

臺灣花蓮地方法院檢察署 104 年 12 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	28	29	30	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	0	7	5	7	6	3	7	4	5	8	1	6	3	7	5	3	7	4	5	4	6	3	1	107	
	2.滿意	5	5	8	3	6	6	5	9	2	5	5	3	10	1	3	12	4	10	3	9	3	12	9	138	
	3.尚可	1	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	2	0	0	0	1	0	1	0	8
	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	0	0	0
	5.合計人次	6	12	13	10	12	9	12	13	13	7	13	8	9	14	8	8	17	11	14	8	14	9	16	10	253
滿意度(%)	86.67%	95.83%	93.85%	97.00%	95.00%	93.33%	95.83%	93.08%	97.14%	96.15%	86.25%	96.67%	90.71%	98.75%	96.25%	89.41%	96.36%	92.86%	96.25%	91.43%	96.67%	90.63%	91.00%		93.60%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	0	6	3	6	4	4	6	1	5	7	2	5	0	5	5	3	7	1	5	7	5	3	0	90	
	2.滿意	4	5	10	3	7	5	6	11	2	6	4	4	13	3	3	11	4	13	3	6	4	10	8	145	
	3.尚可	2	0	0	0	1	0	0	1	0	0	2	0	1	0	0	3	0	0	0	1	0	3	0	14	
	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	0	0	0
	5.合計人次	6	11	13	9	12	9	12	13	7	13	8	9	14	8	8	17	11	14	8	14	9	16	8	8	249
滿意度(%)	83.33%	95.45%	92.31%	96.67%	91.67%	94.44%	95.00%	89.23%	97.14%	95.38%	87.50%	95.56%	88.57%	96.25%	96.25%	88.24%	96.36%	90.71%	96.25%	93.57%	95.56%	88.13%	90.00%		92.49%	
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	2	6	2	5	5	2	6	1	3	9	1	4	0	6	4	3	7	1	4	7	3	3	0	84	
	2.滿意	4	5	9	5	5	3	5	10	4	3	1	5	10	2	4	7	4	12	4	6	1	10	7	126	
	3.尚可	0	0	0	0	2	0	0	0	0	0	2	0	1	0	0	6	0	0	0	1	0	3	2	17	
	4.不好	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	5.合計人次	6	11	11	10	12	5	12	11	7	12	4	9	11	8	8	16	11	13	8	14	4	16	9	9	228
滿意度(%)	93.33%	95.45%	91.82%	95.00%	90.83%	94.00%	91.67%	90.91%	94.29%	97.50%	82.50%	94.44%	88.18%	97.50%	95.00%	84.38%	96.36%	90.77%	95.00%	93.57%	97.50%	88.13%	85.56%		92.02%	
四. 服務台人員的服務態度如何?	1.非常滿意	0	8	8	5	9	4	10	6	3	10	3	7	6	5	8	5	8	8	4	10	6	8	3	144	
	2.滿意	6	4	5	5	3	5	2	6	4	3	4	2	7	3	0	12	3	6	4	4	3	8	7	106	
	3.尚可	0	0	0	0	0	0	0	0	0	0	1	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	0	0	0
	5.合計人次	6	12	13	10	12	9	12	12	7	13	8	9	14	8	8	17	11	14	8	14	9	16	10	10	252
滿意度(%)	90.00%	96.67%	96.15%	95.00%	97.50%	94.44%	98.33%	95.00%	94.29%	97.69%	91.25%	97.78%	92.86%	96.25%	96.25%	88.82%	96.36%	92.86%	93.75%	94.29%	96.25%	92.50%	90.00%		95.56%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	2	8	4	5	6	4	8	3	3	7	3	6	3	5	5	4	7	4	3	8	5	4	0	107	
	2.滿意	4	4	9	5	4	5	4	10	4	6	4	3	10	3	3	10	4	10	5	5	3	12	10	137	
	3.尚可	0	0	0	0	2	0	0	0	0	0	1	0	1	0	0	3	0	0	0	1	0	0	0	8	
	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	0	0	0
	5.合計人次	6	12	13	10	12	9	12	13	7	13	8	9	14	8	8	17	11	14	8	14	8	16	10	10	252
滿意度(%)	93.33%	96.67%	93.08%	95.00%	91.67%	94.44%	96.67%	92.31%	94.29%	95.38%	91.25%	96.67%	90.71%	96.25%	96.25%	88.82%	96.36%	92.86%	93.75%	94.29%	96.25%	92.50%	90.00%		93.61%	
六. 對本署整體服務的滿意度?	1.非常滿意	0	8	4	5	6	4	7	3	3	7	3	5	2	5	5	3	7	4	3	8	5	4	1	102	
	2.滿意	3	4	9	5	4	5	5	9	4	6	4	4	11	3	3	13	4	10	5	5	3	12	9	140	
	3.尚可	3	0	0	0	2	0	0	0	0	0	1	0	1	0	0	1	0	0	0	1	1	0	0	10	
	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	0	0	0
	5.合計人次	6	12	13	10	12	9	12	12	7	13	8	9	14	8	8	17	11	14	8	14	9	16	10	10	252
滿意度(%)	80.00%	96.67%	93.08%	95.00%	91.67%	94.44%	95.83%	92.50%	94.29%	95.38%	91.25%	95.56%	90.00%	96.25%	96.25%	90.59%	96.36%	92.86%	93.75%	94.29%	93.33%	92.50%	91.00%		93.25%	
共發問卷數:	6	12	13	10	12	9	12	13	7	13	8	9	14	8	8	17	11	14	8	14	9	16	10	10	253	
民眾其他意見提供(人):	0	0	0	0	0	0	1	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	
告訴人、被害人:	3	3	3	1	1	0	2	2	1	0	1	2	1	2	0	0	3	1	0	1	1	4	2	2	34	
被告(人):	1	2	10	4	6	1	5	10	0	4	3	3	11	0	2	10	4	13	5	5	1	6	4	4	110	
證人(人):	0	4	0	1	0	1	2	0	0	2	0	2	2	1	1	0	3	0	0	1	0	2	0	0	22	
告發人、檢舉人:	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
執行(人):	1	1	0	3	5	6	3	1	4	5	4	2	0	4	5	5	0	0	1	7	7	1	2	2	67	
家屬陪同、洽公:	0	0	0	1	0	1	0	0	2	1	0	0	0	1	0	0	0	0	2	0	0	1	1	1	10	
辯護人、代理人:	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
關係人(人):	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	1	0	0	0	0	2	1	1	8	
合計(人)	6	12	13	10	12	9	12	13	7	13	8	9	14	8	8	17	11	14	8	14	9	16	10	10	253	

