

臺灣花蓮地方法院檢察署 106 年 3 月份 民眾意見調查統計表

統計項目	上班日期	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	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	4	6	4	8	7	7	8	6	6	7	5	14	5	7	7	4	8	5	3	6	6	7	3	143	
	2.滿意	6	4	3	2	4	2	5	3	2	2	5	12	3	6	3	8	2	3	6	1	5	3	2	92	
	3.尚可		1										1												2	
	4.不好																									0
	5.合計人次	10	11	7	10	11	9	13	9	8	9	10	27	8	13	10	12	10	8	9	7	11	10	5	237	
滿意度(%)	94.00%	93.64%	95.71%	98.00%	96.36%	97.78%	96.15%	96.67%	97.50%	97.78%	95.00%	94.44%	96.25%	95.38%	97.00%	93.33%	98.00%	96.25%	93.33%	98.57%	95.45%	97.00%	96.00%	95.86%		
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	2	6	2	7	8	6	8	6	4	7	3	14	5	7	7	3	8	3	4	6	6	7	3	132	
	2.滿意	8	5	5	3	3	3	5	3	4	2	7	13	3	5	3	9	2	5	5	1	5	3	2	104	
	3.尚可																								0	
	4.不好																								0	
	5.合計人次	10	11	7	10	11	9	13	9	8	9	10	27	8	12	10	12	10	8	9	7	11	10	5	236	
滿意度(%)	92.00%	95.45%	92.86%	97.00%	97.27%	96.67%	96.15%	96.67%	95.00%	97.78%	93.00%	95.19%	96.25%	95.83%	97.00%	92.50%	98.00%	93.75%	94.44%	98.57%	95.45%	97.00%	96.00%	95.59%		
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	3	6	3	7	7	6	8	5		4	3	16	4	7	7	4	8	3	4	6	5	7	3	126	
	2.滿意	7	5	4	3	1	3	5	4	4	1	4	11	2	5	3	7	2	5	4	1	6	3	2	92	
	3.尚可											1					1			1					3	
	4.不好											1													1	
	5.合計人次	10	11	7	10	8	9	13	9	4	5	9	27	6	12	10	12	10	8	9	7	11	10	5	222	
滿意度(%)	93.00%	95.45%	94.29%	97.00%	98.75%	96.67%	96.15%	95.56%	90.00%	98.00%	86.67%	95.93%	96.67%	95.83%	97.00%	91.67%	98.00%	93.75%	92.22%	98.57%	94.55%	97.00%	96.00%	95.23%		
四. 服務台人員的服務態度如何?	1.非常滿意	6	7	4	9	11	8	8	7	6	7	8	15	7	12	7	11	9	6	7	6	8	8	4	181	
	2.滿意	4	4	3	1		1	5	2	2	2	2	11	1	1	3	1	1	2	2	1	3	2	1	55	
	3.尚可																								0	
	4.不好																								0	
	5.合計人次	10	11	7	10	11	9	13	9	8	9	10	26	8	13	10	12	10	8	9	7	11	10	5	236	
滿意度(%)	96.00%	96.36%	95.71%	99.00%	#####	98.89%	96.15%	97.78%	97.50%	97.78%	98.00%	95.77%	98.75%	99.23%	97.00%	99.17%	99.00%	97.50%	97.78%	98.57%	97.27%	98.00%	98.00%	97.67%		
五. 對本署同仁處理公務的滿意度?	1.非常滿意	3	6	3	9	8	7	8	5	4	7	6	14	5	9	7	5	8	3	3	6	7	8	3	144	
	2.滿意	7	5	4	1	2	2	5	4	4	2	4	11	3	3	3	7	2	5	6	1	4	2	2	89	
	3.尚可																								0	
	4.不好																								0	
	5.合計人次	10	11	7	10	10	9	13	9	8	9	10	25	8	12	10	12	10	8	9	7	11	10	5	233	
滿意度(%)	93.00%	95.45%	94.29%	99.00%	98.00%	97.78%	96.15%	95.56%	95.00%	97.78%	96.00%	95.60%	96.25%	97.50%	97.00%	94.17%	98.00%	93.75%	93.33%	98.57%	96.36%	98.00%	96.00%	96.18%		
六. 對本署整體服務的滿意度?	1.非常滿意	3	6	3	9	8	7	8	6	4	7	6	14	5	9	7	5	8	3	3	6	7	8	3	145	
	2.滿意	7	5	4	1	2	2	5	3	4	2	4	11	3	4	3	7	2	5	6	1	4	2	2	89	
	3.尚可																								0	
	4.不好																								0	
	5.合計人次	10	11	7	10	10	9	13	9	8	9	10	25	8	13	10	12	10	8	9	7	11	10	5	234	
滿意度(%)	93.00%	95.45%	94.29%	99.00%	98.00%	97.78%	96.15%	96.67%	95.00%	97.78%	96.00%	95.60%	96.25%	96.92%	97.00%	94.17%	98.00%	93.75%	93.33%	98.57%	96.36%	98.00%	96.00%	96.20%		
共發問卷數:	10	11	7	10	11	9	13	9	8	9	10	27	8	14	10	12	10	8	9		11	10	5	231		
民眾其他意見提供(人):																									0	
告訴人、被害人:	1	1	1		1			2		2		6	2	1			1		1	1			2		22	
被告(人):	8	7	1	3	5	5	10	2	2	2	5	16	3	5	2	6	7	2	3	1	5	7	1		108	
證人(人):		1								1				1	2	1						3			9	
告發人、檢舉人:										1						1					1				3	
執行(人):	1	1	3	5	5	4	3	3	4	1	2	3	1	5	2	4	3	4	5	3	2	3	2		69	
家屬陪同、洽公:			2						2	1			2		2	1		1	1						12	
辯護人、代理人:									1																1	
關係人(人):		1		2					1	1	2			2	1						1				11	
合計(人)	10	11	7	10	11	9	13	9	8	9	9	25	8	14	10	12	10	8	9	7	11	10	5	235		

