

臺灣花蓮地方法院檢察署 106 年 6 月份 民眾意見調查統計表

統計項目	上班日期	1	2	3	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	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	8	3	8	9	6	5	5	6	3	7	6	7	1	7	6	8	8	6	7	10	9	5	8	148
	2.滿意	2	1	2	2	1	4	5	6	4	3	4	2	11	3	3	3	3	5	8	0	3	2	4	81
	3.尚可																								0
	4.不好										1														1
	5.合計人次	10	4	10	11	7	9	10	12	8	10	10	9	12	10	9	11	11	11	15	10	12	7	12	230
滿意度(%)	98.00%	97.50%	98.00%	98.18%	98.57%	95.56%	95.00%	95.00%	88.75%	97.00%	96.00%	97.78%	90.83%	97.00%	96.67%	97.27%	97.27%	95.45%	94.67%	#####	97.50%	97.14%	96.67%	96.26%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	7	2	8	9	6	5	5	4	4	7	7	7	1	7	6	8	8	6	10	9	6	5	6	143
	2.滿意	3	1	2	3	1	4	5	8	3	3	4	3	10	3	3	3	3	5	5	1	6	2	6	87
	3.尚可																								0
	4.不好										1														1
	5.合計人次	10	3	10	12	7	9	10	12	8	10	11	10	11	10	9	11	11	11	15	10	12	7	12	231
滿意度(%)	97.00%	96.67%	98.00%	97.50%	98.57%	95.56%	95.00%	93.33%	90.00%	97.00%	96.36%	97.00%	90.91%	97.00%	96.67%	97.27%	97.27%	95.45%	96.67%	99.00%	95.00%	97.14%	95.00%	96.02%	
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	3	7	8	2	3	5	3	4	6	4	7	2	6	3	4	9	5	6	9	6	5	6	120
	2.滿意	3	1		4	1	3	5	6	3	3	6	3	9	1	1	3	2	6	5	1	4	2	6	78
	3.尚可																								0
	4.不好																								0
	5.合計人次	10	4	7	12	3	6	10	9	7	9	10	10	11	7	4	7	11	11	11	10	10	7	12	198
滿意度(%)	97.00%	97.50%	#####	96.67%	96.67%	95.00%	95.00%	93.33%	95.71%	96.67%	94.00%	97.00%	91.82%	98.57%	97.50%	95.71%	98.18%	94.55%	95.45%	99.00%	96.00%	97.14%	95.00%	96.06%	
四. 服務台人員的服務態度如何?	1.非常滿意	9	4	8	9	6	6	5	8	6	7	8	7	7	9	6	8	9	7	12	10	12	5	8	176
	2.滿意	1		2	3	1	3	5	4	2	3	3	3	5	1	3	3	2	4	3	0	0	2	4	57
	3.尚可																								0
	4.不好																								0
	5.合計人次	10	4	10	12	7	9	10	12	8	10	11	10	12	10	9	11	11	11	15	10	12	7	12	233
滿意度(%)	99.00%	#####	98.00%	97.50%	98.57%	96.67%	95.00%	96.67%	97.50%	97.00%	97.27%	97.00%	95.83%	99.00%	96.67%	97.27%	98.18%	96.36%	98.00%	#####	#####	97.14%	96.67%	97.55%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	8	3	8	9	6	6	5	6	3	7	7	7	3	8	6	8	8	6	9	9	10	5	7	154
	2.滿意	2	1	2	2	1	3	5	6	5	3	4	3	9	2	3	3	3	5	6	1	2	2	5	78
	3.尚可				1																				1
	4.不好																								0
	5.合計人次	10	4	10	12	7	9	10	12	8	10	11	10	12	10	9	11	11	11	15	10	12	7	12	233
滿意度(%)	98.00%	97.50%	98.00%	95.83%	98.57%	96.67%	95.00%	95.00%	93.75%	97.00%	96.36%	97.00%	92.50%	98.00%	96.67%	97.27%	97.27%	95.45%	96.00%	99.00%	98.33%	97.14%	95.83%	96.52%	
六. 對本署整體服務的滿意度?	1.非常滿意	7	3	8	9	6	6	5	6	4	7	8	7	3	8	6	8	8	6	9	9	10	5	7	155
	2.滿意	3	1	2	3	1	3	5	6	4	3	3	3	9	2	3	3	3	5	6	1	2	2	5	78
	3.尚可																								0
	4.不好																								0
	5.合計人次	10	4	10	12	7	9	10	12	8	10	11	10	12	10	9	11	11	11	15	10	12	7	12	233
滿意度(%)	97.00%	97.50%	98.00%	97.50%	98.57%	96.67%	95.00%	95.00%	95.00%	97.00%	97.27%	97.00%	92.50%	98.00%	96.67%	97.27%	97.27%	95.45%	96.00%	99.00%	98.33%	97.14%	95.83%	96.65%	
共發問卷數:	10	4	10	12	7	9	10	12	8	10	11	10	12	10	9	11	11	11	15	10	12	7	12	233	
民眾其他意見提供(人):																									0
告訴人、被害人:	2				2				1	1	3	2	2		3	1	1	3	4	1	2		4	32	
被告(人):	4	1	1	3	2	4	3	6	3	3	7	5	6	2	3	4	3	4	7		5	2	4	82	
證人(人):		1		1														1	1		3	1		2	10
告發人、檢舉人:																			1						1
執行(人):	2	2	8	7	3	4	5	4	3	4	2	3	5	8	3	5	4	1	4	5	3				85
家屬陪同、洽公:			1			1			1									1	1			1		2	8
辯護人、代理人:																									0
關係人(人):				1														1			1				3
合計(人)	8	4	10	12	7	9	8	12	7	10	11	10	11	10	9	10	11	11	15	10	12	2	12	221	

