

臺灣花蓮地方法院檢察署 104 年 8 月份民眾意見調查統計表

統計項目	上班日期	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	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	10	5	4	1		9	2	6	2	8	6	5	7	6	5	7	3	1	0	7	7	101	
	2.滿意	1	5	6	4	颶	1	10	5	9	4	3	7	3	13	3	2	7	10	8	1	2	104	
	3.尚可	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	11	10	10	5	0	10	12	12	11	12	9	12	11	19	8	9	10	11	8	8	9	0	207
	滿意度(%)	99.09%	95.00%	94.00%	92.00%	#####	99.00%	91.67%	91.67%	91.82%	96.67%	96.67%	94.17%	94.55%	93.16%	96.25%	97.78%	93.00%	90.91%	90.00%	98.75%	97.78%	#####	94.59%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	9	6	5	1		7	2	6	2	9	6	4	6	5	4	5	3	3	0	7	7	97	
	2.滿意	2	4	5	4		3	10	5	9	3	3	6	5	14	4	4	7	7	8	1	2	106	
	3.尚可	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	11	10	10	5	0	10	12	12	11	12	9	10	11	19	8	9	10	11	8	8	9	0	205
	滿意度(%)	98.18%	96.00%	95.00%	92.00%	#####	97.00%	91.67%	91.67%	91.82%	97.50%	96.67%	94.00%	95.45%	92.63%	95.00%	95.56%	93.00%	90.91%	90.00%	98.75%	97.78%	#####	94.44%
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	5	5	1		6	2	5	1	6	5	5	5	4	5	6	1	1	0	6	4	81	
	2.滿意	3	4	3	4	風	3	8	5	8	6	4	3	4	12	2	3	6	8	8	2	5	101	
	3.尚可	0	0	1	0		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	4.不好	0	0	0	0		0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	11	9	9	5	0	10	10	11	9	12	9	8	9	16	7	9	7	9	8	8	9	0	185
	滿意度(%)	97.27%	95.56%	93.33%	92.00%	#####	94.00%	92.00%	90.91%	91.11%	95.00%	95.56%	96.25%	95.56%	92.50%	97.14%	96.67%	91.43%	91.11%	90.00%	97.50%	94.44%	#####	93.95%
四. 服務台人員的服務態度如何?	1.非常滿意	10	5	8	2		9	5	8	2	6	7	8	8	10	4	9	4	6	3	6	7	127	
	2.滿意	1	5	2	3		1	7	4	9	6	2	4	3	9	4	0	6	5	5	2	2	80	
	3.尚可	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	
	5.合計人次	11	10	10	5	0	10	12	12	11	12	9	12	11	19	8	9	10	11	8	8	9	0	207
	滿意度(%)	99.09%	95.00%	98.00%	94.00%	#####	99.00%	94.17%	96.67%	91.82%	95.00%	97.78%	96.67%	97.27%	95.26%	95.00%	#####	94.00%	95.45%	93.75%	97.50%	97.78%	#####	96.14%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	10	6	6	1		9	2	6	1	4	5	4	6	6	4	8	3	1	0	5	7	94	
	2.滿意	1	4	4	4	假	1	10	5	9	8	4	8	3	13	4	1	7	9	8	3	2	108	
	3.尚可	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	11	10	10	5	0	10	12	12	10	12	9	12	10	19	8	9	10	10	8	8	9	0	204
	滿意度(%)	99.09%	96.00%	96.00%	92.00%	#####	99.00%	91.67%	91.67%	91.00%	93.33%	95.56%	93.33%	94.00%	93.16%	95.00%	98.89%	93.00%	91.00%	90.00%	96.25%	97.78%	#####	94.31%
六. 對本署整體服務的滿意度?	1.非常滿意	10	6	6	1		9	2	6	2	5	5	5	6	6	4	9	3	2	0	7	7	101	
	2.滿意	1	4	4	4		1	10	5	9	7	4	7	3	13	4	0	7	9	8	1	2	103	
	3.尚可	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	11	10	10	5	0	10	12	12	11	12	9	12	10	19	8	9	10	11	8	8	9	0	206
	滿意度(%)	99.09%	96.00%	96.00%	92.00%	#####	99.00%	91.67%	91.67%	91.82%	94.17%	95.56%	94.17%	94.00%	93.16%	95.00%	#####	93.00%	91.82%	90.00%	98.75%	97.78%	#####	94.61%
共發問卷數:	11	10	10	5		10	12	12	11	12	9	12	11	19	8	9	10	11	8	8	9	0	207	
民眾其他意見提供(人):	0	1	0	0		0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
告訴人、被害人:	2	1	0	1		3	0	3	2	3	1	1	2	2	1	1	0	3	0	0	0	0	26	
被告(人):	3	2	4	2		0	3	4	7	6	1	4	4	13	2	5	2	2	3	2	2	2	71	
證人(人):	0	2	0	0		1	0	1	1	0	2	1	1	0	0	0	1	0	1	0	0	0	11	
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):	6	3	4	2		6	7	1	0	1	5	5	2	0	3	3	6	3	4	2	6	6	69	
家屬陪同、洽公:	0	2	1	0		0	1	2	1	2	0	1	2	4	2	0	1	3	0	3	1	1	26	
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	0	1	0		0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4	

合計 (人)	11	10	10	5	0	10	12	12	11	12	9	12	11	19	8	9	10	11	8	8	9	0	207
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