

臺灣花蓮地方法院檢察署 103 年 4 月份 民眾意見調查統計表

統計項目	上班日期	1	2	3	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	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	7	3	2	10	10	8	2	7	10	6	6	2	5	13	8	5	7	5	5	10	4	135
	2.滿意	2	6	7	1	5	6	17	1	2	10	4	10	4	1	14	5	7	3	5	5	2	117
	3.尚可	0	1	0	0	0	0	0	0	0	0	0	0	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	9	10	9	11	15	14	19	8	12	16	10	12	9	14	22	10	14	8	10	15	6	253
	滿意度(%)	97.78%	91.00%	92.22%	99.09%	96.67%	95.71%	91.05%	98.75%	98.33%	93.75%	96.00%	91.67%	95.56%	99.29%	93.64%	95.00%	95.00%	96.25%	95.00%	96.67%	96.67%	#####
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	8	4	1	8	9	9	2	5	8	6	4	2	3	11	7	5	6	5	5	8	4	120
	2.滿意	1	5	8	2	6	5	17	3	2	10	9	10	4	3	15	4	8	3	4	7	3	129
	3.尚可	0	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	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	9	11	9	10	15	14	19	8	10	16	13	12	8	15	22	9	14	8	10	15	7	254
	滿意度(%)	98.89%	90.00%	91.11%	98.00%	96.00%	96.43%	91.05%	96.25%	98.00%	93.75%	93.08%	91.67%	91.25%	96.00%	93.18%	95.56%	94.29%	96.25%	93.00%	95.33%	95.71%	#####
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	6	3	1	7	9	8	2	5	7	6	2	2	2	6	9	5	7	4	5	6	2	104
	2.滿意	1	7	7	3	5	5	15	3	2	9	6	9	6	8	11	5	7	4	3	4	4	124
	3.尚可	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	1	6
	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	8	11	8	10	14	13	17	8	9	16	8	11	8	14	20	10	14	8	10	10	7	234
	滿意度(%)	95.00%	90.91%	91.25%	97.00%	96.43%	96.15%	91.18%	96.25%	97.78%	92.50%	92.50%	91.82%	92.50%	94.29%	94.50%	95.00%	95.00%	95.00%	91.00%	96.00%	90.00%	#####
四. 服務台人員的服務態度如何?	1.非常滿意	8	5	2	10	12	11	5	7	7	7	10	5	3	14	10	7	7	5	5	12	5	157
	2.滿意	1	5	7	1	3	3	14	0	2	9	0	7	6	1	12	3	7	2	5	3	2	93
	3.尚可	0	1	0	0	0	0	0	1	0	0	0	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	0
	5.合計人次	9	11	9	11	15	14	19	8	9	16	10	12	9	15	22	10	14	8	10	15	7	253
	滿意度(%)	98.89%	92.73%	92.22%	99.09%	98.00%	97.86%	92.63%	96.25%	97.78%	94.38%	#####	94.17%	93.33%	99.33%	94.55%	97.00%	95.00%	93.75%	95.00%	98.00%	97.14%	#####
五. 對本署同仁處理公務的滿意度?	1.非常滿意	7	4	2	9	10	9	3	4	8	8	7	5	1	7	9	4	7	5	5	11	3	128
	2.滿意	2	6	7	1	4	5	16	4	3	6	3	7	8	7	13	6	7	3	3	4	3	118
	3.尚可	0	1	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0	1	7
	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	9	11	9	10	15	14	19	8	11	16	10	12	9	14	22	10	14	8	10	15	7	253
	滿意度(%)	97.78%	91.82%	92.22%	99.00%	95.33%	96.43%	91.58%	95.00%	97.27%	92.50%	97.00%	94.17%	91.11%	95.00%	94.09%	94.00%	95.00%	96.25%	91.00%	97.33%	91.43%	#####
六. 對本署整體服務的滿意度?	1.非常滿意	7	3	1	9	10	9	3	5	8	7	7	5	1	5	9	5	7	4	5	11	3	124
	2.滿意	2	7	8	1	5	5	16	3	3	8	3	7	8	9	13	5	7	4	5	4	3	126
	3.尚可	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	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	0
	5.合計人次	9	11	9	10	15	14	19	8	11	16	10	12	9	14	22	10	14	8	10	15	7	253
	滿意度(%)	97.78%	90.91%	91.11%	99.00%	96.67%	96.43%	91.58%	96.25%	97.27%	93.13%	97.00%	94.17%	91.11%	93.57%	94.09%	95.00%	95.00%	95.00%	95.00%	97.33%	91.43%	#####
共發問卷數:	9	11	9	11	15	14	19	8	11	16	10	12	9	15	22	10	14	8	10	15	7	255	
民眾其他意見提供(人):	0	0	0	0	3	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	6	
告訴人、被害人:	0	5	1	2	1	3	3	1	4	3	3	0	3	4	3	3	4	2	3	2	3	53	
被告人:	0	3	6	4	3	3	8	0	2	5	5	8	1	8	10	2	7	3	4	7	2	91	
證人(人):	1	2	0	1	6	1	4	0	1	3	1	1	1	0	4	2	1	1	1	1	2	34	
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	1	0	1	
執行(人):	7	0	0	4	5	3	1	5	5	1	1	1	3	3	3	3	2	1	1	1	0	50	
家屬陪同、洽公:	0	1	2	0	0	3	2	1	0	3	0	2	1	0	1	0	0	1	0	2	0	19	
辯護人、代理人:	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
關係人(人):	1	0	0	0	0	0	1	1	0	1	0	0	0	0	1	0	0	0	1	1	0	7	

合計 (人)	9	11	9	11	15	14	19	8	12	16	10	12	9	15	22	10	14	8	10	15	7	0	256
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