

DATA COMPUTATION ON THE PROVISION OF SERVICES BY A PUBLIC GOVERNMENT AGENCY - AN EXAMPLE OF A COAST GUARD TEAM

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ABSTRACT

The responsibilities of the Coast Guard Administration of the Executive Yuan include law enforcement, marine affairs and maritime services. The Administration provides a variety of measures for public convenience, based upon the principle of "People First". Efforts are made to follow administrative policy while paying attention to service quality, so that the public can experience the value of customer-first services. This study reports on the work procedures of the Administration in relation to "service of the people", and provides recommendations based upon theory and current practices aimed at reshaping values and practices.

KEYWORDS: Administrative Policy, While Paying, Service Quality