

臺灣花蓮地方法院檢察署 104 年 11 月份民眾意見調查統計表

統計項目	上班日期	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	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	4	4	8	4	9	9	6	6	4	4	8	4	8	5	5	12	4	7	6	8	8	133	
	2.滿意	2	5	5	10	2	2	4	3	11	5	3	3	0	6	2	3	6	7	7	1	4	91	
	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	6	9	13	14	11	11	10	9	15	9	11	7	9	11	7	15	10	14	13	9	12	0	225
	滿意度(%)	96.67%	94.44%	96.15%	92.86%	98.18%	98.18%	96.00%	96.67%	92.67%	94.44%	97.27%	95.71%	96.67%	94.55%	97.14%	98.00%	94.00%	95.00%	94.62%	98.89%	96.67%	#####	95.82%
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	4	3	5	1	8	8	5	6	0	3	8	5	7	5	5	9	4	1	6	6	9	108	
	2.滿意	1	6	8	13	3	4	4	3	15	6	3	2	2	6	2	6	6	12	7	3	3	115	
	3.尚可	1	0	0	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	0	
	5.合計人次	6	9	13	14	11	12	9	9	15	9	11	7	9	11	7	15	10	13	13	9	12	0	224
	滿意度(%)	93.33%	93.33%	93.85%	90.71%	97.27%	96.67%	95.56%	96.67%	90.00%	93.33%	97.27%	97.14%	97.78%	94.55%	97.14%	96.00%	94.00%	90.77%	94.62%	96.67%	97.50%	#####	94.73%
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	5	3	4	2	9	4	5	6	1	3	5	5	7	4	5	7	2	1	1	4	10	93	
	2.滿意	1	5	7	9	2	5	3	3	11	6	5	2	2	6	2	7	5	12	10	4	2	109	
	3.尚可	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	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	6	8	11	11	11	9	8	9	12	9	11	7	9	10	7	14	7	13	11	9	12	0	204
	滿意度(%)	98.33%	93.75%	93.64%	91.82%	98.18%	94.44%	96.25%	96.67%	90.83%	93.33%	92.73%	97.14%	97.78%	94.00%	97.14%	95.00%	92.86%	90.77%	90.91%	92.22%	98.33%	#####	94.36%
四. 服務台人員的服務態度如何?	1.非常滿意	6	2	10	7	8	11	8	7	6	3	11	6	8	5	4	12	6	9	8	7	10	154	
	2.滿意	0	7	3	7	3	0	2	2	9	6	0	1	1	6	3	3	4	5	5	2	2	71	
	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	6	9	13	14	11	11	10	9	15	9	11	7	9	11	7	15	10	14	13	9	12	0	225
	滿意度(%)	#####	92.22%	97.69%	95.00%	97.27%	#####	98.00%	97.78%	94.00%	93.33%	#####	98.57%	98.89%	94.55%	95.71%	98.00%	96.00%	96.43%	96.15%	97.78%	98.33%	#####	96.84%
五. 對本署同仁處理公務的滿意度?	1.非常滿意	5	1	7	5	8	8	7	6	3	2	8	5	7	4	4	11	5	5	4	4	10	119	
	2.滿意	1	8	6	9	3	3	3	3	12	7	3	2	2	7	3	4	5	9	9	5	2	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	6	9	13	14	11	11	10	9	15	9	11	7	9	11	7	15	10	14	13	9	12	0	225
	滿意度(%)	98.33%	91.11%	95.38%	93.57%	97.27%	97.27%	97.00%	96.67%	92.00%	92.22%	97.27%	97.14%	97.78%	93.64%	95.71%	97.33%	95.00%	93.57%	93.08%	94.44%	98.33%	#####	95.29%
六. 對本署整體服務的滿意度?	1.非常滿意	5	1	8	4	8	9	6	6	4	2	8	5	7	4	3	11	5	5	4	4	10	119	
	2.滿意	1	8	5	10	3	2	4	3	11	7	3	2	2	7	4	4	5	9	9	5	2	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	6	9	13	14	11	11	10	9	15	9	11	7	9	11	7	15	10	14	13	9	12	0	225
	滿意度(%)	98.33%	91.11%	96.15%	92.86%	97.27%	98.18%	96.00%	96.67%	92.67%	92.22%	97.27%	97.14%	97.78%	93.64%	94.29%	97.33%	95.00%	93.57%	93.08%	94.44%	98.33%	#####	95.29%
共發問卷數:		6	9	13	14	11	11	10	9	15	9	11	7	9	11	7	15	10	14	13	9	12	0	225
民眾其他意見提供(人):		0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
告訴人、被害人:		0	1	3	3	1	0	3	1	1	1	4	1	1	2	1	1	2	1	2	0	1	0	30
被告(人):		1	2	7	11	6	8	4	2	13	4	1	0	2	6	0	5	1	8	8	5	3	0	97
證人(人):		0	1	1	0	0	0	0	1	0	0	0	0	4	0	0	0	0	3	3	0	0	0	13
告發人、檢舉人:		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	3
執行(人):		5	4	2	0	3	3	2	4	1	2	5	6	2	1	4	8	6	1	0	2	4	0	65
家屬陪同、洽公:		0	0	0	0	1	0	1	1	0	2	0	0	0	1	2	1	0	0	0	2	2	0	13
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	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	3

合計 (人)	6	8	13	14	11	11	10	9	15	9	11	7	9	11	7	15	10	14	13	9	12	0	224
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