

臺灣花蓮地方法院檢察署 103 年 9 月份民眾意見調查統計表

統計項目	上班日期	1	2	3	4	5	9	10	11	12	15	16	17	18	19	22	23	24	25	26	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	11	3	6	4	4	4	7	1	4	5	3	7	1	6	8	5	8	5	4	14	4	114	
	2.滿意	1	6	3	6	5	3	4	10	5	6	7	7	5	2	1	5	3	3	3	1	6	92	
	3.尚可	0	0	0	0	0	1	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	12	9	9	10	9	8	11	11	9	11	10	14	6	8	9	10	11	8	7	15	10	0	207
	滿意度(%)	99.17%	93.33%	96.67%	94.00%	94.44%	92.50%	96.36%	90.91%	94.44%	94.55%	93.00%	95.00%	91.67%	97.50%	98.89%	95.00%	97.27%	96.25%	95.71%	99.33%	94.00%	#####	95.41%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	8	3	6	3	1	4	8	1	5	5	2	7	0	3	7	2	8	4	5	12	4	98	
	2.滿意	4	6	3	6	8	3	3	10	4	6	7	6	5	5	2	8	3	4	2	3	6	104	
	3.尚可	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	
	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	12	9	9	10	9	7	11	11	9	11	9	14	5	8	9	10	11	8	7	15	10	0	204
	滿意度(%)	96.67%	93.33%	96.67%	91.00%	91.11%	95.71%	97.27%	90.91%	95.56%	94.55%	92.22%	93.57%	90.00%	93.75%	97.78%	92.00%	97.27%	95.00%	97.14%	98.00%	94.00%	#####	94.61%
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	6	3	3	3	7	1	4	5	2	5	0	4	7	2	8	4	5	9	3	90	
	2.滿意	6	6	2	6	6	4	3	10	5	6	7	7	4	4	2	8	3	4	2	6	5	106	
	3.尚可	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3	
	4.不好	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2	
	5.合計人次	12	9	8	10	9	7	10	11	9	11	9	14	4	8	9	10	11	8	7	15	10	0	201
	滿意度(%)	95.00%	93.33%	97.50%	91.00%	93.33%	94.29%	97.00%	90.91%	94.44%	94.55%	92.22%	89.29%	90.00%	95.00%	97.78%	92.00%	97.27%	95.00%	97.14%	96.00%	87.00%	#####	93.78%
四. 服務台人員的服務態度如何?	1.非常滿意	12	3	5	6	4	4	9	1	3	9	5	11	2	2	9	6	8	4	6	15	8	132	
	2.滿意	0	6	4	4	5	3	2	10	6	2	5	3	4	6	0	4	3	4	1	0	2	74	
	3.尚可	0	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	0	
	5.合計人次	12	9	9	10	9	7	11	11	9	11	10	14	6	8	9	10	11	8	7	15	10	0	206
	滿意度(%)	#####	93.33%	95.56%	96.00%	94.44%	95.71%	98.18%	90.91%	93.33%	98.18%	95.00%	97.86%	93.33%	92.50%	#####	96.00%	97.27%	95.00%	98.57%	#####	98.00%	#####	96.41%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	6	3	6	4	1	3	8	1	4	6	3	7	2	3	7	4	8	3	6	10	7	102	
	2.滿意	6	6	3	6	8	4	3	10	5	5	7	6	4	5	2	6	3	5	1	5	2	102	
	3.尚可	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	
	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	12	9	9	10	9	8	11	11	9	11	10	14	6	8	9	10	11	8	7	15	10	0	207
	滿意度(%)	95.00%	93.33%	96.67%	94.00%	91.11%	91.25%	97.27%	90.91%	94.44%	95.45%	93.00%	92.14%	93.33%	93.75%	97.78%	94.00%	97.27%	93.75%	98.57%	96.67%	95.00%	#####	94.54%
六. 對本署整體服務的滿意度?	1.非常滿意	6	3	5	4	1	4	8	1	4	6	5	7	2	3	7	3	8	4	4	10	6	101	
	2.滿意	6	6	4	6	8	3	3	10	5	5	5	6	4	5	2	7	3	4	3	5	4	104	
	3.尚可	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	
	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	12	9	9	10	9	8	11	11	9	11	10	14	6	8	9	10	11	8	7	15	10	0	207
	滿意度(%)	95.00%	93.33%	95.56%	94.00%	91.11%	92.50%	97.27%	90.91%	94.44%	95.45%	95.00%	93.57%	93.33%	93.75%	97.78%	93.00%	97.27%	95.00%	95.71%	96.67%	96.00%	#####	94.69%
	共發問卷數:	12	9	9	10	9	8	11	11	9	11	10	14	6	8	9	10	11	8	7	15	10	0	207
	民眾其他意見提供(人):	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
	告訴人、被害人:	6	0	2	2	0	3	4	5	1	0	3	3	0	1	1	1	3	1	1	2	0	39	
	被告(人):	2	1	4	7	2	2	2	6	4	6	4	9	2	2	6	8	3	5	3	7	6	91	
	證人(人):	1	0	0	1	0	0	2	0	0	2	0	1	2	1	1	0	1	0	0	2	1	15	
	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):	3	3	2	0	5	1	2	0	2	3	1	1	1	2	1	0	4	2	2	4	3	42	
	家屬陪同、洽公:	0	4	1	0	2	2	1	0	2	0	2	0	1	2	0	1	0	0	0	0	0	18	
	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	

合計 (人)	12	9	9	10	9	8	11	11	9	11	10	14	6	8	9	10	11	8	7	15	10	0	207
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