

What is a WeChat official public account?

The Wechat product designed for businesses is called the Official Public Account. There are 2 major ways business can set up Official Public Accounts: Service Account and Subscription Account (*a third kind is called Enterprise Account, it's more used for businesses' internal communications, hence less relevant in this discussion).

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 being underutilized?

Most WeChat Government Official accounts are underutilized. Deficiencies exist in their information architecture, operation strategy, and interaction design. The effectiveness of public service delivery on social media depends on the legal and policy environment. Governments should collaborate with the private sector in the construction of official accounts.

How to evaluate the operation of WeChat public number?

The official account can be used to evaluate the operation of WeChat public number from different angles. of headlines. The attention reflects the public number's attention through the fans' situation. The diligence reflects the effort the enterprise's official account through the quantity of articles published.

Is research on WeChat Official accounts necessary?

WeChat official accounts are a momentous innovation in the development of E-government for enabling public service delivery and information communication. They deserve dedicated research, as this study is one of the first focusing on this topic.

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Web: <https://publishers-right.eu/contact-us/>

Email: energystorage2000@gmail.com

WhatsApp: 8613816583346

