

臺灣花蓮地方法院檢察署 103 年 5 月份民眾意見調查統計

統計項目	上班日期	1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30	總數/	
一. 對於本署洽公環境的滿意度?	1.非常滿意	2	4	5	7	6	2	5	7	5	4	0	3	10	3	3	4	5	6	3	7	4	4		
	2.滿意	4	3	3	2	4	7	4	1	5	6	14	3	1	15	8	17	2	1	11	4	11	2		
	3.尚可	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	2	0	0	2	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	6	7	8	9	10	9	10	8	10	10	15	7	11	18	11	23	7	7	16	11	15	6	0	
滿意度(%)	93.33%	95.71%	96.25%	97.78%	96.00%	92.22%	93.00%	98.75%	95.00%	94.00%	88.67%	91.43%	99.09%	91.67%	92.73%	90.00%	97.14%	98.57%	89.38%	96.36%	92.67%	96.67%	#####	93	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	1	5	4	9	6	1	7	4	7	4	1	3	7	3	6	5	4	5	4	7	4	3		
	2.滿意	5	2	4	1	4	7	2	3	3	6	13	3	3	15	6	16	3	1	11	4	11	3		
	3.尚可	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	2	0	0	1	0	0	0		
	4.不好	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	5.合計人次	6	7	8	10	10	9	10	7	10	10	15	7	10	18	12	23	7	6	16	11	15	6	0	
滿意度(%)	91.67%	97.14%	95.00%	99.00%	96.00%	88.89%	93.00%	95.71%	97.00%	94.00%	89.33%	91.43%	97.00%	91.67%	95.00%	90.43%	95.71%	98.33%	91.25%	96.36%	92.67%	95.00%	#####	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	4	8	5	3	7	4	5	5	1	5	6	5	5	5	3	5	4	7	4	2		
	2.滿意	5	4	2	1	4	3	3	2	2	5	12	2	4	13	6	16	4	1	10	4	7	4		
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	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	1	0	0	0		
	5.合計人次	6	7	6	9	9	6	10	6	7	10	13	7	10	18	12	22	7	6	15	11	11	6	0	
滿意度(%)	91.67%	94.29%	96.67%	98.89%	95.56%	95.00%	97.00%	96.67%	97.14%	95.00%	90.77%	97.14%	96.00%	92.78%	92.50%	91.36%	94.29%	98.33%	90.00%	96.36%	93.64%	93.33%	#####	94	
四. 服務台人員的服務態度如何?	1.非常滿意	1	4	7	9	7	3	9	7	9	7	5	7	9	6	6	9	3	7	4	10	5	3		
	2.滿意	5	3	1	1	3	6	1	1	1	3	10	0	2	12	6	13	3	0	12	1	10	3		
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	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	6	7	8	10	10	9	10	8	10	10	15	7	11	18	12	23	7	7	16	11	15	6	0	
滿意度(%)	91.67%	95.71%	98.75%	99.00%	97.00%	93.33%	99.00%	98.75%	99.00%	97.00%	93.33%	#####	98.18%	93.33%	95.00%	93.04%	91.43%	#####	92.50%	99.09%	93.33%	95.00%	#####	95	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	1	2	5	8	6	3	8	4	9	5	2	4	8	7	6	4	2	5	4	9	4	3		
	2.滿意	5	5	3	2	4	6	2	3	1	5	13	2	2	11	6	17	5	1	11	2	11	3		
	3.尚可	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	1	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	6	7	8	10	10	9	10	7	10	10	15	7	10	18	12	23	7	6	16	11	15	6	0	
滿意度(%)	91.67%	92.86%	96.25%	98.00%	96.00%	93.33%	98.00%	95.71%	99.00%	95.00%	91.33%	92.86%	98.00%	93.89%	95.00%	90.00%	92.86%	98.33%	91.25%	98.18%	92.67%	95.00%	#####	94	
六. 對本署整體服務的滿意度?	1.非常滿意	1	3	4	8	6	2	8	4	8	5	2	3	7	6	6	4	2	5	4	8	4	3		
	2.滿意	5	4	4	2	4	6	2	3	2	5	13	4	3	12	6	17	5	1	11	3	11	3		
	3.尚可	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	1	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	6	7	8	10	10	9	10	7	10	10	15	7	10	18	12	23	7	6	16	11	15	6	0	
滿意度(%)	91.67%	94.29%	95.00%	98.00%	96.00%	90.00%	98.00%	95.71%	98.00%	95.00%	91.33%	94.29%	97.00%	93.33%	95.00%	90.00%	92.86%	98.33%	91.25%	97.27%	92.67%	95.00%	#####	94	
共發問卷數:	6	7	8	10	10	9	10	8	10	10	15	7	11	18	12	23	7	7	16	11	15	6			
民眾其他意見提供(人):	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0			
告訴人、被害人:	0	0	2	0	2	2	0	2	0	1	3	1	3	6	1	5	1	0	5	5	4	0			
被告(人):	5	2	4	5	2	1	2	2	5	4	7	4	7	11	3	11	4	3	4	2	9	0			
證人(人):	0	0	1	0	2	3	0	0	0	2	3	0	0	1	3	1	0	0	2	2	1	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):	1	3	1	5	2	1	7	3	5	1	2	0	1	0	4	3	1	1	0	2	1	4			
家屬陪同、洽公:	0	2	0	0	2	2	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	1			
辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0			
關係人(人):	0	0	0	0	0	0	1	1	0	1	0	2	0	0	0	3	0	3	4	0	0	0			

合計 (人)	6	7	8	10	10	9	10	8	10	10	15	7	11	18	12	23	7	7	16	11	15	6	0
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表

總百分比

99
128
7
0
234
1.63%
100
126
6
1
233
1.61%
97
114
2
1
214
1.16%
137
97
2
0
236
1.64%
109
120
4
0
233
1.33%
103
126
4
0
233
1.08%
236
3
43
97
22
0
48
10
1
15

