

臺灣花蓮地方法院檢察署 104 年 6 月份 民眾意見調查統計表																								
統計項目	上班日期	1	2	3	4	5	8	9	10	11	12	15	16	17	18	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	5	3	7	7	6	9	4	9	1	5	11	5	2	2	14	1	6	5	5	5	4	116	
	2.滿意	3	6	4	20	4	4	8	4	7	4	4	6	7	7	1	8	2	12	3	1	4	119	
	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	8	9	11	27	10	13	12	13	8	9	15	11	9	9	15	9	8	17	8	6	8	0	235
	滿意度(%)	96.25%	93.33%	96.36%	92.59%	96.00%	96.92%	93.33%	96.92%	91.25%	95.56%	97.33%	94.55%	92.22%	92.22%	99.33%	91.11%	97.50%	92.94%	96.25%	98.33%	95.00%	#####	94.94%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	5	3	6	7	4	8	3	8	1	3	10	5	2	2	8	1	7	5	2	4	4	98	
	2.滿意	3	6	5	20	5	5	8	4	7	6	10	4	7	7	7	8	1	12	5	2	4	136	
	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	8	9	11	27	9	13	11	12	8	9	20	9	9	9	15	9	8	17	7	6	8	0	234
	滿意度(%)	96.25%	93.33%	95.45%	92.59%	94.44%	96.15%	92.73%	96.67%	91.25%	93.33%	95.00%	95.56%	92.22%	92.22%	95.33%	91.11%	98.75%	92.94%	92.86%	96.67%	95.00%	#####	94.19%
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	4	2	6	7	3	5	4	9	1	3	8	4	2	2	12	1	7	6	3	4	4	97	
	2.滿意	4	4	5	20	6	8	5	4	6	5	12	5	7	7	3	8	1	10	4	2	4	130	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	6	11	27	9	13	9	13	7	8	20	9	9	9	15	9	8	17	7	6	8	0	228
	滿意度(%)	95.00%	93.33%	95.45%	92.59%	93.33%	93.85%	94.44%	96.92%	91.43%	93.75%	94.00%	94.44%	92.22%	92.22%	98.00%	91.11%	98.75%	92.35%	94.29%	96.67%	95.00%	#####	94.17%
四. 服務台人員的服務態度如何?	1.非常滿意	5	3	8	10	4	9	7	10	1	3	12	8	3	3	14	1	7	9	3	6	5	131	
	2.滿意	3	6	3	17	6	4	5	3	7	6	3	3	6	6	1	8	1	8	5	0	3	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	
	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	9	11	27	10	13	12	13	8	9	15	11	9	9	15	9	8	17	8	6	8	0	235
	滿意度(%)	96.25%	93.33%	97.27%	93.70%	94.00%	96.92%	95.83%	97.69%	91.25%	93.33%	98.00%	97.27%	93.33%	93.33%	99.33%	91.11%	98.75%	95.29%	93.75%	#####	96.25%	#####	95.57%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	3	3	6	7	3	9	6	9	1	2	15	6	2	2	10	1	7	5	2	4	5	108	
	2.滿意	5	6	5	20	7	4	6	4	7	7	5	5	7	7	5	7	1	12	6	2	3	131	
	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	8	9	11	27	10	13	12	13	8	9	20	11	9	9	15	8	8	17	8	6	8	0	239
	滿意度(%)	93.75%	93.33%	95.45%	92.59%	93.00%	96.92%	95.00%	96.92%	91.25%	92.22%	97.50%	95.45%	92.22%	92.22%	96.67%	91.25%	98.75%	92.94%	92.50%	96.67%	96.25%	#####	94.52%
六. 對本署整體服務的滿意度?	1.非常滿意	4	2	6	7	4	9	5	9	1	2	14	6	2	2	11	1	7	5	2	5	5	109	
	2.滿意	4	7	5	20	6	4	7	4	7	7	6	5	7	7	4	7	1	11	6	1	3	129	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	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	8	9	11	27	10	13	12	13	8	9	20	11	9	9	15	9	8	17	8	6	8	0	240
	滿意度(%)	95.00%	92.22%	95.45%	92.59%	94.00%	96.92%	94.17%	96.92%	91.25%	92.22%	97.00%	95.45%	92.22%	92.22%	97.33%	88.89%	98.75%	91.76%	92.50%	98.33%	96.25%	#####	94.38%
	共發問卷數:	8	9	11	27	10	13	12	13	8	9	20	11	9	9	15	9	8	17	8	6	8	240	
	民眾其他意見提供(人):	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	3	
	告訴人、被害人:	1	2	1	3	1	1	1	1	0	1	3	1	1	1	3	0	1	5	0	1	2	30	
	被告(人):	3	2	3	9	3	5	6	3	7	3	13	3	4	4	7	6	2	8	2	3	4	100	
	證人(人):	0	1	4	4	0	0	0	3	1	1	0	2	0	0	1	0	2	1	0	0	0	20	
	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):	2	2	2	2	4	5	3	5	0	2	4	2	3	3	4	0	2	1	3	2	1	52	
	家屬陪同、洽公:	1	1	0	9	2	2	2	1	0	2	0	3	0	0	0	0	1	2	3	0	1	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	0	0	0	
	關係人(人):	1	1	1	0	0	0	0	0	0	0	0	0	1	1	0	3	0	0	0	0	0	8	
	合計(人)	8	9	11	27	10	13	12	13	8	9	20	11	9	9	15	9	8	17	8	6	8	0	240

