%	93.87%	98.00%	94.17%	92.22%	99.09%	94.12%	#####	95.50%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	10	1	5	2	3	6	7	2	5	6	6	8	1	8	6	7	8	3	6	8	108	
	2.滿意	1	9	5	5	9	7	17	6	4	4	3	19	8	8	25	3	15	6	2	9	165	
	3.尚可	0	0	1	0	1	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	5	
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
	5.合計人次	11	10	11	7	13	13	24	8	9	12	9	27	9	16	32	10	24	9	8	17	0	279
	滿意度(%)	99.09%	91.00%	92.73%	92.86%	90.77%	94.62%	92.92%	92.50%	95.56%	91.67%	96.67%	92.96%	91.11%	95.00%	90.63%	97.00%	92.50%	93.33%	97.50%	94.71%	#####	93.37%
六. 對本署整體服務的滿意度?	1.非常滿意	8	4	5	2	5	8	7	2	5	7	6	7	1	7	5	6	8	3	6	4	106	
	2.滿意	3	6	5	5	8	5	17	6	4	4	3	20	8	8	26	4	15	6	2	13	168	
	3.尚可	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	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	
	5.合計人次	11	10	11	7	13	13	24	8	9	12	9	27	9	15	32	10	24	9	8	17	0	278
	滿意度(%)	97.27%	94.00%	92.73%	92.86%	93.85%	96.15%	92.92%	92.50%	95.56%	94.17%	96.67%	92.59%	91.11%	94.67%	90.94%	96.00%	92.50%	93.33%	97.50%	92.35%	#####	93.53%
共發問卷數:	11	10	11	7	13	13	25	8	9	12	9	27	9	17	32	10	25	9	11	17	0	285	
民眾其他意見提供(人):	0	0	0	0	0	0	0	0	0	0	0	2	0	1	2	2	1	1	0	0	0	9	
告訴人、被害人:	3	4	1	1	3	2	6	0	3	1	1	8	0	2	9	2	5	0	2	5	0	58	
被告(人):	4	4	4	2	4	9	15	2	4	6	4	11	7	8	14	3	14	5	5	3	0	128	
證人(人):	1	0	1	0	5	0	0	0	0	1	0	5	0	4	5	3	1	1	1	1	0	29	
告發人、檢舉人:	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	
執行(人):	2	2	1	3	1	0	0	5	2	4	2	3	1	3	1	0	1	2	2	2	0	37	
家屬陪同、洽公:	0	0	4	1	0	0	0	1	0	0	2	0	1	0	3	1	1	0	0	3	0	17	
辯護人、代理人:	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	3	
關係人(人):	0	0	0	0	0	1	4	0	0	0	0	0	0	0	0	1	1	0	1	3	0	11	

合計 (人)	11	10	11	7	13	13	25	8	9	12	9	27	9	17	32	10	25	9	11	17	0	285
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