



# The current status of electronic official documents and records management systems in the government agencies of Taiwan

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# Outline

- Introduction
- Research objectives
- Methodology
- Findings
- Conclusions

A decorative header featuring a light beige background with a curved grey line. On the right side, there are several interlocking gears in shades of blue, orange, and grey. Each gear contains a black silhouette of a person's head and shoulders, representing a team or collaborative effort.

# Introduction

- The integration policy of official documents and records is proposed by National Archives Administration in Taiwan.
- All the government agencies and the related vendors have been devoted to integrate the information systems, including
  - electronic official documents systems,
  - records management systems,
  - electronic document exchange systems,
  - on-line submission and approval systems.
- This research focuses on the current status of systems integration.

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# Research objectives

- To identify the management, operational, and technical issues surrounding the electronic official documents and records management systems in the government agencies of Taiwan.
- To develop suggestions for improving the electronic official documents and records management systems.

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# Methodology

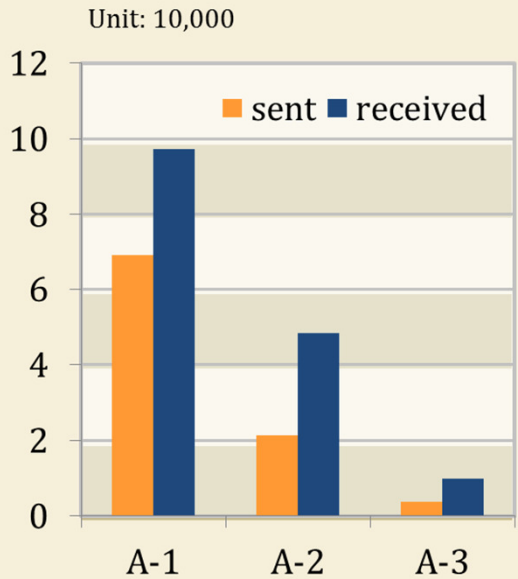
1. Collect data and literature review
2. Design interview questionnaire
3. Pre-test and adjust the questionnaire
4. Investigate respondents
5. Collect the results



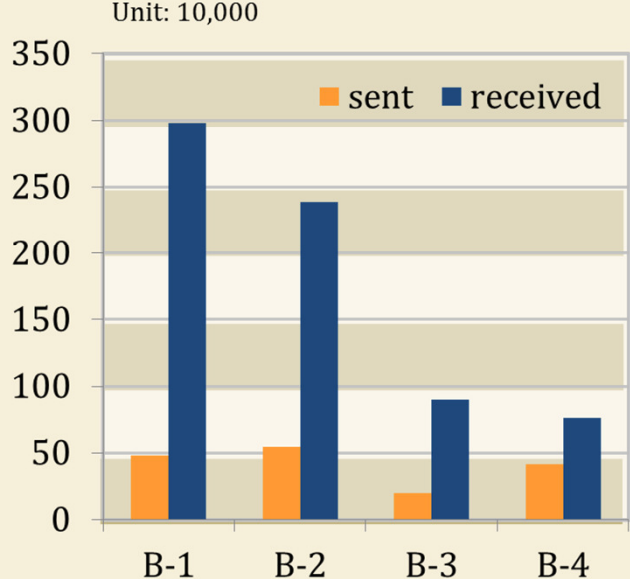


# Number of Electronic Documents

### Central Government Agencies



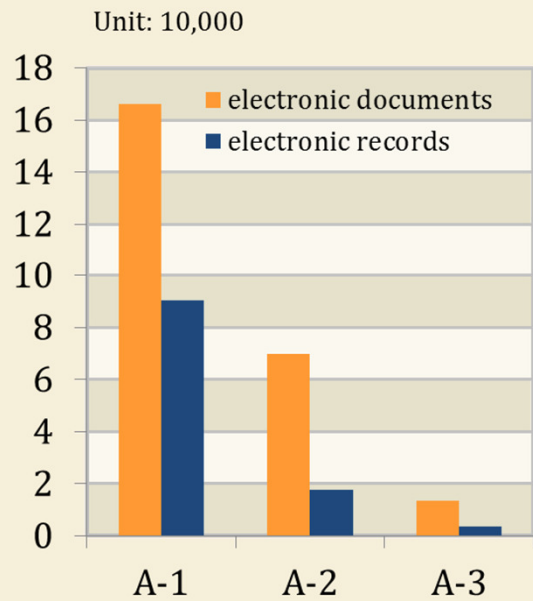
### Local Government Agencies



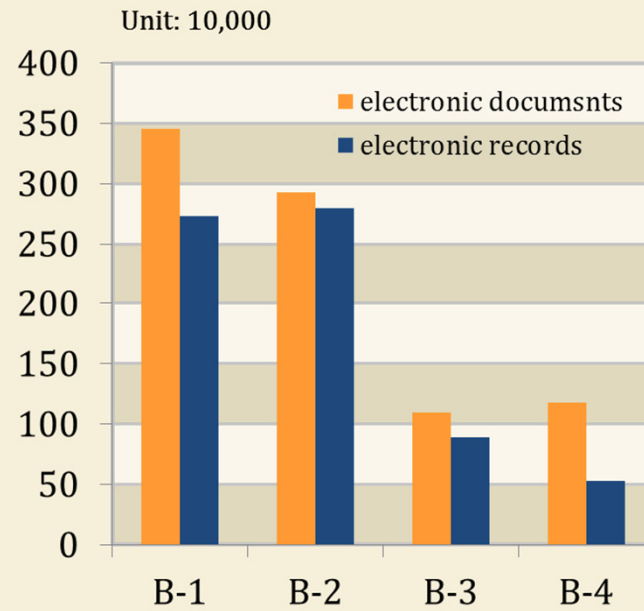


## Number of Electronic Documents and Electronic Records

### Central Government Agencies



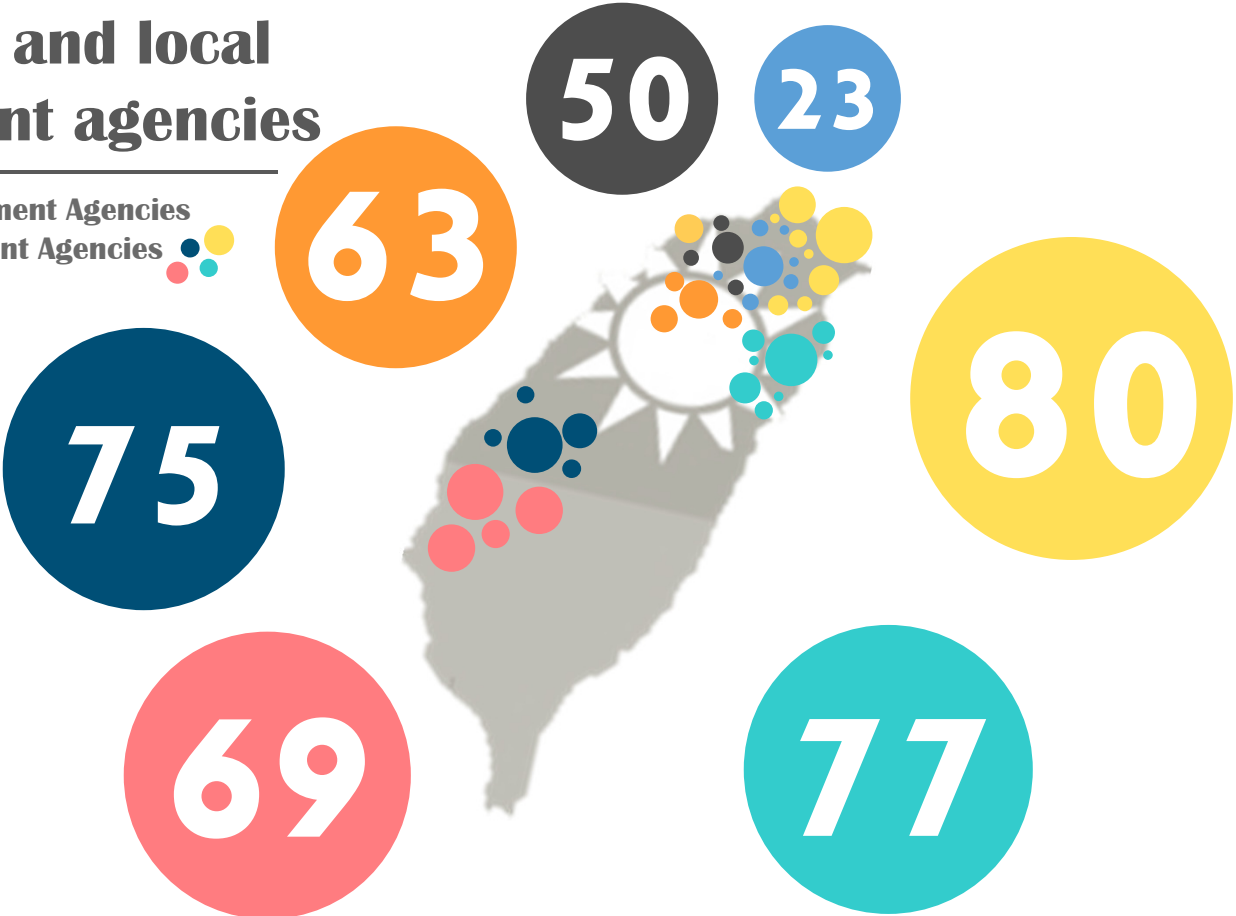
### Local Government Agencies





# The online approval rate of central and local government agencies

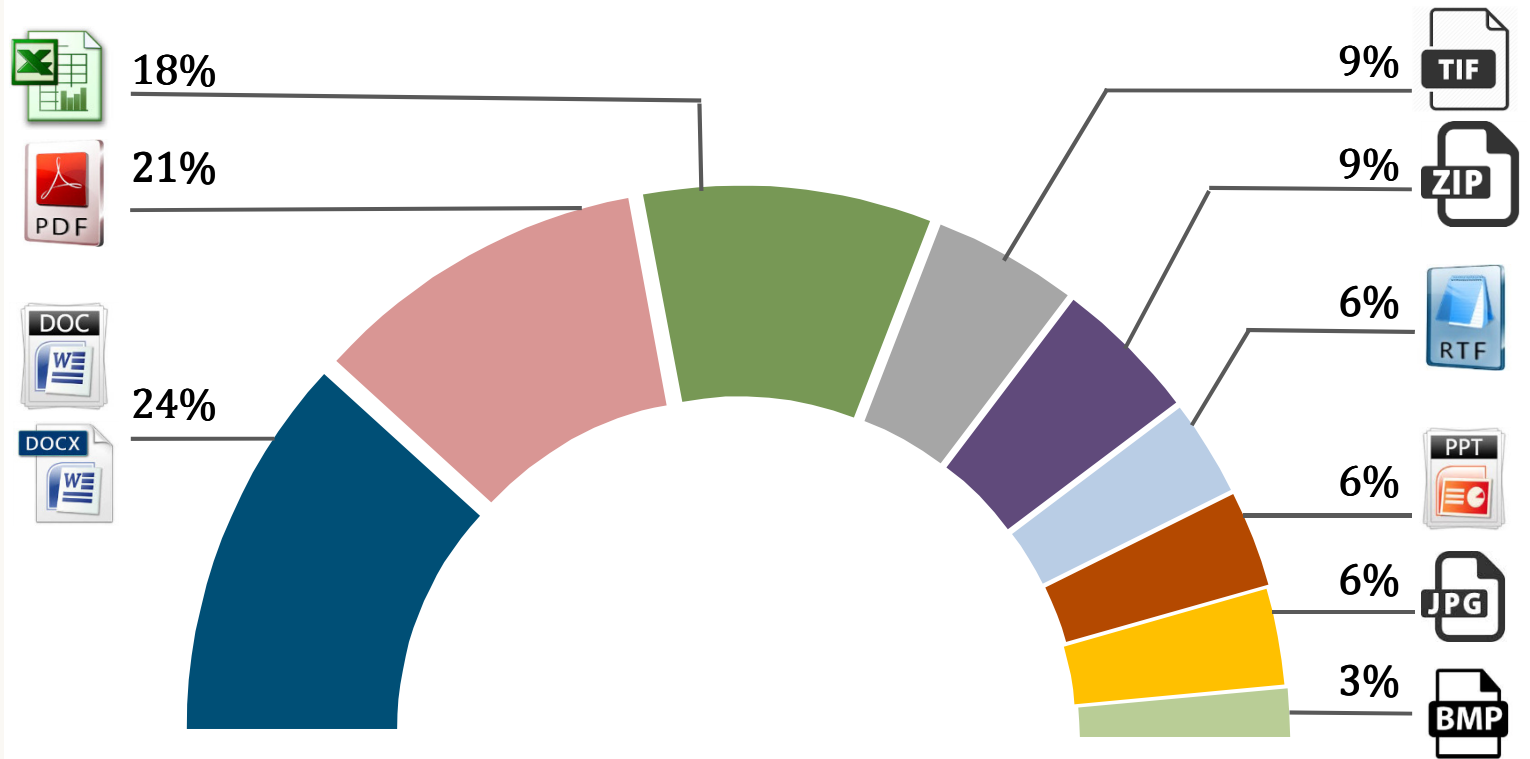
● 3 Central Government Agencies  
● 4 Local Government Agencies







# Most Popular Attachment Format



2014/11/21

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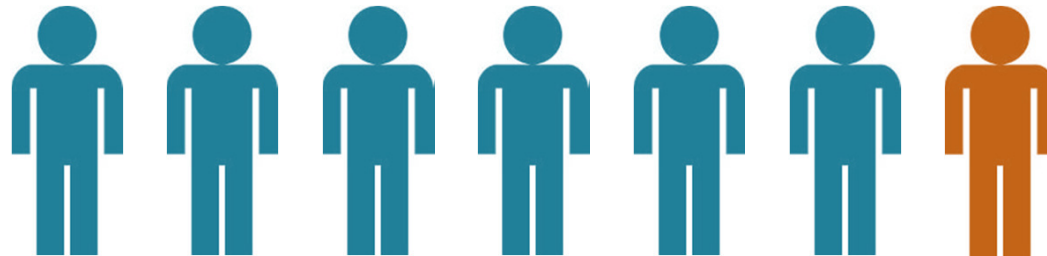
# 85%

OF AGENCIES NEED  
CROSS-AGENCIES APPROVAL



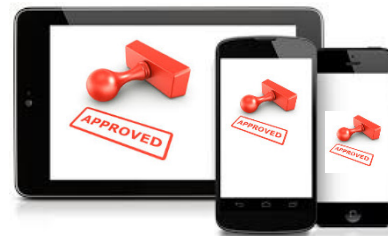
# 15%

DO NOT



# 85%

OF AGENCIES NEED  
MOBILE APPROVAL



# 15%

DO NOT



# Conclusions

- On-line approval are widely used by most of the government agencies.
  - However, the related regulations need to be addressed more, such as can the designed drafts be batch processed, can a reminding mechanism be included.
- Cross-agencies approval and mobile approval are demanded by most of the government agencies.
  - However, there are some technical issues remain to be addressed. Such as how to exchange the electronic documents among heterogeneous information systems.