

臺灣花蓮地方法院檢察署 106 年 12 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	7	7	5	6	6	5	9	4	6	7	4	7	4	8	6	3	5	5	9	10	3		126	
	2.滿意	1	2	6	5	8	2	4	7	5	6	3	5	6	2	9	2	10	3	2	5	3		96	
	3.尚可					1										1								2	
	4.不好																							0	
	5.合計人次	8	9	11	11	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6		224	
滿意度(%)	98.75%	97.78%	94.55%	95.45%	92.67%	97.14%	96.92%	93.64%	95.45%	95.38%	95.71%	95.83%	94.00%	98.00%	92.50%	96.00%	93.33%	96.25%	98.18%	96.67%	95.00%		95.45%		
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	7	6	5	6	10	4	6	4	6	7	4	6	4	8	6	3	5	5	9	10	1		122	
	2.滿意	1	3	6	5	3	3	7	7	5	6	3	6	6	1	9	2	10	3	2	5	5		98	
	3.尚可					2									1	1								4	
	4.不好																							0	
	5.合計人次	8	9	11	11	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6		224	
滿意度(%)	98.75%	96.67%	94.55%	95.45%	94.00%	95.71%	94.62%	93.64%	95.45%	95.38%	95.71%	95.00%	94.00%	96.00%	92.50%	96.00%	93.33%	96.25%	98.18%	96.67%	91.67%		95.09%		
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	5	6	9	4	9	4	5	7	4	5	4	5	7	4	6	5	7	10	2		117	
	2.滿意	2	3	6	5	6	3	3	7	6	6	3	7	6	3	8	1	9	3	4	5	4		100	
	3.尚可				1										2	1								4	
	4.不好							1																1	
	5.合計人次	5	9	11	12	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6		222	
滿意度(%)	96.00%	96.67%	94.55%	93.33%	96.00%	95.71%	93.85%	93.64%	94.55%	95.38%	95.71%	94.17%	94.00%	91.00%	93.13%	98.00%	94.00%	96.25%	96.36%	96.67%	93.33%		94.73%		
四. 服務台人員的服務態度如何?	1.非常滿意	7	7	10	9	12	6	10	10	7	7	4	9	7	10	9	5	9	6	10	11	1		166	
	2.滿意	1	2	1	2	3	1	2	1	4	6	3	3	3		7		6	2	1	4	5		57	
	3.尚可							1																1	
	4.不好																							0	
	5.合計人次	8	9	11	11	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6		224	
滿意度(%)	98.75%	97.78%	99.09%	98.18%	98.00%	98.57%	96.15%	99.09%	96.36%	95.38%	95.71%	97.50%	97.00%	#####	95.63%	#####	96.00%	97.50%	99.09%	97.33%	91.67%		97.32%		
五. 對本署同仁處理公務的滿意度?	1.非常滿意	6	6	5	7	9	4	9	4	6	7	4	8	4	7	8	3	7	5	9	10	1		129	
	2.滿意	2	3	6	4	6	3	3	7	5	6	3	4	6	3	7	2	8	3	2	5	5		93	
	3.尚可							1								1								2	
	4.不好																							0	
	5.合計人次	8	9	11	11	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6		224	
滿意度(%)	97.50%	96.67%	94.55%	96.36%	96.00%	95.71%	95.38%	93.64%	95.45%	95.38%	95.71%	96.67%	94.00%	97.00%	93.75%	96.00%	94.67%	96.25%	98.18%	96.67%	91.67%		95.58%		
六. 對本署整體服務的滿意度?	1.非常滿意	4	6	5	6	10	4	9	4	6	7	4	8	4	7	8	3	7	5	8	10	1		126	
	2.滿意	3	3	6	5	5	3	3	7	5	6	3	4	6	3	8	2	8	3	3	5	5		96	
	3.尚可							1																1	
	4.不好																							0	
	5.合計人次	7	9	11	11	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6		223	
滿意度(%)	95.71%	96.67%	94.55%	95.45%	96.67%	95.71%	95.38%	93.64%	95.45%	95.38%	95.71%	96.67%	94.00%	97.00%	95.00%	96.00%	94.67%	96.25%	97.27%	96.67%	91.67%		95.56%		
共發問卷數:	8	9	11	11	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6		224		
民眾其他意見提供(人):																								0	
告訴人、被害人:	2		1		2	1	2	2	2	3	2		1		1	2	8	3	2	2	1			37	
被告(人):	2	3	3	5	6	1	5	2	5	6	2	7	4	2	6	1				6	9	2		77	
證人(人):			2	1	1			3		1	1			1	1						1			12	
告發人、檢舉人:			1										1											2	
執行(人):	4	6	4	5	2	3	6	4	4	3	1	5	4	6	4	2	7	5	3	3	1			82	
家屬陪同、洽公:					3	2					1			1	2							2			11
辯護人、代理人:																								0	
關係人(人):					1										2									3	
合計(人)	8	9	11	11	15	7	13	11	11	13	7	12	10	10	16	5	15	8	11	15	6			224	

