

State Grid Check WeChat Records

Are government WeChat Official accounts growing?

The growth of Chinese government WeChat official accounts, including the TMB account (the subject of this study), is still in its preliminary phase. The TMB account, which was designed to be a general platform for all traffic-related services, has turned out to be a lookup tool.

Are WeChat Official accounts delivering public services in China?

The evaluation of Chinese government WeChat official accounts delivering public services has become an important research focus, given the increasing trend in this area.

Are WeChat Official accounts compared to Weibo accounts?

Only a few government-related studies have compared WeChat official accounts with Weibo accounts (Jia, Liu, & Shao, 2019; Yang, 2017).

What is a China-registered WeChat account?

A China-registered account is a WeChat account that was originally registered to a mainland Chinese phone number. A non-China-registered account is any WeChat account that was not originally registered to a mainland Chinese phone number (for example an account registered to a Canadian or United States phone number).

Do WeChat Official accounts need a systematic evaluation?

Systematic evaluation of government WeChat official accounts that focus on delivering public services is vital to their sustainable growth (Song, Guan, Zhang, & Zhu, 2019).

Are Chinese government agencies present on WeChat?

Chinese government agencies have been present on WeChat Official Accounts Platform since 2011. Many of them, such as social security, transportation, and taxation, have adopted service accounts to deliver public services online.

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