

臺灣花蓮地方法院檢察署 103 年 3 月份民眾意見調查統計表

統計項目	上班日期	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31	總數/總百分比
一. 對於本署洽公環境的滿意度?	1.非常滿意	19	9	7	5	6	9	12	7	1	7	11	15	5	4	1	11	5	5	2	3	6	150
	2.滿意	2	2	7	12	4	1	2	4	7	6	1	5	9	13	7	1	9	8	19	5	3	127
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	1	0	0	4
	4.不好	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	5.合計人次	21	11	14	17	10	10	14	11	8	13	12	21	15	19	8	12	14	13	22	8	9	282
	滿意度(%)	99.05%	98.18%	95.00%	92.94%	96.00%	99.00%	98.57%	96.36%	91.25%	95.38%	99.17%	95.24%	92.00%	90.00%	91.25%	99.17%	93.57%	93.85%	90.00%	93.75%	96.67%	94.89%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	11	10	4	4	5	9	9	8	1	10	8	12	5	3	1	10	5	6	3	3	3	130
	2.滿意	6	1	9	13	5	1	5	3	6	3	3	3	8	13	6	1	8	7	19	5	6	131
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	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	0
	5.合計人次	17	11	13	17	10	10	14	11	7	13	11	15	14	18	7	11	14	13	22	8	9	265
	滿意度(%)	96.47%	99.09%	93.08%	92.35%	95.00%	99.00%	96.43%	97.27%	91.43%	97.69%	97.27%	98.00%	92.14%	89.44%	91.43%	99.09%	92.14%	94.62%	91.36%	93.75%	93.33%	94.60%
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	9	4	4	4	8	7	9	1	10	7	11	5	2	1	8	6	4	4	1	1	114
	2.滿意	8	2	6	9	5	1	5	2	3	3	2	9	6	10	5	3	7	8	15	7	7	123
	3.尚可	0	0	1	0	0	1	0	0	0	0	1	0	1	3	0	0	1	0	0	0	0	8
	4.不好	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	2
	5.合計人次	16	11	11	13	9	10	12	11	4	13	10	21	13	15	6	11	14	12	19	8	8	247
	滿意度(%)	95.00%	98.18%	91.82%	93.08%	94.44%	96.00%	95.83%	98.18%	92.50%	97.69%	95.00%	93.33%	89.23%	87.33%	91.67%	97.27%	92.86%	93.33%	92.11%	91.25%	91.25%	93.64%
四. 服務台人員的服務態度如何?	1.非常滿意	20	10	11	9	6	9	11	9	2	11	11	20	11	7	3	11	7	7	10	4	6	195
	2.滿意	1	1	3	8	4	1	3	2	6	2	1	1	3	10	5	1	7	6	12	4	2	83
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	1	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	21	11	14	17	10	10	14	11	8	13	12	21	15	19	8	12	14	13	22	8	9	282
	滿意度(%)	99.52%	99.09%	97.86%	95.29%	96.00%	99.00%	97.86%	98.18%	92.50%	98.46%	99.17%	99.52%	96.00%	91.58%	93.75%	99.17%	95.00%	95.38%	94.55%	95.00%	94.44%	96.63%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	12	10	5	6	5	8	9	9	2	10	8	17	5	5	3	9	6	6	6	3	3	147
	2.滿意	4	1	9	11	5	2	5	2	6	3	2	4	9	11	5	2	7	7	16	5	6	122
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	1	3	0	0	1	0	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	0
	5.合計人次	16	11	14	17	10	10	14	11	8	13	10	21	15	19	8	11	14	13	22	8	9	274
	滿意度(%)	97.50%	99.09%	93.57%	93.53%	95.00%	98.00%	96.43%	98.18%	92.50%	97.69%	98.00%	98.10%	92.00%	89.47%	93.75%	98.18%	92.86%	94.62%	92.73%	93.75%	93.33%	95.00%
六. 對本署整體服務的滿意度?	1.非常滿意	13	10	7	6	4	8	9	9	2	10	8	17	7	5	3	9	6	6	6	3	3	151
	2.滿意	4	1	7	11	6	2	5	2	6	3	2	4	7	11	5	2	7	7	16	5	6	119
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	1	3	0	0	1	0	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	0
	5.合計人次	17	11	14	17	10	10	14	11	8	13	10	21	15	19	8	11	14	13	22	8	9	275
	滿意度(%)	97.65%	99.09%	95.00%	93.53%	94.00%	98.00%	96.43%	98.18%	92.50%	97.69%	98.00%	98.10%	93.33%	89.47%	93.75%	98.18%	92.86%	94.62%	92.73%	93.75%	93.33%	95.13%
	共發問卷數:	21	11	14	17	10	10	14	11	8	13	12	21	15	19	8	11	14	13	22	8	9	281
	民眾其他意見提供(人):	0	0	3	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	6
	告訴人、被害人:	4	0	1	3	0	0	0	2	1	0	1	2	1	4	1	1	1	3	3	1	1	30
	被告(人):	9	3	8	10	2	5	1	3	4	9	7	6	10	10	3	9	7	4	12	2	5	129
	證人(人):	2	0	0	1	3	2	5	3	1	1	0	9	2	2	1	1	1	4	6	3	0	47
	告發人、檢舉人:	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	執行(人):	6	5	2	1	4	3	6	3	2	3	4	1	2	0	3	1	1	1	0	1	2	51
	家屬陪同、洽公:	0	2	1	2	0	0	0	0	0	0	3	0	3	0	0	1	1	1	0	1	1	15
	辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	關係人(人):	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	3	0	1	0	0	0	7

合計 (人)	21	11	14	17	10	10	14	11	8	13	12	21	15	19	8	12	14	13	22	8	9	282
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