

臺灣花蓮地方法院檢察署 106 年 11 月份民眾意見調查統計表

| 統計項目 | 上班日期 | 1 | 4 | 5 | 6 | 7 | 8 | 11 | 12 | 13 | 14 | 15 | 18 | 19 | 20 | 21 | 22 | 25 | 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 | 2 | 7 | 4 | 10 | 7 | 9 | 4 | 5 | 6 | 7 | 6 | 8 | 2 | 5 | 6 | 9 | 10 | 4 | 8 | 4 | 8 | 1 | 132 |
| | 2.滿意 | 1 | 7 | 5 | 4 | 2 | 2 | 3 | 8 | 2 | 3 | 4 | 7 | 4 | 1 | | 3 | 2 | 4 | 5 | 7 | | 9 | 83 |
| | 3.尚可 | | | | | | | | | | | 1 | | | | | | | | | | 1 | | 2 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 3 | 14 | 9 | 14 | 9 | 11 | 7 | 13 | 8 | 10 | 11 | 15 | 6 | 6 | 6 | 12 | 12 | 8 | 13 | 11 | 9 | 10 | 217 |
| 滿意度(%) | 96.67% | 95.00% | 94.44% | 97.14% | 97.78% | 98.18% | 95.71% | 93.85% | 97.50% | 97.00% | 93.64% | 95.33% | 93.33% | 98.33% | ##### | 97.50% | 98.33% | 95.00% | 96.15% | 93.64% | 96.67% | 91.00% | 95.90% | |
| 二. 法警點呼及偵查庭的態度如何? | 1.非常滿意 | 2 | 7 | 3 | 9 | 7 | 9 | 4 | 3 | 4 | 7 | 6 | 9 | 3 | 5 | 6 | 9 | 10 | 2 | 6 | 4 | 8 | 1 | 124 |
| | 2.滿意 | 1 | 7 | 6 | 5 | 1 | 2 | 4 | 10 | 4 | 3 | 4 | 7 | 3 | 1 | | 3 | 2 | 6 | 7 | 7 | | 9 | 92 |
| | 3.尚可 | | | | | 1 | | | | | | 1 | | | | | | | | | | 1 | | 3 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 3 | 14 | 9 | 14 | 9 | 11 | 8 | 13 | 8 | 10 | 11 | 16 | 6 | 6 | 6 | 12 | 12 | 8 | 13 | 11 | 9 | 10 | 219 |
| 滿意度(%) | 96.67% | 95.00% | 93.33% | 96.43% | 95.56% | 98.18% | 95.00% | 92.31% | 95.00% | 97.00% | 93.64% | 95.63% | 95.00% | 98.33% | ##### | 97.50% | 98.33% | 92.50% | 94.62% | 93.64% | 96.67% | 91.00% | 95.39% | |
| 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 | 7 | 3 | 10 | 7 | 6 | 4 | 3 | 4 | 7 | 1 | 9 | 2 | 5 | 6 | 8 | 10 | 3 | 5 | 4 | 7 | 2 | 115 |
| | 2.滿意 | 1 | 7 | 6 | 3 | 1 | 2 | 4 | 10 | 4 | 3 | 4 | 7 | 4 | 1 | | 4 | 2 | 5 | 8 | 6 | 1 | 8 | 91 |
| | 3.尚可 | | | | 1 | | | | | | | 1 | | | | | | | | | 1 | 1 | | 4 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 3 | 14 | 9 | 14 | 8 | 8 | 8 | 13 | 8 | 10 | 6 | 16 | 6 | 6 | 6 | 12 | 12 | 8 | 13 | 11 | 9 | 10 | 210 |
| 滿意度(%) | 96.67% | 95.00% | 93.33% | 95.71% | 98.75% | 97.50% | 95.00% | 92.31% | 95.00% | 97.00% | 88.33% | 95.63% | 93.33% | 98.33% | ##### | 96.67% | 98.33% | 93.75% | 93.85% | 91.82% | 95.56% | 92.00% | 95.10% | |
| 四. 服務台人員的服務態度如何? | 1.非常滿意 | 3 | 8 | 5 | 12 | 8 | 9 | 4 | 3 | 6 | 9 | 7 | 10 | 4 | 5 | 6 | 9 | 10 | 6 | 9 | 8 | 8 | 4 | 153 |
| | 2.滿意 | 0 | 6 | 4 | 2 | 1 | 2 | 4 | 10 | 2 | 1 | 3 | 6 | 2 | 1 | | 3 | 2 | 2 | 4 | 3 | | 6 | 64 |
| | 3.尚可 | | | | | | | | | | | 1 | | | | | | | | | | 1 | | 2 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 3 | 14 | 9 | 14 | 9 | 11 | 8 | 13 | 8 | 10 | 11 | 16 | 6 | 6 | 6 | 12 | 12 | 8 | 13 | 11 | 9 | 10 | 219 |
| 滿意度(%) | ##### | 95.71% | 95.56% | 98.57% | 98.89% | 98.18% | 95.00% | 92.31% | 97.50% | 99.00% | 94.55% | 96.25% | 96.67% | 98.33% | ##### | 97.50% | 98.33% | 97.50% | 96.92% | 97.27% | 96.67% | 94.00% | 96.80% | |
| 五. 對本署同仁處理公務的滿意度? | 1.非常滿意 | 2 | 7 | 3 | 10 | 7 | 9 | 4 | 2 | 6 | 7 | 6 | 10 | 2 | 5 | 6 | 8 | 10 | 2 | 8 | 4 | 8 | 1 | 127 |
| | 2.滿意 | 1 | 7 | 6 | 4 | 1 | 2 | 4 | 11 | 2 | 3 | 4 | 6 | 4 | 1 | | 4 | 2 | 6 | 5 | 7 | | 9 | 89 |
| | 3.尚可 | | | | | 1 | | | | | | 1 | | | | | | | | | | 1 | | 3 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 3 | 14 | 9 | 14 | 9 | 11 | 8 | 13 | 8 | 10 | 11 | 16 | 6 | 6 | 6 | 12 | 12 | 8 | 13 | 11 | 9 | 10 | 219 |
| 滿意度(%) | 96.67% | 95.00% | 93.33% | 97.14% | 95.56% | 98.18% | 95.00% | 91.54% | 97.50% | 97.00% | 93.64% | 96.25% | 93.33% | 98.33% | ##### | 96.67% | 98.33% | 92.50% | 96.15% | 93.64% | 96.67% | 91.00% | 95.53% | |
| 六. 對本署整體服務的滿意度? | 1.非常滿意 | 2 | 7 | 3 | 10 | 7 | 9 | 4 | 2 | 6 | 7 | 6 | 10 | 2 | 5 | 6 | 8 | 10 | 2 | 8 | 4 | 8 | 1 | 127 |
| | 2.滿意 | 1 | 7 | 6 | 4 | 1 | 2 | 4 | 11 | 2 | 3 | 4 | 6 | 4 | 1 | | 4 | 2 | 6 | 5 | 7 | | 9 | 89 |
| | 3.尚可 | | | | | 1 | | | | | | 1 | | | | | | | | | | 1 | | 3 |
| | 4.不好 | | | | | | | | | | | | | | | | | | | | | | | 0 |
| | 5.合計人次 | 3 | 14 | 9 | 14 | 9 | 11 | 8 | 13 | 8 | 10 | 11 | 16 | 6 | 6 | 6 | 12 | 12 | 8 | 13 | 11 | 9 | 10 | 219 |
| 滿意度(%) | 96.67% | 95.00% | 93.33% | 97.14% | 95.56% | 98.18% | 95.00% | 91.54% | 97.50% | 97.00% | 93.64% | 96.25% | 93.33% | 98.33% | ##### | 96.67% | 98.33% | 92.50% | 96.15% | 93.64% | 96.67% | 91.00% | 95.53% | |
| 共發問卷數: | 3 | 14 | 9 | 14 | 9 | 11 | 8 | 13 | 9 | 10 | 11 | 16 | 6 | 11 | 6 | 12 | 13 | 8 | 10 | 11 | 9 | 10 | 223 | |
| 民眾其他意見提供(人): | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| 告訴人、被害人: | | 1 | 2 | 2 | 1 | 1 | 1 | 2 | 1 | 3 | 2 | 2 | 1 | 1 | | | | 3 | 2 | | 1 | 2 | 28 | |
| 被告(人): | 1 | 6 | 1 | 5 | 2 | 4 | 2 | 2 | 3 | 3 | 1 | 6 | 1 | 1 | 3 | 7 | | 2 | 5 | 6 | 5 | 7 | 73 | |
| 證人(人): | | | 2 | | | 1 | | | | 1 | | | | | 2 | 1 | 2 | | | | | | 9 | |
| 告發人、檢舉人: | | | | | | | | | | | | | | | | | | | | | | | 0 | |
| 執行(人): | 2 | 3 | 3 | 6 | 6 | 4 | | 3 | 4 | 1 | 8 | 2 | 4 | 6 | 1 | 3 | | 1 | 6 | 4 | 3 | 1 | 71 | |
| 家屬陪同、洽公: | | 1 | 1 | | | 1 | | | | | | | | | | 1 | | 2 | | | | | 6 | |
| 辯護人、代理人: | | | | | | | | | | 1 | | | | | | | | | | | | | 1 | |
| 關係人(人): | | | | 1 | | | | | | | | | | | | | | | | | 1 | | 2 | |
| 合計(人) | 3 | 11 | 9 | 14 | 9 | 11 | 3 | 7 | 8 | 9 | 11 | 10 | 6 | 10 | 6 | 12 | 0 | 8 | 13 | 11 | 9 | 10 | 190 | |

