

Abstract

Based on the policy goal of pursuing an ethical and effectiveness government, Ministry of Finance (MOF) carries out surveys regarding “Integrity and service effectiveness” periodically. There are five purposes of this report: 1) understanding the public evaluation of integrity, service quality and administrative effectiveness towards MOF and its affiliated units; 2) understanding how the general public get the information about integrity and service effectiveness of MOF and its affiliated units; 3) understanding the public opinions towards integrity policies of MOF and its affiliated units; 4) providing suggestions for implementing integrity policies and anti-corruptions activities; 5) understanding the evaluations of surveys carried out by foreign survey institutions.

There are two methods used in this report: telephone survey and focus group. The population of telephone survey was Taiwanese citizens who are used to have business with MOF and its affiliated units. The population was categorized in five groups: businessmen who have contact with Customs, bookkeepers, real estate attorney, renters of state-owned lands, and downers of alcoholic industries and public welfare lottery stores. The telephone survey period was from September 20 to October 3, 2011 during the weekday. The sample size was 1,884. The successful rate was 18.5 %. The maximum sampling error was not over ± 2.5 percent. The study also held five focus group meetings for the five groups mentioned above. The five meetings were held on October 29, 2011 (two meetings), ; November 5, 2011 (two meetings) and November 12 (one meeting).

The main findings shows: 1) the respondents have good and positive evaluation on the service quality of MOF and its affiliated units and the key factors affect the evaluation are service attitude and personnel profession; 2) the respondents have positive impressions about administrative effectiveness, but think the administrative efficiency, workflow, problem solving ability, and standards could be improved. 3) the

respondents have positive impressions on integrity on the integrity of MOF and its affiliated units, but think some corruption behaviors are still existed. 4) most respondents have no experience on lobbying, social gathering, entreating, or receiving notification of gift with public servants. 5) 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. 6) 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 doubt about protection mechanism of whistle-blowers, and there is no evidence to those illegal behaviors. 7) respondents think Integrity and Ethics Directions for Civil Servants permanent solution for corruption.

There are eight policy suggestions based on this report: 1) build up an service evaluation mechanism for external customers in order to improve service quality; 2) build up diverse channels for knowledge sharing to improve new employees' professional abilities; 3) simplify administrative workflows and improve administrative efficiency; 4) build up standards of operations; 5) provide good venues for citizen participation; 6) enhance ethic education in order to meet the goal of "no bribe, no corruption"; 7) implement a good protect mechanism for whistle-blowers.

Keywords : Ministry of Finance, Incorruptibility, Anti-corruption, Service Quality, Administrative effectiveness