

臺灣花蓮地方法院檢察署 102 年 12 月份 民眾意見調查統計

統計項目	上班日期	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31	總數/
一. 對於本署洽公環境的滿意度?	1.非常滿意	3	7	5	8	5	7	8	5	4	7	6	8	2	4	6	3	5	7	2	4	9	6	
	2.滿意	4	5	7	10	4	2	5	3	12	2	2	6	4	17	4	5	5	6	12	3	3	3	
	3.尚可	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	2	0	0	0	0	0	1	
	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	12	12	18	9	10	13	8	16	9	9	15	6	21	10	10	10	13	14	7	12	10	0
滿意度(%)	94.29%	95.83%	94.17%	94.44%	95.56%	95.00%	96.15%	96.25%	92.50%	97.78%	94.44%	94.00%	93.33%	91.90%	96.00%	89.00%	95.00%	95.38%	91.43%	95.71%	97.50%	94.00%	#####	94
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	1	4	2	8	5	7	5	4	4	5	6	3	1	3	4	3	6	8	2	2	8	5	
	2.滿意	1	8	10	10	4	2	8	4	12	4	1	11	5	17	6	5	4	5	12	3	4	4	
	3.尚可	0	0	0	0	0	1	0	0	0	0	2	1	0	1	0	2	0	0	0	1	0	1	
	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	2	12	12	18	9	10	13	8	16	9	9	15	6	21	10	10	10	13	14	6	12	10	0
滿意度(%)	95.00%	93.33%	91.67%	94.44%	95.56%	95.00%	93.85%	95.00%	92.50%	95.56%	92.22%	90.67%	91.67%	90.48%	94.00%	89.00%	96.00%	96.15%	91.43%	90.00%	96.67%	93.00%	#####	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	1	3	1	6	3	7	3	2	4	5	6	1	1	3	2	3	5	6	3	3	6	4	
	2.滿意	1	7	5	9	6	2	5	5	9	4	2	11	6	11	7	4	3	6	11	2	0	5	
	3.尚可	0	0	0	0	0	1	0	0	1	0	1	1	0	1	0	3	0	1	0	0	0	1	
	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	2	10	6	15	9	10	8	7	14	9	9	13	7	15	9	10	8	13	14	5	6	10	0
滿意度(%)	95.00%	93.00%	91.67%	94.00%	93.33%	95.00%	93.75%	92.86%	91.43%	95.56%	94.44%	89.23%	91.43%	90.67%	92.22%	87.00%	96.25%	93.08%	92.14%	96.00%	#####	92.00%	#####	92
四. 服務台人員的服務態度如何?	1.非常滿意	4	11	11	10	6	7	12	5	5	8	6	7	4	8	8	3	7	10	3	5	10	8	
	2.滿意	3	1	1	8	2	3	1	3	10	1	3	6	2	13	2	7	3	3	11	2	2	2	
	3.尚可	0	0	0	0	1	0	0	0	1	0	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	12	12	18	9	10	13	8	16	9	9	13	6	21	10	10	10	13	14	7	12	10	0
滿意度(%)	95.71%	99.17%	99.17%	95.56%	94.44%	97.00%	99.23%	96.25%	91.88%	98.89%	96.67%	95.38%	96.67%	93.81%	98.00%	93.00%	97.00%	97.69%	92.14%	97.14%	98.33%	98.00%	#####	96
五. 對本署同仁處理公務的滿意度?	1.非常滿意	4	9	4	8	3	7	11	2	4	6	6	3	1	5	5	3	5	7	3	2	10	7	
	2.滿意	3	3	8	10	6	3	2	6	12	3	2	10	5	16	5	7	5	5	11	5	2	3	
	3.尚可	0	0	0	0	0	0	0	0	0	0	1	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	12	12	18	9	10	13	8	16	9	9	14	6	21	10	10	10	13	14	7	12	10	0
滿意度(%)	95.71%	97.50%	93.33%	94.44%	93.33%	97.00%	98.46%	92.50%	92.50%	96.67%	94.44%	90.71%	91.67%	92.38%	95.00%	93.00%	95.00%	93.85%	92.14%	92.86%	98.33%	97.00%	#####	94
六. 對本署整體服務的滿意度?	1.非常滿意	3	9	4	8	4	7	11	2	2	6	6	5	1	5	5	3	5	7	3	2	10	6	
	2.滿意	4	3	8	10	5	3	2	5	14	3	2	9	5	16	5	7	5	6	11	5	2	3	
	3.尚可	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1	
	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	12	12	18	9	10	13	8	16	9	9	15	6	21	10	10	10	13	14	7	12	10	0
滿意度(%)	94.29%	97.50%	93.33%	94.44%	94.44%	97.00%	98.46%	90.00%	91.25%	96.67%	94.44%	92.00%	91.67%	92.38%	95.00%	93.00%	95.00%	95.38%	92.14%	92.86%	98.33%	94.00%	#####	94
共發問卷數:	7	12	12	18	9	10	13	8	16	9	9	15	6	21	10	10	10	13	14	7	12	10		
民眾其他意見提供(人):	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0		
告訴人、被害人:	0	3	3	8	1	2	2	1	7	0	1	3	1	3	0	5	2	3	1	0	3	4		
被告(人):	1	5	6	7	3	3	5	4	6	5	3	7	3	10	7	3	1	3	9	4	6	4		
證人(人):	1	1	0	1	2	2	1	1	3	0	2	3	1	3	0	0	3	4	2	0	0	1		
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	2	1	1	0	3	4	1	0	1	3	1	0	2	3	1	0	0	1	3	3	0		
家屬陪同、洽公:	5	0	2	1	2	0	1	1	0	3	0	1	1	3	0	0	4	2	0	0	0	1		
辯護人、代理人:	0	0	0	0	1	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	0	0	0	0	1	0	1	1	0	0	0		

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

總百分比

121

124

6

0

251

1.34%

96

140

9

0

245

1.18%

78

121

10

0

209

1.78%

158

89

2

0

249

1.18%

115

132

3

0

250

1.36%

114

133

4

0

251

1.22%

251

6

53

105

31

0

30

27

1

4

