

臺灣花蓮地方法院檢察署 106 年 10 月份民眾意見調查統計表

| 統計項目 | 上班日期 | 2 | 3 | 5 | 6 | 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 | 6 | 8 | 10 | 6 | 8 | 6 | 5 | 8 | 7 | 8 | 10 | 6 | 5 | 9 | 8 | 5 | | 10 | 9 | | | | | 134 |
| | 2.滿意 | 3 | 1 | 5 | 2 | 2 | 6 | 2 | | 2 | 3 | 5 | 4 | 2 | 3 | 2 | 11 | 6 | 3 | 1 | | | | | 63 |
| | 3.尚可 | 1 | | | | | | | | | 1 | | | | | | | | | | | | | | 2 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 10 | 9 | 15 | 8 | 10 | 12 | 7 | 8 | 9 | 12 | 15 | 10 | 7 | 12 | 10 | 16 | 6 | 13 | 10 | 0 | 0 | 0 | | 199 |
| 滿意度(%) | 94.00% | 98.89% | 96.67% | 97.50% | 98.00% | 95.00% | 97.14% | ##### | 97.78% | 95.00% | 96.67% | 96.00% | 97.14% | 97.50% | 98.00% | 93.13% | 90.00% | 97.69% | 99.00% | ##### | ##### | ##### | | 96.53% | |
| 二. 法警點呼及偵查庭的態度如何? | 1.非常滿意 | 2 | 8 | 10 | 4 | 8 | 6 | 5 | 8 | 7 | 8 | 10 | 4 | 4 | 9 | 9 | 4 | | 9 | 9 | | | | | 124 |
| | 2.滿意 | 7 | 1 | 5 | 4 | 2 | 6 | 2 | | 2 | 4 | 5 | 6 | 3 | 3 | 1 | 11 | 6 | 4 | 1 | | | | | 73 |
| | 3.尚可 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 9 | 9 | 15 | 8 | 10 | 12 | 7 | 8 | 9 | 12 | 15 | 10 | 7 | 12 | 10 | 15 | 6 | 13 | 10 | 0 | 0 | 0 | | 197 |
| 滿意度(%) | 92.22% | 98.89% | 96.67% | 95.00% | 98.00% | 95.00% | 97.14% | ##### | 97.78% | 96.67% | 96.67% | 94.00% | 95.71% | 97.50% | 99.00% | 92.67% | 90.00% | 96.92% | 99.00% | ##### | ##### | ##### | | 96.29% | |
| 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 | 2 | 5 | 10 | 3 | 2 | 6 | 4 | 4 | 7 | 5 | 10 | 3 | 4 | 9 | 5 | 6 | 1 | 8 | 8 | | | | | 102 |
| | 2.滿意 | 7 | | 5 | 5 | 2 | 6 | 3 | | 2 | 3 | 5 | 6 | 3 | 3 | 2 | 10 | 5 | 5 | 1 | | | | | 73 |
| | 3.尚可 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 9 | 5 | 15 | 8 | 4 | 12 | 7 | 4 | 9 | 8 | 15 | 9 | 7 | 12 | 7 | 16 | 6 | 13 | 9 | 0 | 0 | 0 | | 175 |
| 滿意度(%) | 92.22% | ##### | 96.67% | 93.75% | 95.00% | 95.00% | 95.71% | ##### | 97.78% | 96.25% | 96.67% | 93.33% | 95.71% | 97.50% | 97.14% | 93.75% | 91.67% | 96.15% | 98.89% | ##### | ##### | ##### | | 95.83% | |
| 四. 服務台人員的服務態度如何? | 1.非常滿意 | 7 | 8 | 11 | 4 | 9 | 6 | 6 | 8 | 7 | 8 | 10 | 4 | 5 | 12 | 10 | 8 | 1 | 10 | 9 | | | | | 143 |
| | 2.滿意 | 2 | | 4 | 4 | 1 | 6 | 1 | | 2 | 4 | 5 | 6 | 2 | | | 8 | 5 | 3 | 1 | | | | | 54 |
| | 3.尚可 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 9 | 8 | 15 | 8 | 10 | 12 | 7 | 8 | 9 | 12 | 15 | 10 | 7 | 12 | 10 | 16 | 6 | 13 | 10 | 0 | 0 | 0 | | 197 |
| 滿意度(%) | 97.78% | ##### | 97.33% | 95.00% | 99.00% | 95.00% | 98.57% | ##### | 97.78% | 96.67% | 96.67% | 94.00% | 97.14% | ##### | ##### | 95.00% | 91.67% | 97.69% | 99.00% | ##### | ##### | ##### | | 97.26% | |
| 五. 對本署同仁處理公務的滿意度? | 1.非常滿意 | 5 | 7 | 10 | 3 | 8 | 6 | 4 | 8 | 7 | 8 | 10 | 3 | 4 | 8 | 9 | 6 | 1 | 9 | 9 | | | | | 125 |
| | 2.滿意 | 4 | 1 | 5 | 5 | 2 | 6 | 3 | | 2 | 4 | 5 | 7 | 3 | 3 | 1 | 10 | 5 | 4 | 1 | | | | | 71 |
| | 3.尚可 | | | | | | | | | | | | | | 1 | | | | | | | | | | 1 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 9 | 8 | 15 | 8 | 10 | 12 | 7 | 8 | 9 | 12 | 15 | 10 | 7 | 12 | 10 | 16 | 6 | 13 | 10 | 0 | 0 | 0 | | 197 |
| 滿意度(%) | 95.56% | 98.75% | 96.67% | 93.75% | 98.00% | 95.00% | 95.71% | ##### | 97.78% | 96.67% | 96.67% | 93.00% | 95.71% | 95.00% | 99.00% | 93.75% | 91.67% | 96.92% | 99.00% | ##### | ##### | ##### | | 96.24% | |
| 六. 對本署整體服務的滿意度? | 1.非常滿意 | 5 | 7 | 10 | 3 | 8 | 6 | 4 | 8 | 7 | 8 | 10 | 3 | 4 | 8 | 9 | 6 | 1 | 9 | 9 | | | | | 125 |
| | 2.滿意 | 4 | 1 | 5 | 5 | 2 | 6 | 3 | | 2 | 4 | 5 | 7 | 3 | 4 | 1 | 10 | 5 | 4 | 1 | | | | | 72 |
| | 3.尚可 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 9 | 8 | 15 | 8 | 10 | 12 | 7 | 8 | 9 | 12 | 15 | 10 | 7 | 12 | 10 | 16 | 6 | 13 | 10 | 0 | 0 | 0 | | 197 |
| 滿意度(%) | 95.56% | 98.75% | 96.67% | 93.75% | 98.00% | 95.00% | 95.71% | ##### | 97.78% | 96.67% | 96.67% | 93.00% | 95.71% | 96.67% | 99.00% | 93.75% | 91.67% | 96.92% | 99.00% | ##### | ##### | ##### | | 96.35% | |
| 共發問卷數: | 10 | 9 | 15 | 8 | 10 | 12 | 7 | 8 | 9 | 13 | 15 | 10 | 9 | 12 | 10 | 16 | 6 | 13 | 10 | | | | | | 202 |
| 民眾其他意見提供(人): | | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| 告訴人、被害人: | 1 | | 1 | | | 1 | 1 | 2 | 1 | | 3 | 1 | | 2 | 2 | 2 | | | 1 | | | | | | 18 |
| 被告(人): | 8 | 1 | 3 | 3 | 3 | 4 | 1 | 2 | 2 | 3 | 5 | 4 | 4 | 1 | 3 | 9 | 5 | 5 | 4 | | | | | | 70 |
| 證人(人): | | | | | | | | | | 2 | 3 | | 1 | 2 | | 1 | | | 2 | | | | | | 11 |
| 告發人、檢舉人: | | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| 執行(人): | | 6 | 2 | 4 | 7 | 1 | 3 | 3 | 4 | 4 | 1 | 1 | 4 | 7 | 5 | | | | 7 | 2 | | | | | 61 |
| 家屬陪同、洽公: | 1 | 1 | | 1 | | | 2 | | | | | | 4 | | | | | | | 2 | | | | | 11 |
| 辯護人、代理人: | | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| 關係人(人): | | | | | | | | | | 2 | | | 1 | | | | | | | | | | | | 3 |
| 合計(人) | 10 | 8 | 6 | 8 | 10 | 6 | 7 | 7 | 9 | 12 | 9 | 11 | 9 | 12 | 10 | 12 | 5 | 13 | 10 | | | | | | 174 |

