

臺灣花蓮地方法院檢察署 102 年 9 月份民眾意見調查統計表

統計項目	上班日期	2	3	4	5	6	9	10	11	12	13	14	16	17	18	23	24	25	26	27	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	2	5	5	4	1	4	3	5	1	6	0	5	6	3	7	3	6	10	5	11	92	
	2.滿意	4	2	2	6	5	3	4	5	9	4	6	1	3	4	2	8	7	14	3	3	95	
	3.尚可	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	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	6	7	9	10	6	7	7	10	11	10	6	6	9	7	9	11	13	24	8	14	0	190
	滿意度(%)	93.33%	97.14%	91.11%	94.00%	91.67%	95.71%	94.29%	95.00%	89.09%	96.00%	90.00%	98.33%	96.67%	94.29%	97.78%	92.73%	94.62%	94.17%	96.25%	97.86%	#####	94.53%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	1	3	5	3	0	2	3	5	2	6	0	4	7	4	7	6	6	8	2	10	84	
	2.滿意	4	4	4	6	5	5	4	5	7	3	6	2	2	3	2	5	3	16	5	4	95	
	3.尚可	1	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	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	6	7	9	10	5	7	7	10	11	9	6	6	9	7	9	11	9	24	7	14	0	183
	滿意度(%)	88.33%	94.29%	95.56%	91.00%	90.00%	92.86%	94.29%	95.00%	88.18%	96.67%	90.00%	96.67%	97.78%	95.71%	97.78%	95.45%	96.67%	93.33%	92.86%	97.14%	#####	94.15%
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	1	2	6	2	0	2	2	3	1	4	0	4	5	3	7	7	7	10	1	10	77	
	2.滿意	5	1	3	5	5	5	1	6	8	3	4	2	2	4	2	3	3	13	4	4	83	
	3.尚可	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	
	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	6	3	9	8	5	7	3	9	10	7	4	6	7	7	9	10	10	23	5	14	0	162
	滿意度(%)	91.67%	96.67%	96.67%	90.00%	90.00%	92.86%	96.67%	93.33%	89.00%	95.71%	90.00%	96.67%	97.14%	94.29%	97.78%	97.00%	97.00%	94.35%	92.00%	97.14%	#####	94.51%
四. 服務台人員的服務態度如何?	1.非常滿意	2	6	8	4	3	5	6	6	4	9	2	5	8	4	7	7	12	14	4	11	127	
	2.滿意	4	1	1	6	3	2	1	4	5	1	4	1	1	3	2	4	1	10	4	3	61	
	3.尚可	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	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	6	7	9	11	6	7	7	10	11	10	6	6	9	7	9	11	13	24	8	14	0	191
	滿意度(%)	93.33%	98.57%	98.89%	91.82%	95.00%	97.14%	98.57%	96.00%	90.00%	99.00%	93.33%	98.33%	98.89%	95.71%	97.78%	96.36%	99.23%	95.83%	95.00%	97.86%	#####	96.34%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	2	5	6	3	0	2	4	3	3	7	0	5	7	4	7	8	10	10	1	10	97	
	2.滿意	4	2	3	6	6	5	3	6	6	3	6	1	2	3	2	3	3	14	7	4	89	
	3.尚可	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	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	6	7	9	10	6	7	7	9	11	10	6	6	9	7	9	11	13	24	8	14	0	189
	滿意度(%)	93.33%	97.14%	96.67%	91.00%	90.00%	92.86%	95.71%	93.33%	89.09%	97.00%	90.00%	98.33%	97.78%	95.71%	97.78%	97.27%	97.69%	94.17%	91.25%	97.14%	#####	94.81%
六. 對本署整體服務的滿意度?	1.非常滿意	1	5	6	3	0	2	4	4	2	6	0	5	6	4	7	7	9	7	0	10	88	
	2.滿意	5	2	3	6	6	5	3	5	7	4	6	1	3	3	2	4	4	17	8	4	98	
	3.尚可	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	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	6	7	9	10	6	7	7	9	11	10	6	6	9	7	9	11	13	24	8	14	0	189
	滿意度(%)	91.67%	97.14%	96.67%	91.00%	90.00%	92.86%	95.71%	94.44%	88.18%	96.00%	90.00%	98.33%	96.67%	95.71%	97.78%	96.36%	96.92%	92.92%	90.00%	97.14%	#####	94.34%
共發問卷數:		6	7	9	10	6	7	7	10	11	10	6	6	9	7	9	11	13	24	8	14	190	
民眾其他意見提供(人):		0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
告訴人、被害人:		2	0	1	0	1	0	0	1	2	2	2	2	2	3	1	3	1	5	1	1	30	
被告(人):		4	3	1	4	2	4	0	2	5	4	1	3	2	1	4	3	4	9	2	6	64	
證人(人):		0	0	4	2	1	2	0	1	1	0	0	0	1	1	0	3	1	1	0	1	19	
告發人、檢舉人:		0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
執行(人):		0	2	2	1	2	1	7	2	0	4	3	1	3	1	4	1	4	3	4	6	51	
家屬陪同、洽公:		0	2	0	2	0	0	0	4	2	0	0	0	0	1	0	0	3	5	1	0	20	
辯護人、代理人:		0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
關係人(人):		0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	4	

合計 (人)	6	7	9	10	6	7	7	10	11	10	6	6	9	7	9	11	13	24	8	14	0	190
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