

臺灣花蓮地方法院檢察署 106 年 8 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	6	8	6	5	10	5	13	8	4	8	7	9	8	7	7	7	11	7	4	6	8	9	9	172
	2.滿意	1	2	1	2	1		3	7	1		1	1	8	2		1	1	7	4	3	2	1	3	52
	3.尚可													1				1			1				3
	4.不好																								0
	5.合計人次	7	10	7	7	11	5	16	15	5	8	8	10	17	9	7	8	13	14	8	10	10	10	10	12
滿意度(%)	98.57%	98.00%	98.57%	97.14%	99.09%	#####	98.13%	95.33%	98.00%	#####	98.75%	99.00%	93.53%	97.78%	#####	98.75%	96.92%	95.00%	95.00%	94.00%	98.00%	99.00%	97.50%	97.31%	
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	6	8	7	4	7	5	13	10	4	7	7	9	9	6	5	8	12	7	3	6	8	9	9	169
	2.滿意	1	2		3	4		3	6	1	1	1	1	7	3	1		7	5	3	2	1	3	55	
	3.尚可															1		1		1				3	
	4.不好																								0
	5.合計人次	7	10	7	7	11	5	16	16	5	8	8	10	16	9	7	8	13	14	8	10	10	10	12	227
滿意度(%)	98.57%	98.00%	#####	95.71%	96.36%	#####	98.13%	96.25%	98.00%	98.75%	98.75%	99.00%	95.63%	96.67%	94.29%	#####	97.69%	95.00%	93.75%	94.00%	98.00%	99.00%	97.50%	97.18%	
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	7	7	4	6	3	11	11	4	6	7	6	9	5	3	1	14	7	4	6	4	6	9	143
	2.滿意	1	2		3	5		3	5	1	2	1		5	2	1		7	4	3	2	2	3	52	
	3.尚可																	1		1				2	
	4.不好																								0
	5.合計人次	4	9	7	7	11	3	14	16	5	8	8	6	14	7	4	1	15	14	8	10	6	8	12	197
滿意度(%)	97.50%	97.78%	#####	95.71%	95.45%	#####	97.86%	96.88%	98.00%	97.50%	98.75%	#####	96.43%	97.14%	97.50%	#####	98.00%	95.00%	95.00%	94.00%	96.67%	97.50%	97.50%	97.06%	
四. 服務台人員的服務態度如何?	1.非常滿意	6	9	7	5	10	5	14	11	5	8	7	10	9	7	7	8	11	8	5	7	8	9	9	185
	2.滿意	1	1		2	1		2	5			1		5	2			2	6	3	3	2	1	3	40
	3.尚可													2											2
	4.不好																								0
	5.合計人次	7	10	7	7	11	5	16	16	5	8	8	10	16	9	7	8	13	14	8	10	10	10	12	227
滿意度(%)	98.57%	99.00%	#####	97.14%	99.09%	#####	98.75%	96.88%	#####	#####	98.75%	#####	93.13%	97.78%	#####	#####	98.46%	95.71%	96.25%	97.00%	98.00%	99.00%	97.50%	97.97%	
五. 對本署同仁處理公務的滿意度?	1.非常滿意	6	8	7	4	8	5	13	11	4	6	7	9	9	6	6	8	12	8	4	7	8	9	9	174
	2.滿意	1	2		3	3		3	5	1	2	1	1	6	3			6	4	3	2	1	3	50	
	3.尚可													1		1		1						3	
	4.不好																								0
	5.合計人次	7	10	7	7	11	5	16	16	5	8	8	10	16	9	7	8	13	14	8	10	10	10	12	227
滿意度(%)	98.57%	98.00%	#####	95.71%	97.27%	#####	98.13%	96.88%	98.00%	97.50%	98.75%	99.00%	94.38%	96.67%	95.71%	#####	97.69%	95.71%	95.00%	97.00%	98.00%	99.00%	97.50%	97.40%	
六. 對本署整體服務的滿意度?	1.非常滿意	6	8	7	4	8	5	13	10	4	6	7	9	9	6	5	8	11	8	4	7	8	9	9	171
	2.滿意	1	2		3	3		3	6	1	2	1	1	7	3	1		1	6	4	3	2	1	3	54
	3.尚可													1		1		1						3	
	4.不好																								0
	5.合計人次	7	10	7	7	11	5	16	16	5	8	8	10	17	9	7	8	13	14	8	10	10	10	12	228
滿意度(%)	98.57%	98.00%	#####	95.71%	97.27%	#####	98.13%	96.25%	98.00%	97.50%	98.75%	99.00%	94.12%	96.67%	94.29%	#####	96.92%	95.71%	95.00%	97.00%	98.00%	99.00%	97.50%	97.24%	
共發問卷數:	7	10	7	7	12	5	16	16	5	8	8	10	17	9	7	8	13	14	8	10	10	10	12	229	
民眾其他意見提供(人):																									0
告訴人、被害人:	1							1	2	1			1	1				4	1	1		1	1	1	16
被告(人):	1	2	1	2	6	2	9	2	2	3	1	4	3	3	2	2	4	9	2	2	4	5	4	75	
證人(人):	1													1				1				1			4
告發人、檢舉人:														1											1
執行(人):	2	6	1	4	4	1	4	1	2	5	6	4	1	1	2	4	4	1	3	6	3	2	1	68	
家屬陪同、洽公:				1		1	2	1						3	3	2			2						15
辯護人、代理人:												1					1								2
關係人(人):	1				1	1										1	1				2				7
合計(人)	6	8	2	7	11	5	16	6	5	8	8	9	10	7	7	8	13	11	8	10	9	8	6	188	

