# 臺灣花蓮地方法院檢察署105年8月份民眾意見調查統計

| 統計項目 | 上班日期 | 1 | 2 | 3 | 4 | 5 | 8 | 9 | 10 | 11 | 12 | 15 | 16 | 17 | 18 | 19 | 22 | 23 | 24 | 25 | 26 | 29 | 30 | 31 | 總數/ |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 一. 對於本署洽公環境的滿意度？ | 1.非常滿意 | 3 | 5 | 9 | 9 | 5 | 4 | 6 | 6 | 7 | 8 | 7 | 5 | 4 | 6 | 6 | 3 | 6 | 8 | 5 | 8 | 6 | 7 | 5 | |
| | 2. 滿意 | 4 | 2 | 3 | 2 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 7 | 13 | 5 | 6 | 3 | 3 | 10 | 1 | 3 | 4 | 4 | |
| | 3. 尚可 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 4. 不好 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 5. 合計人次 | 7 | 8 | 13 | 12 | 9 | 8 | 8 | 10 | 10 | 12 | 12 | 9 | 11 | 19 | 12 | 9 | 10 | 11 | 15 | 9 | 9 | 11 | 9 | |
| | 滿意度(%) | 94.29% | 93.75% | 93.85% | 95.83% | 95.56% | 95.00% | 97.50% | 94.00% | 95.00% | 96.67% | 94.17% | 95.56% | 93.64% | 93.16% | 93.33% | 93.33% | 94.00% | 97.27% | 93.33% | 98.89% | 96.67% | 96.36% | 95.56% | 94 |
| 二. 法警點呼及偵查庭的態度如何？ | 1.非常滿意 | 3 | 4 | 9 | 8 | 4 | 5 | 6 | 4 | 8 | 7 | 7 | 5 | 3 | 6 | 7 | 4 | 6 | 7 | 6 | 5 | 5 | 8 | 3 | |
| | 2. 滿意 | 3 | 2 | 3 | 2 | 4 | 3 | 2 | 5 | 2 | 5 | 3 | 5 | 9 | 12 | 5 | 5 | 3 | 5 | 9 | 3 | 4 | 3 | 6 | |
| | 3. 尚可 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 4. 不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 5. 合計人次 | 6 | 7 | 12 | 11 | 8 | 8 | 8 | 10 | 10 | 12 | 11 | 10 | 12 | 19 | 12 | 9 | 10 | 12 | 15 | 8 | 9 | 11 | 9 | |
| | 滿意度(%) | 95.00% | 92.86% | 97.50% | 95.45% | 95.00% | 96.25% | 97.50% | 92.00% | 98.00% | 95.83% | 94.55% | 95.00% | 92.50% | 92.11% | 95.83% | 94.44% | 94.00% | 95.83% | 94.00% | 96.25% | 95.56% | 97.27% | 93.33% | 94 |
| 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 | 4 | 2 | 6 | 8 | 3 | 5 | 4 | 5 | 8 | 5 | 6 | 5 | 5 | 8 | 5 | 4 | 6 | 5 | 6 | 5 | 5 | 8 | 3 | |
| | 2. 滿意 | 2 | 2 | 6 | 3 | 5 | 3 | 1 | 4 | 1 | 7 | 4 | 5 | 7 | 10 | 7 | 5 | 3 | 6 | 9 | 3 | 4 | 3 | 4 | |
| | 3. 尚可 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 4. 不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 5. 合計人次 | 6 | 6 | 12 | 11 | 8 | 8 | 5 | 10 | 10 | 12 | 10 | 10 | 12 | 19 | 12 | 9 | 10 | 11 | 15 | 8 | 9 | 11 | 7 | |
| | 滿意度(%) | 96.67% | 86.67% | 95.00% | 97.27% | 93.75% | 96.25% | 98.00% | 93.00% | 96.00% | 94.17% | 96.00% | 95.00% | 94.17% | 93.16% | 94.17% | 94.44% | 94.00% | 94.55% | 94.00% | 96.25% | 95.56% | 97.27% | 94.29% | 94 |
| 四. 服務台人員的服務態度如何？ | 1.非常滿意 | 4 | 5 | 11 | 9 | 7 | 6 | 7 | 6 | 8 | 7 | 9 | 6 | 10 | 8 | 6 | 6 | 7 | 9 | 6 | 7 | 6 | 8 | 7 | |
| | 2. 滿意 | 3 | 2 | 2 | 3 | 2 | 2 | 1 | 3 | 2 | 5 | 3 | 4 | 2 | 11 | 6 | 3 | 2 | 2 | 9 | 2 | 3 | 3 | 2 | |
| | 3. 尚可 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 4. 不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 5. 合計人次 | 7 | 8 | 13 | 12 | 9 | 8 | 8 | 10 | 10 | 12 | 12 | 10 | 12 | 19 | 12 | 9 | 10 | 11 | 15 | 9 | 9 | 11 | 9 | |
| | 滿意度(%) | 95.71% | 93.75% | 98.46% | 97.50% | 97.78% | 97.50% | 98.75% | 94.00% | 98.00% | 95.83% | 97.50% | 96.00% | 98.33% | 94.21% | 95.00% | 96.67% | 95.00% | 98.18% | 94.00% | 97.78% | 96.67% | 97.27% | 97.78% | 96 |
| 五. 對本署同仁處理公務的滿意度？ | 1.非常滿意 | 2 | 4 | 6 | 9 | 4 | 5 | 6 | 5 | 8 | 5 | 9 | 5 | 7 | 7 | 5 | 2 | 6 | 6 | 5 | 7 | 5 | 7 | 5 | |
| | 2. 滿意 | 5 | 3 | 7 | 3 | 5 | 3 | 2 | 4 | 2 | 7 | 3 | 4 | 5 | 12 | 7 | 7 | 3 | 5 | 10 | 2 | 4 | 4 | 4 | |
| | 3. 尚可 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 4. 不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 5. 合計人次 | 7 | 8 | 13 | 12 | 9 | 8 | 8 | 10 | 10 | 12 | 12 | 10 | 12 | 19 | 12 | 9 | 10 | 11 | 15 | 9 | 9 | 11 | 9 | |
| | 滿意度(%) | 92.86% | 92.50% | 94.62% | 97.50% | 94.44% | 96.25% | 97.50% | 93.00% | 98.00% | 94.17% | 97.50% | 93.00% | 95.83% | 93.68% | 94.17% | 92.22% | 94.00% | 95.45% | 93.33% | 97.78% | 95.56% | 96.36% | 95.56% | 94 |
| 六. 對本署整體服務的滿意度？ | 1.非常滿意 | 3 | 4 | 6 | 9 | 4 | 5 | 6 | 5 | 8 | 5 | 9 | 5 | 7 | 7 | 5 | 2 | 6 | 6 | 5 | 7 | 5 | 6 | 5 | |
| | 2. 滿意 | 4 | 3 | 7 | 3 | 5 | 3 | 2 | 4 | 2 | 7 | 3 | 4 | 5 | 12 | 7 | 7 | 3 | 5 | 10 | 2 | 4 | 5 | 4 | |
| | 3. 尚可 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 4. 不好 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 5. 合計人次 | 7 | 8 | 13 | 12 | 9 | 8 | 8 | 10 | 10 | 12 | 12 | 10 | 12 | 19 | 12 | 9 | 10 | 11 | 15 | 9 | 9 | 11 | 9 | |
| | 滿意度(%) | 94.29% | 92.50% | 94.62% | 97.50% | 94.44% | 96.25% | 97.50% | 93.00% | 98.00% | 94.17% | 97.50% | 93.00% | 95.83% | 93.68% | 94.17% | 92.22% | 94.00% | 95.45% | 93.33% | 97.78% | 95.56% | 95.45% | 95.56% | 94 |
| | 共 發 問卷 數： | 7 | 8 | 13 | 12 | 9 | 8 | 8 | 10 | 10 | 12 | 12 | 10 | 12 | 19 | 12 | 9 | 10 | 11 | 15 | 9 | 9 | 11 | 9 | |
| | 民眾其他意見提供 (人)： | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 告訴人、被害人： | 0 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 2 | 4 | 1 | 2 | 1 | 4 | 2 | 1 | 0 | 1 | 2 | 1 | 1 | 1 | 1 | |
| | 被告(人)： | 1 | 4 | 3 | 4 | 1 | 3 | 2 | 9 | 1 | 3 | 4 | 1 | 8 | 11 | 3 | 3 | 4 | 7 | 10 | 2 | 2 | 4 | 3 | |
| | 證人 (人)： | 0 | 0 | 5 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 3 | 1 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | |
| | 告發人、檢舉人： | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | |
| | 執行(人)： | 2 | 3 | 0 | 6 | 4 | 5 | 3 | 1 | 4 | 3 | 3 | 4 | 0 | 3 | 5 | 5 | 4 | 0 | 3 | 4 | 6 | 4 | 5 | |
| | 家屬陪同、洽公： | 2 | 0 | 2 | 0 | 3 | 0 | 1 | 0 | 3 | 2 | 2 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | |
| | 辯護人、代理人： | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 關係人(人)： | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

| | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 合計 (人) | 7 | 8 | 13 | 12 | 9 | 8 | 8 | 10 | 10 | 12 | 12 | 10 | 12 | 19 | 12 | 9 | 10 | 11 | 15 | 9 | 9 | 11 | 9 | |

# 表

| 總百分比 |
| --- |
| 138 |
| 97 |
| 7 |
| 1 |
| 243 |
| 4.94% |
| 130 |
| 103 |
| 6 |
| 0 |
| 239 |
| 4.94% |
| 121 |
| 104 |
| 6 |
| 0 |
| 231 |
| 4.72% |
| 165 |
| 77 |
| 3 |
| 0 |
| 245 |
| 5.49% |
| 130 |
| 111 |
| 4 |
| 0 |
| 245 |
| 4.98% |
| 130 |
| 111 |
| 4 |
| 0 |
| 245 |
| 4.98% |
| 245 |
| 3 |
| 29 |
| 93 |
| 17 |
| 3 |
| 77 |
| 21 |
| 0 |
| 5 |