

臺灣花蓮地方法院檢察署 105 年 3 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	3	2	4	5	7	7	2	5	6	2	3	5	5	4	7	5	4	7	5	6	5	5	4	108	
	2.滿意	4	6	12	4	3	5	4	6	2	9	7	6	7	3	3	6	7	9	4	5	6	6	8	132	
	3.尚可	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	5	2	0	0	0	0	3	1	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	7	9	16	9	10	12	6	12	8	11	11	11	12	7	10	16	13	16	9	11	14	12	12	12	254
	滿意度(%)	94.29%	90.00%	92.50%	95.56%	97.00%	95.83%	93.33%	92.50%	97.50%	91.82%	90.91%	94.55%	94.17%	95.71%	97.00%	86.88%	90.00%	94.38%	95.56%	95.45%	89.29%	92.50%	93.33%	93.15%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	3	1	3	5	6	5	2	3	4	3	2	8	6	3	6	3	3	6	5	4	4	3	4	92	
	2.滿意	3	7	13	4	4	7	3	9	3	8	8	3	6	4	4	12	10	10	3	7	7	8	8	151	
	3.尚可	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	3	1	0	7	
	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	
	5.合計人次	6	9	16	9	10	12	5	12	7	11	11	11	12	7	10	16	13	16	8	11	14	12	12	250	
	滿意度(%)	95.00%	88.89%	91.88%	95.56%	96.00%	94.17%	94.00%	92.50%	95.71%	92.73%	90.00%	97.27%	95.00%	94.29%	96.00%	90.63%	92.31%	93.75%	96.25%	93.64%	88.57%	90.83%	93.33%	93.12%	
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	1	5	4	5	3	2	3	5	4	3	6	7	4	5	2	2	6	4	6	3	3	3	87	
	2.滿意	4	6	10	5	4	7	3	8	2	5	6	5	5	3	5	11	7	10	4	5	8	8	6	137	
	3.尚可	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	2	0	0	0	2	1	1	9	
	4.不好	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	3	
	5.合計人次	5	8	15	9	9	10	5	12	7	9	10	11	12	7	10	15	12	16	8	11	13	12	10	236	
	滿意度(%)	92.00%	86.25%	93.33%	94.44%	95.56%	93.00%	94.00%	90.83%	97.14%	94.44%	91.00%	95.45%	95.83%	95.71%	95.00%	87.33%	85.00%	93.75%	95.00%	95.45%	89.23%	90.83%	91.00%	92.42%	
四. 服務台人員的服務態度如何?	1.非常滿意	3	5	11	6	8	8	3	6	6	6	5	7	8	3	7	6	9	10	6	9	5	9	5	151	
	2.滿意	4	4	5	3	2	5	3	6	2	5	6	4	4	4	3	8	4	6	3	2	9	3	7	102	
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	0	0	
	5.合計人次	7	9	16	9	10	13	6	12	8	11	11	11	12	7	10	15	13	16	9	11	14	12	12	254	
	滿意度(%)	94.29%	95.56%	96.88%	96.67%	98.00%	96.15%	95.00%	95.00%	97.50%	95.45%	94.55%	96.36%	96.67%	94.29%	97.00%	92.67%	96.92%	96.25%	96.67%	98.18%	93.57%	97.50%	94.17%	95.87%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	3	3	7	4	6	5	3	4	4	4	3	6	7	3	7	2	4	8	4	4	4	6	4	105	
	2.滿意	4	5	9	5	4	8	3	7	4	7	7	5	5	4	3	11	8	8	5	7	10	6	8	143	
	3.尚可	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	2	1	0	0	0	0	0	0	5	
	4.不好	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	5.合計人次	7	9	16	9	10	13	6	12	8	11	11	11	12	7	10	15	13	16	9	11	14	12	12	254	
	滿意度(%)	94.29%	88.89%	94.38%	94.44%	96.00%	93.85%	95.00%	91.67%	95.00%	93.64%	90.91%	95.45%	95.83%	94.29%	97.00%	88.67%	91.54%	95.00%	94.44%	93.64%	92.86%	95.00%	93.33%	93.58%	
六. 對本署整體服務的滿意度?	1.非常滿意	3	3	6	4	6	6	2	4	4	4	3	6	7	3	7	2	4	8	4	4	4	6	4	104	
	2.滿意	4	5	10	5	4	7	4	8	4	7	7	5	5	4	3	11	8	8	5	7	10	6	8	145	
	3.尚可	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	2	1	0	0	0	0	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	0	0	0	
	5.合計人次	7	9	16	9	10	13	6	12	8	11	11	11	12	7	10	15	13	16	9	11	14	12	12	254	
	滿意度(%)	94.29%	91.11%	93.75%	94.44%	96.00%	94.62%	93.33%	93.33%	95.00%	93.64%	90.91%	95.45%	95.83%	94.29%	97.00%	88.67%	91.54%	95.00%	94.44%	93.64%	92.86%	95.00%	93.33%	93.70%	
共發問卷數:	7	9	16	9	10	13	6	12	8	11	11	11	12	7	10	15	13	16	9	11	14	12	12	254		
民眾其他意見提供(人):	0	1	0	0	0	2	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	6	
告訴人、被害人:	0	1	1	1	0	0	1	1	2	0	2	0	1	2	0	9	2	3	1	1	5	2	2	37		
被告(人):	0	6	12	3	3	4	2	5	1	5	6	3	6	2	3	2	9	7	4	5	0	7	5	100		
證人(人):	0	0	0	1	0	3	1	1	0	1	0	6	0	2	0	0	0	0	0	0	0	1	0	16		
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	0	0	
執行(人):	6	2	2	2	5	6	1	3	4	5	2	2	5	0	6	2	2	5	3	5	7	2	0	77		
家屬陪同、洽公:	0	0	0	1	1	0	1	2	1	0	0	0	0	1	0	0	0	1	1	0	0	0	1	10		
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	0	0	
關係人(人):	1	0	1	1	1	0	0	0	0	0	1	0	0	0	1	2	0	0	0	0	2	0	4	14		
合計(人)	7	9	16	9	10	13	6	12	8	11	11	11	12	7	10	15	13	16	9	11	14	12	12	254		

