

臺灣花蓮地方法院檢察署 102 年 10 月份民眾意見調查統計

統計項目	上班日期	1	2	3	4	7	8	9	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	6	8	5	3	9	7	4	5	9	9	4	3	5	7	8	10	4	5	2	7	2	3		
	2.滿意	5	4	12	2	1	2	8	3	1	7	5	18	2	1	9	2	11	5	4	8	7	13		
	3.尚可	0	1	0	0	0	0	1	1	0	1	0	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	0	
	5.合計人次	11	13	17	5	10	9	13	9	10	17	9	21	8	8	17	12	15	10	6	15	9	16	0	
	滿意度(%)	95.45%	94.62%	92.94%	96.00%	99.00%	97.78%	91.54%	93.33%	99.00%	94.12%	94.44%	91.43%	93.75%	98.75%	94.71%	98.33%	92.67%	95.00%	93.33%	94.67%	92.22%	91.88%	#####	94
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	4	7	5	3	7	5	2	4	6	10	4	5	3	4	8	11	3	6	0	6	2	2		
	2.滿意	6	5	12	2	3	4	8	4	4	7	6	16	3	4	9	1	14	4	6	9	6	14		
	3.尚可	0	0	0	0	0	0	2	1	0	0	0	0	2	0	0	0	0	0	0	0	1	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	0	
	5.合計人次	10	12	17	5	10	9	12	9	10	17	10	21	8	8	17	12	17	10	6	15	9	16	0	
	滿意度(%)	94.00%	95.83%	92.94%	96.00%	97.00%	95.56%	88.33%	92.22%	96.00%	95.88%	94.00%	92.38%	88.75%	95.00%	94.71%	99.17%	91.76%	96.00%	90.00%	94.00%	90.00%	91.25%	#####	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	3	5	5	1	7	4	3	2	5	9	2	5	2	4	7	11	3	2	0	6	2	1		
	2.滿意	6	4	11	4	3	2	7	7	5	5	8	13	5	4	9	1	8	8	4	8	4	11		
	3.尚可	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2	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	0	
	5.合計人次	9	9	16	5	10	6	11	9	10	14	10	18	8	8	16	12	11	10	4	14	8	12	0	
	滿意度(%)	93.33%	95.56%	93.13%	92.00%	97.00%	96.67%	90.91%	92.22%	95.00%	96.43%	92.00%	92.78%	90.00%	95.00%	94.38%	99.17%	92.73%	92.00%	90.00%	94.29%	87.50%	90.83%	#####	93
四. 服務台人員的服務態度如何?	1.非常滿意	8	10	6	3	9	8	9	5	9	12	5	10	3	6	9	11	9	4	4	8	4	5		
	2.滿意	2	3	10	2	1	1	3	0	1	5	5	11	3	2	8	1	8	4	2	7	5	11		
	3.尚可	0	0	0	0	0	0	1	4	0	0	0	0	2	0	0	0	0	2	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	10	13	16	5	10	9	13	9	10	17	10	21	8	8	17	12	17	10	6	15	9	16	0	
	滿意度(%)	98.00%	97.69%	93.75%	96.00%	99.00%	98.89%	95.38%	86.67%	99.00%	97.06%	95.00%	94.76%	88.75%	97.50%	95.29%	99.17%	95.29%	90.00%	96.67%	95.33%	94.44%	93.13%	#####	95
五. 對本署同仁處理公務的滿意度?	1.非常滿意	6	8	5	1	7	7	6	3	5	12	4	6	2	4	9	11	4	2	2	7	2	2		
	2.滿意	4	4	11	4	3	2	6	6	5	4	6	15	5	4	8	1	13	8	4	8	6	13		
	3.尚可	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0		
	5.合計人次	10	13	16	5	10	9	13	9	10	17	10	21	8	8	17	12	17	10	6	15	9	15	0	
	滿意度(%)	96.00%	94.62%	93.13%	92.00%	97.00%	97.78%	93.08%	93.33%	95.00%	95.88%	94.00%	92.86%	87.50%	95.00%	95.29%	99.17%	92.35%	92.00%	93.33%	94.67%	90.00%	91.33%	#####	93
六. 對本署整體服務的滿意度?	1.非常滿意	5	8	5	1	7	7	5	3	5	11	5	6	2	4	9	11	4	2	2	7	2	2		
	2.滿意	5	4	11	4	3	2	7	6	5	5	5	15	5	4	8	1	13	8	4	8	6	14		
	3.尚可	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0		
	5.合計人次	10	12	16	5	10	9	13	9	10	17	10	21	8	8	17	12	17	10	6	15	9	16	0	
	滿意度(%)	95.00%	96.67%	93.13%	92.00%	97.00%	97.78%	92.31%	93.33%	95.00%	95.29%	95.00%	92.86%	87.50%	95.00%	95.29%	99.17%	92.35%	92.00%	93.33%	94.67%	90.00%	91.25%	#####	93
共發問卷數:	11	13	17	5	10	9	13	9	10	17	10	21	8	8	17	12	17	10	6	15	9	16			
民眾其他意見提供(人):	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	2	1	0			
告訴人、被害人:	6	0	3	2	1	0	4	4	4	2	0	8	0	3	5	2	6	2	2	0	2	4			
被告(人):	3	2	10	0	5	5	2	2	2	6	4	7	2	3	8	1	5	5	3	4	3	8			
證人(人):	1	4	1	1	1	1	2	1	2	4	3	5	1	0	2	6	4	1	0	2	4	2			
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	1	3	1	3	3	1	2	1	1	1	1	3	2	2	2	0	2	1	2	0	1			
家屬陪同、洽公:	0	5	0	1	0	0	4	0	0	3	1	0	2	0	0	1	1	0	0	5	0	1			
辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0			
關係人(人):	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	1	0	0			

合計 (人)	11	13	17	5	10	9	13	9	10	17	10	21	8	8	17	12	17	10	6	15	9	16	0
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表

總百分比

125

130

5

0

260

1.42%

107

147

6

0

260

1.65%

89

137

4

0

230

1.52%

157

95

9

0

261

1.33%

115

140

4

1

260

1.96%

113

143

3

1

260

1.96%

263

6

60

90

48

0

33

24

2

6

