

臺灣花蓮地方法院檢察署 103 年 6 月份民眾意見調查統計表

| 統計項目 | 上班日期 | 3 | 4 | 5 | 6 | 9 | 10 | 11 | 12 | 13 | 16 | 17 | 18 | 19 | 20 | 23 | 24 | 25 | 26 | 27 | 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 | 8 | 3 | 0 | 4 | 10 | 10 | 4 | 2 | 6 | 10 | 9 | 3 | 3 | 5 | 12 | 5 | 6 | 3 | 4 | 12 | 119 | |
| | 2.滿意 | 2 | 7 | 12 | 4 | 1 | 3 | 4 | 7 | 2 | 2 | 8 | 5 | 15 | 3 | 2 | 12 | 2 | 13 | 5 | 3 | 112 | |
| | 3.尚可 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | |
| | 4.不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 4 | |
| | 5.合計人次 | 10 | 10 | 12 | 8 | 11 | 13 | 8 | 9 | 9 | 8 | 12 | 18 | 8 | 18 | 8 | 14 | 19 | 8 | 18 | 9 | 15 | 0 |
| | 滿意度(%) | 98.00% | 93.00% | 90.00% | 95.00% | 99.09% | 97.69% | 95.00% | 92.22% | 97.50% | 98.33% | 92.78% | 93.75% | 91.67% | 96.25% | 98.57% | 88.42% | 97.50% | 88.33% | 94.44% | 98.00% | ##### | 94.28% |
| 二. 法警點呼及偵查庭的態度如何? | 1.非常滿意 | 8 | 3 | 0 | 5 | 8 | 11 | 4 | 2 | 5 | 7 | 10 | 3 | 2 | 5 | 12 | 4 | 5 | 2 | 4 | 10 | 110 | |
| | 2.滿意 | 1 | 7 | 12 | 3 | 1 | 2 | 5 | 7 | 3 | 3 | 7 | 5 | 16 | 3 | 1 | 12 | 2 | 15 | 5 | 5 | 115 | |
| | 3.尚可 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 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 | |
| | 5.合計人次 | 10 | 10 | 12 | 8 | 9 | 13 | 9 | 9 | 9 | 8 | 10 | 18 | 8 | 18 | 8 | 13 | 17 | 8 | 17 | 9 | 15 | 0 |
| | 滿意度(%) | 96.00% | 93.00% | 90.00% | 96.25% | 98.89% | 98.46% | 94.44% | 92.22% | 96.25% | 97.00% | 94.44% | 93.75% | 91.11% | 96.25% | 99.23% | 91.18% | 93.75% | 91.18% | 94.44% | 96.67% | ##### | 94.45% |
| 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 | 7 | 2 | 1 | 4 | 7 | 8 | 4 | 2 | 4 | 6 | 9 | 3 | 3 | 5 | 12 | 6 | 3 | 3 | 3 | 9 | 101 | |
| | 2.滿意 | 1 | 8 | 9 | 4 | 3 | 2 | 5 | 5 | 4 | 4 | 7 | 4 | 13 | 3 | 2 | 11 | 3 | 12 | 6 | 6 | 112 | |
| | 3.尚可 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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 | |
| | 5.合計人次 | 8 | 10 | 10 | 8 | 10 | 10 | 9 | 7 | 8 | 10 | 16 | 7 | 16 | 8 | 14 | 17 | 6 | 15 | 9 | 15 | 0 | 213 |
| | 滿意度(%) | 98.75% | 92.00% | 91.00% | 95.00% | 97.00% | 98.00% | 94.44% | 92.86% | 95.00% | 96.00% | 95.63% | 94.29% | 91.88% | 96.25% | 98.57% | 93.53% | 95.00% | 92.00% | 93.33% | 96.00% | ##### | 94.74% |
| 四. 服務台人員的服務態度如何? | 1.非常滿意 | 9 | 5 | 3 | 7 | 10 | 11 | 4 | 2 | 5 | 11 | 13 | 6 | 4 | 5 | 12 | 8 | 7 | 7 | 4 | 12 | 145 | |
| | 2.滿意 | 1 | 5 | 9 | 1 | 1 | 2 | 5 | 7 | 3 | 1 | 5 | 2 | 14 | 3 | 2 | 10 | 1 | 11 | 5 | 3 | 91 | |
| | 3.尚可 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | |
| | 5.合計人次 | 10 | 10 | 12 | 8 | 11 | 13 | 9 | 9 | 9 | 8 | 12 | 18 | 9 | 18 | 8 | 14 | 18 | 8 | 18 | 9 | 15 | 0 |
| | 滿意度(%) | 99.00% | 95.00% | 92.50% | 98.75% | 99.09% | 98.46% | 94.44% | 92.22% | 96.25% | 99.17% | 97.22% | 94.44% | 92.22% | 96.25% | 98.57% | 94.44% | 98.75% | 93.89% | 94.44% | 98.00% | ##### | 96.03% |
| 五. 對本署同仁處理公務的滿意度? | 1.非常滿意 | 7 | 3 | 1 | 4 | 8 | 11 | 4 | 2 | 4 | 7 | 9 | 3 | 3 | 3 | 13 | 6 | 4 | 4 | 3 | 11 | 110 | |
| | 2.滿意 | 3 | 7 | 11 | 4 | 2 | 2 | 5 | 7 | 4 | 5 | 7 | 5 | 15 | 5 | 1 | 12 | 4 | 13 | 6 | 4 | 122 | |
| | 3.尚可 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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 | |
| | 5.合計人次 | 10 | 10 | 12 | 8 | 10 | 13 | 9 | 9 | 9 | 8 | 12 | 17 | 8 | 18 | 8 | 14 | 18 | 8 | 17 | 9 | 15 | 0 |
| | 滿意度(%) | 97.00% | 93.00% | 90.83% | 95.00% | 98.00% | 98.46% | 94.44% | 92.22% | 95.00% | 95.83% | 94.12% | 93.75% | 91.67% | 93.75% | 99.29% | 93.33% | 95.00% | 92.35% | 93.33% | 97.33% | ##### | 94.64% |
| 六. 對本署整體服務的滿意度? | 1.非常滿意 | 8 | 3 | 2 | 4 | 8 | 11 | 4 | 2 | 4 | 7 | 9 | 2 | 3 | 3 | 13 | 6 | 5 | 4 | 2 | 10 | 110 | |
| | 2.滿意 | 2 | 7 | 10 | 4 | 3 | 2 | 5 | 7 | 4 | 4 | 8 | 6 | 15 | 5 | 1 | 12 | 3 | 13 | 7 | 5 | 123 | |
| | 3.尚可 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | |
| | 5.合計人次 | 10 | 10 | 12 | 8 | 11 | 13 | 9 | 9 | 9 | 8 | 11 | 17 | 8 | 18 | 8 | 14 | 18 | 8 | 18 | 9 | 15 | 0 |
| | 滿意度(%) | 98.00% | 93.00% | 91.67% | 95.00% | 97.27% | 98.46% | 94.44% | 92.22% | 95.00% | 96.36% | 95.29% | 92.50% | 91.67% | 93.75% | 99.29% | 93.33% | 96.25% | 91.11% | 92.22% | 96.67% | ##### | 94.62% |
| | 共發問卷數: | 10 | 10 | 12 | 8 | 11 | 13 | 9 | 9 | 8 | 12 | 18 | 8 | 18 | 8 | 14 | 19 | 8 | 18 | 9 | 15 | 0 | 237 |
| | 民眾其他意見提供(人): | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 5 | 0 | 0 | 0 | 9 |
| | 告訴人、被害人: | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 2 | 2 | 2 | 4 | 2 | 9 | 1 | 0 | 4 | 0 | 3 | 1 | 5 | 0 | 39 |
| | 被告(人): | 3 | 4 | 6 | 2 | 6 | 3 | 6 | 3 | 1 | 2 | 6 | 1 | 6 | 1 | 8 | 9 | 6 | 10 | 4 | 3 | 0 | 90 |
| | 證人(人): | 0 | 2 | 1 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 1 | 0 | 1 | 0 | 16 |
| | 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): | 6 | 3 | 3 | 3 | 3 | 8 | 0 | 2 | 3 | 8 | 2 | 4 | 0 | 3 | 4 | 4 | 1 | 0 | 1 | 6 | 0 | 64 |
| | 家屬陪同、洽公: | 1 | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 4 | 0 | 2 | 1 | 0 | 2 | 0 | 3 | 2 | 0 | 0 | 20 |
| | 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 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 7 |

| | | | | | | | | | | | | | | | | | | | | | | |
|--------|----|----|----|---|----|----|---|---|---|----|----|---|----|---|----|----|---|----|---|----|---|-----|
| 合計 (人) | 10 | 10 | 12 | 8 | 11 | 13 | 8 | 9 | 8 | 12 | 18 | 8 | 18 | 8 | 14 | 19 | 8 | 18 | 9 | 15 | 0 | 236 |
|--------|----|----|----|---|----|----|---|---|---|----|----|---|----|---|----|----|---|----|---|----|---|-----|