

臺灣花蓮地方法院檢察署 104 年 3 月份 民眾意見調查統計表																								
統計項目	上班日期	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	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	12	3	9	6	3	11	2	3	1	5	15	1	7	3	7	17	3	7	1	4	10	2	132
	2.滿意	1	6	3	7	4	0	9	4	5	2	1	10	5	12	0	2	8	2	11	4	2	7	105
	3.尚可	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	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	0
	5.合計人次	13	9	12	13	7	12	11	7	7	7	16	11	12	15	8	19	11	9	12	8	12	9	0
滿意度(%)	99.23%	93.33%	97.50%	94.62%	94.29%	97.50%	91.82%	94.29%	88.57%	97.14%	99.38%	90.91%	95.83%	92.00%	96.25%	98.95%	92.73%	97.78%	90.83%	95.00%	98.33%	92.22%	#####	95.25%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	10	3	9	4	2	7	1	2	2	4	13	2	8	1	5	16	4	6	1	4	10	2	116
	2.滿意	3	6	3	9	5	5	9	4	4	2	6	6	4	14	3	3	7	2	11	3	2	6	117
	3.尚可	0	0	0	0	1	0	1	0	1	1	0	1	0	0	0	0	0	1	0	1	0	0	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	0
	5.合計人次	13	9	12	13	8	12	11	6	7	7	19	9	12	15	8	19	11	9	12	8	12	8	0
滿意度(%)	97.69%	93.33%	97.50%	93.08%	90.00%	95.83%	89.09%	93.33%	90.00%	92.86%	96.84%	90.00%	96.67%	90.67%	96.25%	98.42%	93.64%	94.44%	90.83%	92.50%	98.33%	92.50%	#####	94.25%
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	8	1	9	3	3	5	0	3	1	3	15	1	8	3	3	12	1	7	0	2	10	1	99
	2.滿意	5	3	3	8	3	6	8	3	4	4	4	7	4	8	4	7	4	1	8	6	2	5	107
	3.尚可	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0	0	1	0	0	2	0	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	0
	5.合計人次	13	4	12	11	7	11	9	6	6	7	19	8	12	11	8	19	5	9	8	8	14	6	0
滿意度(%)	96.15%	92.50%	97.50%	92.73%	91.43%	94.55%	87.78%	95.00%	88.33%	94.29%	97.89%	91.25%	96.67%	92.73%	91.25%	96.32%	92.00%	95.56%	90.00%	92.50%	94.29%	91.67%	#####	93.99%
四. 服務台人員的服務態度如何?	1.非常滿意	11	3	10	5	4	11	4	4	2	5	13	3	11	6	6	17	4	8	1	2	10	2	142
	2.滿意	2	6	2	7	4	1	7	3	4	2	1	8	1	9	2	2	7	1	11	6	2	7	95
	3.尚可	0	0	0	0	0	0	0	0	1	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	0
	5.合計人次	13	9	12	12	8	12	11	7	7	7	14	11	12	15	8	19	11	9	12	8	12	9	0
滿意度(%)	98.46%	93.33%	98.33%	94.17%	95.00%	99.17%	93.64%	95.71%	90.00%	97.14%	99.29%	92.73%	99.17%	94.00%	97.50%	98.95%	93.64%	98.89%	90.83%	92.50%	98.33%	92.22%	#####	95.88%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	11	3	9	4	2	9	2	3	1	4	14	4	8	5	4	15	3	7	1	1	10	0	120
	2.滿意	2	6	3	9	5	3	9	4	5	3	5	7	4	10	3	4	8	1	11	7	1	9	119
	3.尚可	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	4
	4.不好	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	5.合計人次	13	9	12	13	8	12	11	7	7	7	19	11	12	15	8	19	11	9	12	8	12	9	0
滿意度(%)	98.46%	93.33%	97.50%	93.08%	87.50%	97.50%	91.82%	94.29%	88.57%	95.71%	97.37%	93.64%	96.67%	93.33%	92.50%	97.89%	92.73%	95.56%	90.83%	91.25%	96.67%	90.00%	#####	94.43%
六. 對本署整體服務的滿意度?	1.非常滿意	11	3	9	4	3	9	0	2	1	3	14	4	8	4	5	16	3	7	1	1	10	1	119
	2.滿意	2	6	3	9	3	3	11	5	5	3	5	7	4	11	2	3	8	1	11	7	1	8	118
	3.尚可	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	4
	4.不好	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	5.合計人次	13	9	12	13	7	12	11	7	7	6	19	11	12	15	8	19	11	9	12	8	12	9	0
滿意度(%)	98.46%	93.33%	97.50%	93.08%	88.57%	97.50%	90.00%	92.86%	88.57%	95.00%	97.37%	93.64%	96.67%	92.67%	93.75%	98.42%	92.73%	95.56%	90.83%	91.25%	96.67%	91.11%	#####	94.42%
共發問卷數:	13	9	12	13	8	12	11	7	7	7	19	11	12	15	8	19	11	9	12	8	12	9	0	244
民眾其他意見提供(人):	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	3
告訴人、被害人:	7	0	2	5	0	1	0	0	0	3	4	2	4	2	1	3	3	1	5	1	2	1	0	47
被告(人):	3	3	6	4	2	7	4	3	5	1	8	2	0	8	4	7	0	5	5	2	2	1	0	82
證人(人):	0	0	2	1	0	0	0	0	1	0	1	1	7	0	1	1	0	1	0	0	0	0	0	16
告發人、檢舉人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	2
執行(人):	3	3	2	3	5	2	5	3	1	3	4	4	1	1	0	7	6	1	2	3	4	6	0	69
家屬陪同、洽公:	0	2	0	0	1	1	1	1	0	0	0	1	0	4	2	0	0	1	0	2	0	1	0	17
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	0	0
關係人(人):	0	1	0	0	0	1	1	0	0	0	2	1	0	0	0	1	1	0	0	0	3	0	0	11
合計(人)	13	9	12	13	8	12	11	7	7	7	19	11	12	15	8	19	11	9	12	8	12	9	0	244

