

臺灣花蓮地方法院檢察署 104 年 5 月份 民眾意見調查統計表

統計項目	上班日期	1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29	總數/總百分比	
一. 對於本署洽公環境的滿意度?	1.非常滿意	4	9	7	5	7	5	12	7	12	2	4	5	3	6	2	5	15	5	10	6	4	135	
	2.滿意	5	4	5	2	6	4	2	3	3	9	2	6	8	7	9	4	5	8	4	8	4	108	
	3.尚可	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	
	5.合計人次	9	13	12	7	13	9	14	10	15	11	6	12	11	13	11	9	20	13	14	14	8	0	244
	滿意度(%)	94.44%	96.92%	95.83%	97.14%	95.38%	95.56%	98.57%	97.00%	98.00%	91.82%	96.67%	92.50%	92.73%	94.62%	91.82%	95.56%	97.50%	93.85%	97.14%	94.29%	95.00%	#####	95.45%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	2	10	7	5	6	5	11	4	12	2	4	5	2	7	2	4	14	6	9	6	3	126	
	2.滿意	6	4	5	2	7	3	3	2	3	9	2	7	9	6	9	4	6	7	4	8	4	110	
	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	8	14	12	7	13	9	14	6	15	11	6	12	11	13	11	8	20	13	13	14	7	0	237
	滿意度(%)	92.50%	97.14%	95.83%	97.14%	94.62%	93.33%	97.86%	96.67%	98.00%	91.82%	96.67%	94.17%	91.82%	95.38%	91.82%	95.00%	97.00%	94.62%	96.92%	94.29%	94.29%	#####	95.23%
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	0	8	6	4	4	3	8	2	12	2	3	5	2	6	3	4	12	4	9	5	1	103	
	2.滿意	5	6	6	3	8	6	5	2	3	9	2	6	8	6	5	4	8	7	4	7	4	114	
	3.尚可	0	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	0	
	5.合計人次	5	14	12	7	12	9	13	4	15	11	5	12	10	12	8	8	20	11	13	12	5	0	218
	滿意度(%)	90.00%	95.71%	95.00%	95.71%	93.33%	93.33%	96.15%	95.00%	98.00%	91.82%	96.00%	92.50%	92.00%	95.00%	93.75%	95.00%	96.00%	93.64%	96.92%	94.17%	92.00%	#####	94.63%
四. 服務台人員的服務態度如何?	1.非常滿意	2	11	7	5	8	4	13	8	13	3	3	6	4	8	4	2	16	6	10	6	3	142	
	2.滿意	7	3	5	2	5	5	1	2	2	8	3	6	7	5	7	7	4	7	4	8	5	103	
	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	9	14	12	7	13	9	14	10	15	11	6	12	11	13	11	9	20	13	14	14	8	0	245
	滿意度(%)	92.22%	97.86%	95.83%	97.14%	96.15%	94.44%	99.29%	98.00%	98.67%	92.73%	95.00%	95.00%	93.64%	96.15%	93.64%	92.22%	98.00%	94.62%	97.14%	94.29%	93.75%	#####	95.80%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	0	9	6	5	6	2	9	6	12	2	3	5	2	7	3	2	16	6	10	6	3	120	
	2.滿意	9	5	6	2	7	6	5	4	3	9	3	6	9	6	7	7	4	7	4	8	5	122	
	3.尚可	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	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	
	5.合計人次	9	14	12	7	13	9	14	10	15	11	6	12	11	13	11	9	20	13	14	14	8	0	245
	滿意度(%)	90.00%	96.43%	95.00%	97.14%	94.62%	90.00%	96.43%	96.00%	98.00%	91.82%	95.00%	92.50%	91.82%	95.38%	90.91%	92.22%	98.00%	94.62%	97.14%	94.29%	93.75%	#####	94.65%
六. 對本署整體服務的滿意度?	1.非常滿意	0	9	6	5	5	2	9	6	12	2	3	6	2	7	2	3	16	5	10	6	3	119	
	2.滿意	9	5	6	2	8	7	5	4	3	9	3	5	9	6	8	6	4	8	4	8	5	124	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	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	9	14	12	7	13	9	14	10	15	11	6	12	11	13	11	9	20	13	14	14	8	0	245
	滿意度(%)	90.00%	96.43%	95.00%	97.14%	93.85%	92.22%	96.43%	96.00%	98.00%	91.82%	95.00%	93.33%	91.82%	95.38%	90.00%	93.33%	98.00%	93.85%	97.14%	94.29%	93.75%	#####	94.69%
共發問卷數:	9	14	12	7	13	9	14	10	15	11	6	12	11	13	11	9	20	13	14	14	8	0	245	
民眾其他意見提供(人):	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
告訴人、被害人:	0	3	2	1	4	0	2	0	2	3	1	7	1	0	3	1	5	2	0	0	0	0	37	
被告(人):	2	5	3	3	8	5	8	0	2	3	1	1	0	5	7	3	7	3	6	9	2	0	83	
證人(人):	0	0	1	0	0	1	0	1	6	3	0	1	0	3	0	0	1	2	0	3	0	0	22	
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	0	
執行(人):	3	6	5	3	0	2	4	5	3	0	3	2	7	2	0	3	6	6	3	0	3	0	66	
家屬陪同、洽公:	4	0	0	0	1	1	0	4	1	1	1	0	2	2	1	2	1	0	5	1	3	0	30	
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	1	0	0	1	
關係人(人):	0	0	1	0	0	0	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	6	
合計(人)	9	14	12	7	13	9	14	10	15	11	6	12	11	13	11	9	20	13	14	14	8	0	245	

