

**【Survey of Government Integrity and Service Performance in the
Ministry of Finance】
Press Release**

To understand the evaluations of integrity and service effectiveness of the business and people who have contact with the MOF and its affiliations feels toward MOF and its affiliated units, Transparency International Taiwan carried out a questionnaire survey and five focus group meetings in 2011. The results are following: Survey results indicate that, first, over half of the respondents hold positive attitudes toward the Ministry on integrity issues; second, over seventy-five percent of respondents are satisfied with the overall quality of service; third, over half of the respondents believe the administrative efficiency is good; and last, forty-six percent of respondents have heard about the regulations of “Integrity and Ethics Directions for Civil Servants.”

Positive evaluation towards the overall service quality, and the key factors which influence service quality are service attitude and professionalism.

There are 81 percent of the respondents feel satisfied with the overall service quality, but still there are 14 percent of the respondents do not satisfied with the overall service quality. Service attitude and professionalism are the top two things that respondents feel unsatisfied. The focus meetings results indicate that the overall service quality are improving, but service attitude, professionalism, listening to people’s voice, and appeal channels are dimensions which should be paid attentions on.

Positive evaluations on administrative effectiveness, but administrative efficiency, simplified workflow, the ability to solve problems, and consistent on standards could be improved in the future.

There are 65 percent of the respondents have positive evaluation towards administrative effectiveness, but there are 19% of the respondents have negative evaluations. The main reason of negative evaluations is the complicated workflows. Moreover, the reasons that the respondents do not satisfied with administrative effectiveness are: the people who are highly educated expected a government which is efficiency and do right things. Group meeting participants think that administrative efficiency, problem solving ability, implement standards, administrative workflow and outsourcing could be improved.

Positive evaluation towards integrity, but still feel the existence of few corruption behaviors.

There are 68 percent of the respondents have positive evaluation on integrity, but there are less than 10 percent of the respondents have negative evaluation. Almost there are 30 percent of the respondents have no opinions about this issue. Group participants think only few corruption behaviors existed. The reasons are: first, information transparency reduces asymmetric information; second, the monitor and telephone monitoring reduces the possibilities of the government servants receive gifts; third, the bad economic situation makes people have no intention to bribe. But there are still few corruption behaviors existed.

Most respondents expresses that there is no such behaviors like invitations to banquets, bribe and gift giving within a year.

99 percent of the respondents said that they have no such experience like invitations to banquets, bribe and gift giving last year.

Most respondents knows they can whistle-blow the illegal behaviors and they would whistle-blow to Department of Government Ethics, but only half of the respondents know that who conduct illegal corruption behavior will get penalties.

There are 83 percent of respondents know that they can whistle blow the behaviors like invitations to banquets, bribe and gift giving. About 27 percent of the respondents would whistle-blow to the Department of Government Ethics, about 10 percent of the respondents would report to the higher level or the managers, less than 10 percent will report it to Agency against Corruption. About penalties, there are 53 percent of the respondents know that who conduct illegal corruption behaviors will get penalties as well, but about 46 percent of the respondent do not know this fact.

Most respondents have no intention to whistle-blow because they are afraid of revenge from the government servants, they think the whistle-blow is useless, they have double about protection mechanism of whistle-blowers, and there is no evidence to those illegal behaviors.

Most respondents said that they have no intention to whistle-blow even they know about some corruption behaviors. The reasons are: first, they are afraid of revenges; second,

they think whistle-blow is useless; third, they feel not safe about under the current whistle-blow protection mechanism; forth, there is no direct evidence to corruptions. But there are still few respondents will whistle-blow, or depends on the situations to decide their intentions.

Respondents think Integrity and Ethics Directions for Civil Servants permanent solution for corruption.

Focus group meeting participations think the “Integrity and Ethics Directions for Civil Servants” would have threat effects on corruption behaviors as well as direct people that the government pay attention on the integrity issues. But the final solution of corruptions is the implementation side. Some participants suggest to remove the regulation of “maximum three thousand dollars gift receiving“ in Integrity and Ethics Directions for Civil Servants” and about “earning profit” in Article 6, no 4 and 5 of “Anti-Corruption Statute”.