

臺灣花蓮地方法院檢察署 104 年 9 月份民眾意見調查統計表

統計項目	上班日期	1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	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	3	5	2	6	7	4	5	3	5	8	4	3	7	8	6	6	7	1	2		7	99	
	2.滿意	6	4	4	2	2	5	6	8	2	2	6	6	2	2	1	5	4	12	5		4	88	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	颯	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	
	5.合計人次	9	9	6	8	9	9	11	11	7	10	10	10	9	10	7	11	11	14	7	0	11	0	189
	滿意度(%)	93.33%	95.56%	93.33%	97.50%	97.78%	94.44%	94.55%	92.73%	97.14%	98.00%	94.00%	91.00%	97.78%	98.00%	98.57%	95.45%	96.36%	89.29%	92.86%	#####	96.36%	#####	95.03%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	3	4	2	5	6	3	4	3	3	7	4	1	7	6	4	6	4	1	1		7	81	
	2.滿意	6	4	4	3	3	5	7	8	3	3	6	9	2	3	3	5	7	13	6		4	104	
	3.尚可	0	1	0	0	0	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	
	5.合計人次	9	9	6	8	9	8	11	11	6	10	10	10	9	9	7	11	11	14	7	0	11	0	186
	滿意度(%)	93.33%	92.22%	93.33%	96.25%	96.67%	93.75%	93.64%	92.73%	95.00%	97.00%	94.00%	91.00%	97.78%	96.67%	95.71%	95.45%	93.64%	90.71%	91.43%	#####	96.36%	#####	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	1	4	2	6	7	2	3	3	2	6	3	1	6	6	5	6	6	1	2		7	79	
	2.滿意	3	4	3	2	2	2	6	8	4	4	5	6	2	3	2	5	5	10	5		4	85	
	3.尚可	0	1	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	1	0		0	5	
	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	4	9	5	8	9	4	9	11	6	10	8	10	8	9	7	11	11	12	7	0	11	0	169
	滿意度(%)	92.50%	92.22%	94.00%	97.50%	97.78%	95.00%	93.33%	92.73%	93.33%	96.00%	93.75%	85.00%	97.50%	96.67%	97.14%	95.45%	95.45%	89.17%	92.86%	#####	96.36%	#####	94.08%
四. 服務台人員的服務態度如何?	1.非常滿意	4	7	3	5	8	4	8	4	4	10	4	6	7	5	7	7	9	4	0		9	115	
	2.滿意	5	2	3	3	1	5	3	7	3	0	6	4	2	5	0	4	2	10	7		2	74	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	風	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	9	9	6	8	9	9	11	11	7	10	10	10	9	10	7	11	11	14	7	0	11	0	189
	滿意度(%)	94.44%	97.78%	95.00%	96.25%	98.89%	94.44%	97.27%	93.64%	95.71%	#####	94.00%	96.00%	97.78%	95.00%	#####	96.36%	98.18%	92.86%	90.00%	#####	98.18%	#####	96.08%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	3	4	2	4	7	4	7	3	3	7	3	4	7	4	6	6	6	1	0		7	88	
	2.滿意	6	4	4	4	2	5	4	8	4	3	7	6	2	6	1	5	4	12	7		4	98	
	3.尚可	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	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	
	5.合計人次	9	9	6	8	9	9	11	11	7	10	10	10	9	10	7	11	11	14	7	0	11	0	189
	滿意度(%)	93.33%	92.22%	93.33%	95.00%	97.78%	94.44%	96.36%	92.73%	94.29%	97.00%	93.00%	94.00%	97.78%	94.00%	98.57%	95.45%	93.64%	89.29%	90.00%	#####	96.36%	#####	94.34%
六. 對本署整體服務的滿意度?	1.非常滿意	3	4	2	5	6	4	6	3	3	7	4	3	7	4	6	6	6	1	0		7	87	
	2.滿意	6	4	4	3	3	5	5	8	4	3	6	7	2	6	1	5	5	12	7		4	100	
	3.尚可	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	
	5.合計人次	9	9	6	8	9	9	11	11	7	10	10	10	9	10	7	11	11	14	7	0	11	0	189
	滿意度(%)	93.33%	92.22%	93.33%	96.25%	96.67%	94.44%	95.45%	92.73%	94.29%	97.00%	94.00%	93.00%	97.78%	94.00%	98.57%	95.45%	95.45%	89.29%	90.00%	#####	96.36%	#####	94.39%
	共發問卷數:	9	9	6	8	9	9	11	11	7	10	10	10	9	10	7	11	11	14	7		11	0	189
	民眾其他意見提供(人):	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	2	1	0		0	0	5
	告訴人、被害人:	1	1	0	1	0	1	0	4	2	1	1	0	3	1	1	0	0	1	0		2	0	20
	被告(人):	3	5	3	3	3	1	10	7	1	4	4	8	6	2	4	3	9	9	2		4	0	91
	證人(人):	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	3		2	0	9
	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):	4	3	2	2	6	5	1	0	2	5	3	2	0	4	2	8	2	1	0	假	3	0	55
	家屬陪同、洽公:	1	0	0	2	0	2	0	0	2	0	1	0	0	3	0	0	0	0	0		0	0	11
	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2		0	0	3
	合計(人)	9	9	6	8	9	9	11	11	7	10	10	10	9	10	7	11	11	14	7	0	11	0	189

