

臺灣花蓮地方法院檢察署 105 年 5 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	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	4	7	3	4	6	5	8	5	8	7	4	8	7	3	3	7	4	3	16	5	8	4	129		
	2.滿意	5	2	7	8	4	5	2	6	4	2	4	1	6	15	12	8	5	9	4	3	5	5	122		
	3.尚可	1	0	0	0	0	0	0	0	0	0	1	0	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	
	5.合計人次	10	9	10	12	10	10	10	10	11	12	9	9	9	13	18	15	15	9	12	20	8	13	9	0	253
	滿意度(%)	92.00%	97.78%	93.00%	93.33%	96.00%	95.00%	98.00%	94.55%	96.67%	97.78%	92.22%	98.89%	95.38%	91.67%	92.00%	94.67%	94.44%	92.50%	98.00%	96.25%	96.15%	94.44%	#####	94.94%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	5	7	1	3	4	3	6	3	8	5	3	7	6	3	1	6	4	2	17	4	8	5	111		
	2.滿意	4	2	9	9	3	7	3	8	4	4	5	2	7	15	14	9	5	9	3	3	4	4	133		
	3.尚可	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	4		
	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	10	9	10	12	7	10	9	11	12	9	9	9	13	18	15	15	9	12	20	7	13	9	0	248	
	滿意度(%)	93.00%	97.78%	91.00%	92.50%	95.71%	93.00%	96.67%	92.73%	96.67%	95.56%	91.11%	97.78%	94.62%	91.67%	90.67%	94.00%	94.44%	90.00%	98.50%	95.71%	94.62%	95.56%	#####	94.15%	
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	7	7	1	3	4	5	8	4	7	6	5	8	4	4	2	5	3	0	15	2	6	5	111		
	2.滿意	2	2	6	6	3	5	1	5	5	3	3	1	9	14	13	10	3	11	5	5	6	4	122		
	3.尚可	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	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	0	0	0	
	5.合計人次	10	9	7	9	7	10	9	9	12	9	9	9	13	18	15	15	6	11	20	7	13	9	0	236	
	滿意度(%)	95.00%	97.78%	91.43%	93.33%	95.71%	95.00%	98.89%	94.44%	95.83%	96.67%	93.33%	98.89%	93.08%	92.22%	91.33%	93.33%	95.00%	90.00%	97.50%	92.86%	93.08%	95.56%	#####	94.45%	
四. 服務台人員的服務態度如何?	1.非常滿意	7	7	7	7	6	7	9	7	8	6	5	9	4	8	2	11	6	6	18	4	9	5	158		
	2.滿意	3	2	3	5	4	3	1	4	4	3	4	0	9	10	13	4	3	6	2	3	4	4	94		
	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	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	0	0	
	5.合計人次	10	9	10	12	10	10	10	11	12	9	9	9	13	18	15	15	9	12	20	7	13	9	0	252	
	滿意度(%)	97.00%	97.78%	97.00%	95.83%	96.00%	97.00%	99.00%	96.36%	96.67%	96.67%	95.56%	#####	93.08%	94.44%	91.33%	97.33%	96.67%	95.00%	99.00%	95.71%	96.92%	95.56%	#####	96.27%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	5	6	4	5	4	6	7	5	8	5	4	7	4	4	1	10	5	4	17	3	7	5	126		
	2.滿意	4	3	6	7	6	4	3	6	4	4	4	2	9	14	14	5	4	8	3	5	5	4	124		
	3.尚可	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	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	0	0	0	
	5.合計人次	10	9	10	12	10	10	10	11	12	9	9	9	13	18	15	15	9	12	20	8	13	9	0	253	
	滿意度(%)	93.00%	96.67%	94.00%	94.17%	94.00%	96.00%	97.00%	94.55%	96.67%	95.56%	92.22%	97.78%	93.08%	92.22%	90.67%	96.67%	95.56%	93.33%	98.50%	93.75%	93.85%	95.56%	#####	94.74%	
六. 對本署整體服務的滿意度?	1.非常滿意	5	7	4	4	4	6	7	5	8	5	4	8	4	4	1	9	5	4	16	3	7	5	125		
	2.滿意	5	2	6	8	6	4	3	6	4	4	5	1	9	14	14	6	4	8	4	5	6	4	128		
	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	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	0	0	
	5.合計人次	10	9	10	12	10	10	10	11	12	9	9	9	13	18	15	15	9	12	20	8	13	9	0	253	
	滿意度(%)	95.00%	97.78%	94.00%	93.33%	94.00%	96.00%	97.00%	94.55%	96.67%	95.56%	94.44%	98.89%	93.08%	92.22%	90.67%	96.00%	95.56%	93.33%	98.00%	93.75%	95.38%	95.56%	#####	94.94%	
共發問卷數:	10	9	10	12	10	10	10	11	12	9	9	9	13	18	15	15	9	12	20	8	13	9	0	253		
民眾其他意見提供(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	
告訴人、被害人:	2	1	1	0	1	0	3	1	1	1	0	1	2	5	2	2	2	0	9	3	1	2	0	40		
被告(人):	2	3	3	8	0	7	2	5	5	3	3	1	3	10	7	9	4	9	4	2	4	2	0	96		
證人(人):	0	1	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	1	0	0	0	1	0	8		
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		
執行(人):	4	3	5	3	5	3	5	4	5	5	6	4	3	3	4	3	1	1	7	3	8	4	0	89		
家屬陪同、洽公:	0	0	0	0	3	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	6	
辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2		
關係人(人):	2	1	0	1	0	0	0	0	1	0	0	2	1	0	1	1	2	0	0	0	0	0	0	12		
合計(人)	10	9	10	12	10	10	10	11	12	9	9	9	13	18	15	15	9	12	20	8	13	9	0	253		

