

臺灣花蓮地方法院檢察署 104 年 10 月份民眾意見調查統計表

統計項目	上班日期	1	2	5	6	7	8	12	13	14	15	16	19	20	21	22	23	26	27	28	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	1	6	7	5	8	2	6	4	4	4	6	6	8	5	3	4	10	3	5	4	5	106	
	2.滿意	6	3	4	4	3	12	4	6	3	4	3	3	3	4	3	4	3	7	3	7	8	97	
	3.尚可	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	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	7	9	11	9	12	14	10	10	8	8	9	9	9	11	9	6	8	13	10	8	11	13	205
	滿意度(%)	91.43%	96.67%	96.36%	95.56%	95.00%	91.43%	96.00%	94.00%	92.50%	95.00%	96.67%	96.67%	97.27%	95.56%	95.00%	95.00%	97.69%	93.00%	96.25%	93.64%	93.85%	#####	94.98%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	1	3	3	4	8	3	6	3	5	3	4	3	7	6	3	3	9	5	5	2	6	92	
	2.滿意	6	5	8	4	4	11	4	6	3	5	5	6	4	4	3	5	4	5	3	10	7	112	
	3.尚可	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	
	5.合計人次	7	8	11	8	12	14	10	10	8	8	9	9	11	10	6	8	13	10	8	12	13	0	205
	滿意度(%)	91.43%	93.75%	92.73%	95.00%	96.67%	92.14%	96.00%	91.00%	96.25%	93.75%	94.44%	93.33%	96.36%	96.00%	95.00%	93.75%	96.92%	95.00%	96.25%	91.67%	94.62%	#####	94.39%
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	3	3	4	8	3	9	3	4	2	4	4	7	6	2	1	3	0	5	1	4	77	
	2.滿意	6	5	7	4	4	11	1	4	3	5	3	3	4	4	4	6	9	5	2	8	6	104	
	3.尚可	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	1	4	
	4.不好	0	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	7	8	10	8	12	14	10	9	7	7	7	7	11	10	6	7	12	5	8	10	11	0	186
	滿意度(%)	91.43%	93.75%	93.00%	95.00%	96.67%	92.14%	99.00%	86.67%	95.71%	92.86%	95.71%	95.71%	96.36%	96.00%	93.33%	91.43%	92.50%	90.00%	93.75%	89.00%	91.82%	#####	93.49%
四. 服務台人員的服務態度如何?	1.非常滿意	2	4	10	5	9	4	9	5	5	4	3	8	7	7	4	1	12	5	6	8	6	124	
	2.滿意	5	5	1	4	3	10	1	5	3	4	6	1	4	3	2	7	1	5	2	4	7	83	
	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	7	9	11	9	12	14	10	10	8	8	9	9	11	10	6	8	13	10	8	12	13	0	207
	滿意度(%)	92.86%	94.44%	99.09%	95.56%	97.50%	92.86%	99.00%	95.00%	96.25%	95.00%	93.33%	98.89%	96.36%	97.00%	96.67%	91.25%	99.23%	95.00%	97.50%	96.67%	94.62%	#####	95.99%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	1	3	10	5	8	3	7	3	4	3	2	6	7	6	3	1	9	5	5	5	5	101	
	2.滿意	6	6	1	4	4	11	3	7	4	5	7	3	4	4	3	7	4	5	3	7	8	106	
	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	7	9	11	9	12	14	10	10	8	8	9	9	11	10	6	8	13	10	8	12	13	0	207
	滿意度(%)	91.43%	93.33%	99.09%	95.56%	96.67%	92.14%	97.00%	93.00%	95.00%	93.75%	92.22%	96.67%	96.36%	96.00%	95.00%	91.25%	96.92%	95.00%	96.25%	94.17%	93.85%	#####	94.88%
六. 對本署整體服務的滿意度?	1.非常滿意	1	3	9	5	8	3	7	4	4	3	3	6	7	6	3	1	9	5	5	6	5	103	
	2.滿意	6	6	2	4	4	11	3	6	4	5	6	3	4	4	3	7	4	5	3	6	8	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	7	9	11	9	12	14	10	10	8	8	9	9	11	10	6	8	13	10	8	12	13	0	207
	滿意度(%)	91.43%	93.33%	98.18%	95.56%	96.67%	92.14%	97.00%	94.00%	95.00%	93.75%	93.33%	96.67%	96.36%	96.00%	95.00%	91.25%	96.92%	95.00%	96.25%	95.00%	93.85%	#####	94.98%
共發問卷數:	7	9	11	9	12	14	10	10	8	8	9	9	11	10	6	8	13	10	8	12	13	0	207	
民眾其他意見提供(人):	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
告訴人、被害人:	3	3	2	1	2	4	0	0	0	0	3	1	1	1	2	2	0	2	0	1	1	1	30	
被告(人):	4	0	4	3	4	9	2	1	4	4	3	4	4	2	3	2	8	4	3	11	6	85		
證人(人):	0	0	0	0	4	0	1	0	1	0	0	0	0	4	0	0	0	0	0	0	1	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	0	
執行(人):	0	6	5	3	2	0	7	7	2	1	3	4	6	1	1	4	3	5	2	0	3	65		
家屬陪同、洽公:	0	0	0	1	0	1	0	2	1	0	2	0	0	1	0	2	0	1	2	0	2	2	15	
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	
關係人(人):	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
合計(人)	7	9	11	9	12	14	10	10	8	8	9	9	11	10	6	8	13	10	8	12	13	0	207	

