

臺灣花蓮地方法院檢察署 103 年 10 月份民眾意見調查統計表																									
統計項目	上班日期	1	2	3	6	7	8	9	13	14	15	16	17	20	21	22	23	24	27	28	29	30	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	5	1	6	15	4	6	1	14	3	5	1	7	12	4	4	0	3	12	6	7	0	7	123	
	2.滿意	4	9	2	3	4	3	16	1	6	3	8	2	1	6	7	13	5	1	4	2	12	2	114	
	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	1	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	0	0
	5.合計人次	9	10	8	18	8	9	17	15	9	8	9	9	9	13	10	11	13	8	13	10	9	12	10	238
	滿意度(%)	95.56%	91.00%	97.50%	98.33%	95.00%	96.67%	90.59%	99.33%	93.33%	96.25%	91.11%	97.78%	99.23%	94.00%	93.64%	90.00%	93.75%	99.23%	96.00%	97.78%	90.00%	95.00%	95.08%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	5	1	4	15	4	6	1	13	2	5	1	6	12	5	4	0	3	11	5	7	0	4	114	
	2.滿意	4	9	4	3	4	3	16	2	7	3	8	3	1	4	7	13	4	2	4	2	12	5	120	
	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	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	0
	5.合計人次	9	10	8	18	8	9	17	15	9	8	9	9	9	13	9	11	13	7	13	9	9	12	9	234
	滿意度(%)	95.56%	91.00%	95.00%	98.33%	95.00%	96.67%	90.59%	98.67%	92.22%	96.25%	91.11%	96.67%	99.23%	95.56%	93.64%	90.00%	94.29%	98.46%	95.56%	97.78%	90.00%	94.44%	94.87%	
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	5	2	2	9	4	7	2	12	2	5	1	5	10	3	4	0	2	10	5	7	0	4	101	
	2.滿意	4	8	4	9	4	2	15	3	6	3	8	3	3	5	7	13	4	3	4	2	12	3	125	
	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	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	0
	5.合計人次	9	10	6	18	8	9	17	15	8	8	9	8	13	8	11	13	6	13	9	9	12	7	226	
	滿意度(%)	95.56%	92.00%	93.33%	95.00%	95.00%	97.78%	91.18%	98.00%	92.50%	96.25%	91.11%	96.25%	97.69%	93.75%	93.64%	90.00%	93.33%	97.69%	95.56%	97.78%	90.00%	95.71%	94.47%	
四. 服務台人員的服務態度如何?	1.非常滿意	5	2	5	15	4	7	4	14	5	6	2	4	13	5	5	1	3	13	6	8	1	6	134	
	2.滿意	4	8	3	3	4	2	13	1	4	2	7	5	0	5	6	12	5	0	4	1	11	4	104	
	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	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	0
	5.合計人次	9	10	8	18	8	9	17	15	9	8	9	9	13	10	11	13	8	13	10	9	12	10	238	
	滿意度(%)	95.56%	92.00%	96.25%	98.33%	95.00%	97.78%	92.35%	99.33%	95.56%	97.50%	92.22%	94.44%	#####	95.00%	94.55%	90.77%	93.75%	#####	96.00%	98.89%	90.83%	96.00%	95.63%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	5	2	3	14	4	7	2	13	3	5	2	4	13	3	3	0	3	10	6	7	0	4	113	
	2.滿意	4	8	5	4	4	2	15	2	6	3	7	5	0	6	8	13	5	3	4	2	12	6	124	
	3.尚可	0	0	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	0	0	0
	5.合計人次	9	10	8	18	8	9	17	15	9	8	9	9	13	10	11	13	8	13	10	9	12	10	238	
	滿意度(%)	95.56%	92.00%	93.75%	97.78%	95.00%	97.78%	91.18%	98.67%	93.33%	96.25%	92.22%	94.44%	#####	91.00%	92.73%	90.00%	93.75%	97.69%	96.00%	97.78%	90.00%	94.00%	94.66%	
六. 對本署整體服務的滿意度?	1.非常滿意	5	2	3	14	4	7	2	13	3	5	2	5	13	3	3	0	2	10	6	7	0	3	112	
	2.滿意	4	8	5	4	4	2	15	2	6	3	7	4	0	7	8	13	6	3	4	2	12	7	126	
	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	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	9	10	8	18	8	9	17	15	9	8	9	9	13	10	11	13	8	13	10	9	12	10	238	
	滿意度(%)	95.56%	92.00%	93.75%	97.78%	95.00%	97.78%	91.18%	98.67%	93.33%	96.25%	92.22%	95.56%	#####	93.00%	92.73%	90.00%	92.50%	97.69%	96.00%	97.78%	90.00%	93.00%	94.71%	
	共發問卷數:	9	10	8	18	8	9	17	15	9	8	9	9	13	10	11	13	8	13	10	9	12	10	238	
	民眾其他意見提供(人):	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	2	6	
	告訴人、被害人:	2	6	0	5	2	2	4	4	4	0	4	2	2	0	1	4	2	4	0	2	2	1	53	
	被告(人):	3	3	2	10	1	2	11	5	3	3	5	2	8	3	7	8	2	7	4	2	6	3	100	
	證人(人):	0	1	0	0	0	2	1	0	0	3	0	0	1	1	1	0	1	0	1	5	3	1	21	
	告發人、檢舉人:	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	3	
	執行(人):	2	0	1	2	4	1	0	6	1	2	0	3	0	3	2	0	1	2	3	0	1	3	37	
	家屬陪同、洽公:	1	0	5	0	1	2	0	0	1	0	0	2	0	2	0	0	2	0	2	0	0	2	20	
	辯護人、代理人:	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	
	關係人(人):	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	合計(人)	9	10	8	18	8	9	17	15	9	8	9	9	13	10	11	13	8	13	10	9	12	10	238	