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Information Behavior of Taiwanese Internal Investigation Police Officers

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Abstract

This research explored how Taiwanese internal investigation police officers investigate cases and seek information. The tasks performed by internal investigation police officers are more difficult than those allocated to other officers, because internal investigation officers are investigating colleagues. This study examined the information sources that are available to internal investigation police officers, as well as how the officers analyze collected information. In-depth interviews with eight officers who have held their current positions for between 8 months and 3 years revealed that the main information sources used by the officers were their peer officers, informants, the Internet, personal profile, wiretapping, and surveillance. For each case, the information sources varied according to the stage of investigation. The financial status, keywords used in conversation, daily habits, and some behaviors were the primary information sources when the officers analyzed the collected information. Five factors were identified as contributing to their information barriers: language, laws and regulations, equipment, human resources, and psychological factors. Our observations indicate that police officers have unique information behaviors and sources.

Keywords: Internal Investigation Police Officer; Information Behavior; Information Barriers; Information Source; Investigation Process

1. Introduction

Since the twentieth century, studies related to information behavior have mainly focused on various careers, roles, and population groups (Case, 2002). Personal information needs are derived from work-related tasks or daily life, and they vary according to personal roles and characteristics, as well as sociocultural, environmental, organizational, and situational factors. A task is a social construct through which people engage in social interactions when they wish to accomplish the task. Knowledge gaps occur, generating information needs that manifest as information behavior. A task is a set of (physical, affective, or cognitive) actions performed in pursuit of a certain, but not unchangeable, goal. This view emphasizes development and change over time, and it is in contrast to the descriptive view of tasks, which is based on stability and a single moment in time (Byström & Hansen, 2005). Information behavior refers to the way people respond to their known knowledge gap.

The library and information science community has studied numerous professional information behavior theories and models in various contexts; however, research on police-related information behavior and investigations

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into police officer behavioral studies are relatively scarce. Because police officers are responsible for public safety, research examining their information behavior is valuable and necessary. Accordingly, this study explores novel research topics in the field of information behavior. How police officers manage their case information and gather the useful information as evidence. Therefore, we investigated police officers who were experienced at collecting evidence.

Leckie, Pettigrew, and Sylvain (1996) indicated that certain types of professional information, such as medical, legal, and engineering information, plays a crucial role in the continuously changing information needs derived from work-related roles and tasks. Information needs vary with age, occupation, expertise, environment, demand frequency, and task level. Moreover, because the strength of these factors varies, different roles require differing amounts of information to complete the involved tasks.

The information behavior of the Taiwanese Department of Government Ethics officers are presumably based on the information needs of their criminal investigations and information sources, because collecting evidence of criminal activities can fulfill the requirements of an investigation. By revealing the information sources that fulfill the information needs of internal investigation police officers, our findings may facilitate the performance of current government police units. This study is the first to explore the information behavior of government ethics officers. The results provide an evidence-based solution that can enable Taiwanese policy decision-makers to observe and evaluate effective information sources and services, and they may serve as a reference for future case studies. In addition, we identified factors hindering information behavior, which may assist police officers in removing information barriers occurring in the investigation process.

2. Literature Review

Information behavior is a branch of information science. Case (2007) grouped information behavior studies into three categories: (a) occupation classification, which refers to studies that classify people into groups of managers, doctors, and chemists; (b) social role classification, which includes studies that classify people into groups comprising consumers, voters, students, and library users; and (c) population group classification, such as studies that categorize people according to their age, sex, race, and religion. Most information-behavior studies conducted over the last two decades fall into the category of occupation classification (Julien & Duggan, 2000; Julien, Pecoskie, & Reed, 2011). Leckie (2005), Leckie and Pettigrew (1997), and Leckie et al. (1996) have indicated that understanding the work roles, associated tasks, and characteristics of information needs is crucial, as is observing the entire information search process and exploring why, how, and when the process occurs.

2.1 Task-oriented information behavior

A work task refers to an activity that people perform to fulfill a work-related responsibility (Li & Belkin, 2010). In our study, police officer tasks refer to the investigation tasks of the Taiwanese Department of Government Ethics Office and the subsequent actions. Krikelas (1983), who

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proposed a theory of task-related information behavior, posited that information seekers are information givers, and that both personal experiences and interpersonal information are vital. Regarding the model proposed by Krikelas, Case (2002) indicated that the convergence of communication media has blurred the boundaries between information disseminated through direct contact (e.g., interpersonal contact) and that which is obtained through recorded contact (e.g., literature); for example, direct contact can be achieved through video or email. Moreover, Krikelas did not consider the characteristics of information seekers.

Byström and Järvelin (1995) studied the information behaviors of 14 civil servants in Finland who worked in a city secretarial office performing independent and information-centered tasks. These tasks included routine information processing, during which the inputs, processes, and outcomes could be determined a priori; the workers were familiar with their mandates and could clearly describe their information needs. Byström and Järvelin observed that the information behaviors of Finland's governmental officers were specifically related to their tasks, the complexity of which affected the selection and evaluation of their information sources. The results of that study indicated that a holistic general model of information seeking and use must include the dimensions of task complexity and information type. In addition, the researchers suggested that a more thorough exploration of the task complexity concept and related dimensions would be beneficial.

Each information seeker has a unique style of gathering information, and the efficacy of a person's information behavior relies on their ability to reduce task complexity. Vakkari (2001) indicated that a more complex task prompts people to consult more information sources.

Leckie et al. (1996) considered the primary elements of information needs to be work roles and tasks, and argued that information behavior is affected by two factors: the information source and information cognition. Information sources include formal or informal, internal or external, and spoken or written sources, as well as individual knowledge and experience. Although the first three sources are easily found in the literature, personal knowledge and experience is frequently disregarded as a primary information source. Information can be derived from a single source or a combination of several sources. The extent of available information sources and preferred sources affect the information seeking method. Information awareness can be derived directly or indirectly from knowledge obtained through information sources. When people have ascertained the information source and content, they can decide which information to use and the next action in which to engage. Ideally, information behavior results in the fulfillment of information needs and completion of tasks. However, if information behavior fails to satisfy information needs, further information seeking is required.

The model proposed by Krikelas (1983) is based on the behavior derived from immediate or delayed information needs. However, because information behavior is performed in response to delayed information needs, this model is not entirely applicable for the current study on government ethics officers. The model proposed Byström and Järvelin (1995) model posits that the

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perceived complexity of a task varies from person to person. However, because the current study explores the investigation behavior patterns of the government ethics police specifically related to their attempts obtain useful evidence, information behavior motivated by personal subjective perceptions is not entirely applicable to this study. According to the model by Leckie et al. (1996), work-related roles and tasks generate information needs that manifest as information seeking actions. Table 1 lists the following three main features of the task-related information seeking models: agents, variables, and modules/behavior outcomes.

2.2 Research on police-related task information behavior

Police tasks comprise a collection of specific control processes aimed at safeguarding and protecting people's security and maintaining social order. Because police monitoring tasks can be used as a justification to monitor suspected criminals (Wilson, Cullen, Latessa, & Wills, 1985), the burden of proof is on police officers to prove that such surveillance is "used to detect potential or actual deviations and initiate sanctions in response" (Reiner, 2000, p. 206). The current study focused on the information searching behavior of police officers when they began collecting evidence, investigating corruption cases, and used numerous sources of evidence. Several police-task behavioral studies are detailed as follows.

Baker (2004) analyzed the information needs and information seeking behavior of female police officers and female prostitutes. The work environment of these female police officers was relatively complex; when gathering evidence on a suspect, they must focus on the surrounding environment to obtain information quickly, make immediate judgments, and take appropriate action when seeking information. In addition to interviewing policewomen in seven sex crimes units, Baker obtained government permission to conduct field observations of undercover policewomen on duty. She organized an undercover mission involving policewomen, and observed them using various types of informal communication methods, including body language (signals) and clothing (dress code). To avoid arousing suspicion, the policewomen adjusted their language by using the lingo spoken by the people they were investigating. Information sources were established by soliciting the services of a man, the female sex traders, members of the local community, and the local police responsible for protecting the undercover policewomen. Baker concluded that the model proposed by Leckie et al. (1996) does not fully explain the information needs and behaviors of police officers, and thus recommended that further study be conducted on professional police officers to identify a pattern in police-task behaviors.

Using his experience as a Turkish police officer, Demircioglu (2010) used a questionnaire survey and field observations to study the information behavior of crime scene investigators in 29 Turkish cities. The more populous Turkish cities involved more crime scene investigations, and knowledgeable and experienced police officers in the crime scene investigation units were identified as possible information sources. Police with lower educational levels depended on fellow police officers with higher education levels as immediate information sources. Thus, Demircioglu argued that a general theoretical model cannot explain all types of professional

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Table 1. Three Task Related Information Behavior Models

Author	Feature	Agent	Variable	Module / behavior outcome
Krikelas (1983)	Emphasis on personal memories and the ability to observe; ignored resource characteristics and personal preferences, suitable for students and professionals.	Events or circumstances: the urgency of and the importance of the problem; stressed that the "uncertainty" is an important factor in information behavior.	Internal and external resources: information seekers started to find information through original memory or experience.	Personal observation and personal contact /outcomes include literature, memory, or profile; the seeker becomes both an information giver and a collector.
Byström & Järvelin (1995)	Stressed work-related and subjective awareness tasks; the degree of task complexity is due to personal mental factors, and is suitable for understanding information users' personal and situational factors.	Complexity of the task: information behavior motivated by autonomous cognition, and different educational levels have different search preferences.	Different personal characteristics and task situations produce different information behavior behaviors.	Information needs analysis→choice behavior→implementation →assessments / the purpose is to reduce task complexity, resulting in completing searching, impossible searching, continued searching, and finally producing a new definition of the original demand.
Leckie et al. (1996)	Work-related, clear target, objective external task, is given, that does not emphasize personal beliefs and attitudes.	Applicable to information behaviors arising from professional tasks, such as doctors, lawyers, and engineers.	Demands; resources; awareness	Outcomes / the most ideal results of information behavior are to meet the demands and complete the task. When it does not meet the demands, it produces further information behavior behavior.

information behavior. Similar to Baker (2004), Demircioglu adopted the professional information behavior theoretical model developed by Leckie et al. (1996), and arrived at the same conclusion: a model that is applicable to the patterns of police officer professional information behavior is required.

This discussion shows that the role and task of police affects their information needs and

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information behavior. Personal characteristics, prior knowledge, experience, environmental background, and restricted information access are factors affecting information behavior. We referred to the models proposed by Leckie et al. (1996) and Byström and Järvelin (1995) to form the theoretical concepts used in this study. Through in-depth interviews, we obtained and analyzed information pertaining to police officer information processes, the work content of government ethics officers, the methods through which necessary tasks are fulfilled, and the obstacles that are encountered while fulfilling those tasks.

3. Method

The Taiwan National Police Agency of the Ministry of the Interior Civil Service Ethics Office was established in 2001 to investigate police officers suspected of corruption and illegal disclosure of information, and to find evidence linking police officers in order to initiate search and arrest actions. Collecting evidence is a complex task that requires investigators to be familiar with the Personal Information Protection Act limitations which will limit the activities of police officers, and their jobs are more difficult than general criminal cases.

The Taiwan National Police Agency is the highest level agency in Taiwan and is responsible for investigations involving police officers who are suspected of unlawful conduct. Our research was limited to this agency. In this study, we conducted in-depth interviews with eight Taiwanese government ethics officers who had worked for the National Police Agency or Ministry of the Interior Civil Service Ethics Office for at least 6 months. In accordance with the National Police Agency administrative norms, the study participants were neither involved in managing cases, nor involved in problems regarding leaked information. To ascertain the information behavior of government ethics officers during the case-handling process, we conducted in-depth interviews because they enables people to express their feelings, experiences, and opinions, and they are particularly suitable for addressing sensitive topics (Mack, Woodsong, MacQueen, Guest, & Namey, 2005).

We interviewed the eight officers in their offices, employing a semistructured interview method to collect data. Each police officer was requested to describe a typical investigation task, which enabled us to identify the most critical information needs. Other questions were focused on the unique experiences encountered during the investigative process. By interviewing government ethics officers, we constructed a factor process that can be used to explore the officers' information behavior and the difficulties they encountered.

4. Results and Discussion

4.1 Background information

The eight police officers interviewed in the study had been employed at the department for between 8 months and 3 years. The participants were aged from 24 to 43 years, and all of them had graduated from college. Officers who had served longer had more case experience; moreover, more complex cases require more time.

The oldest participant had worked for only 1 year and was involved in only one case. One participant had no case experience, and was learning to work. Two participants began working

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at the department immediately after graduation, they expressed concern about leaking secrets and were thus unwilling to take the initiative.

All participants reported that the training curriculum was focused primarily on investigation procedures and steps, and that it did not teach them the skills for investigating corruption cases. However, the training curriculum was developed according to current laws and regulations, and criminal investigation skills are typically learnt through experience; therefore, the training courses were not beneficial.

Among the eight participants (see Table 2), six had previously held similar jobs working in criminal or investigative units where they learned investigative skills and accumulated practical experience, which was considerably beneficial for them in their current job. One participant stated that he learnt investigative skills while working for the criminal investigation bureau, and his since honed them in his current position. Despite the difference between job roles, the case characteristics were similar, which made it easier to understand crime patterns and commonly used terms. One participant commented that the pending investigation team had improved his understanding of professional conduct, and he no longer required repeated confirmation.

Even simple cases require evidence to be collected over a period of at least 6 months. All participants stated that a case typically continues for at least 1 year, and continues for at least 2 years. Experienced ethics officers investigating criminal cases can evaluate the situation more quickly than their inexperienced counterparts, and they have a greater understanding of the entire operation process.

4.2 Information behavior

4.2.1 Primary sources of case information

The primary sources of case information can be classified into three types: superiors, public and prosecutors. Most current cases are assigned by the District Prosecutor's Office, followed by superiors, and people reporting cases.

Table 2. Analysis of Ethics Investigation Staff from Behavioral Interviews

Information behavior	Content
Source of task	From: (1) Authority for transfer; (2) People to report; (3) Assigned by superiors
Sources of information	Contains: (1) Consultants and narks; (2) Internet search; (3) Access to personal data; (4) Observing and monitoring police activities and transcribing conversations; (5) Transcribing and surveillance
Information analysis	Rely on personal experience, the elimination screening, pay attention to: (1) Financial Condition and interpersonal networks; (2) Conversation with others in the keyword; (3) Personal schedule regularity and uniqueness
Information gathering obstacles	(1) Linguistic factors; (2) Law factors; (3) Lack of new high-tech tracking tools and government information integration platform; (4) Investigation of crimes lack of human resources; (5) Individual psychological barriers
Other factors	(1) Media reports flimsy and unreliable; (2) Policewoman fit to include the investigation of crimes team

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However, not all cases can become formal investigations. Cases assigned by the District Prosecutor's Office or by people reporting cases have already become formal investigations. However, if cases are not assigned by the District Prosecutor's Office, the prosecutor may already have sufficient evidence to prosecute, and he or she may rely on ethics officers to collect information for further evidence. Prosecutors can use collected information to obtain further evidence pertaining to criminals. Data collected through observing and monitoring police activities and transcribing conversations. A preliminary investigation involves listing a range of activities and related people. Once relevant information has been prepared and presented as evidence, a formal investigation is conducted.

In summary, the cases in which authorities rely on informants can quickly develop into formal investigations. However, cases assigned by superiors require preliminary data to be collected, and only if a reported crime is substantiated through analysis and judgment of those data is a formal investigation approved.

4.2.2 Information sources of investigation cases

Occasionally, multiple investigation cases are simultaneously assigned to ethics officers, and they must therefore cooperate with each other. The study participants were divided into ground intelligence officers and administrative officers. Ground intelligence officers are responsible for collecting evidence through surveillance, typically working in pairs to ensure that all personnel receive adequate support. The administrative officers are responsible for accessing information, surveillance, transcribing conversations, Internet searches, and consulting with informants.

The participants indicated that these information sources can be gotten step by step. Relevant information is typically obtained through informants, interview notes, and records of the investigation case. These clues provide a framework for conducting Internet searches to obtain relevant public information, and for applying for access to personal information, such as personal records, census data, and bank accounts. The most essential application is applying for authorization to conduct surveillance monitoring. Such information behavior is repetitive and influences how other collected information can be used.

Ethics officers handle cases according to the following information sources:

(1) Consultants and informants

Consultants and informants are the most vital information sources. A clear distinction between consultants and informants is that most consultants are police officers. Some study participants expressed concern about exposing an investigation before the case had begun.

Informants include two types: a reporter and a substitute. A substitute collects information for ethics officers who are unable to enter environments personally, because it might jeopardize their safety or an ongoing case if they are recognized. As an example, one of the participants indicated that video arcades operate according to the number of cash points a person has accumulated, he found someone else who was willing to assist him. In exchange for cash, the substitute entered the video arcade to collect information on playing the video games and using the point cards.

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(2) Internet searches

Internet searching is the beginning of a critical information source in task implementation, enabling a preliminary understanding of the main characteristics and situations in a case. Six of the eight participants mentioned that they used Google to conduct basic searches, and two of them mentioned using Google Maps to determine the exact location of people.

In addition to using search engines, police administrative officers have an in-house information system that ethics officers can access by logging onto the system directly to obtain information (e.g., basic data, census data, and vehicle registration data); thus, they do not need to transmit official communications to other organizations. Ethics officers have a long tenure, and thus must gather information for relevant cases to understand previous cases that are similar and pertinent to the investigation process and trial outcomes.

Thus, online searching for initial case information is vital because it is simple. However, Internet searches can be used to obtain only factual information. Although the obtained information cannot be used as evidence, an online search can yield useful leads in a short period, as well as basic information that ethics officers can use to determine the direction of an entire case.

(3) Access to personal data

According to Taiwan Personal Data Protection Law, accessing information requires permission and is subject to official approval. The primary task of ethics officers is to investigate whether fellow officers have committed unlawful acts involving corruption; thus, there is an emphasis on financial information, such as records of bank funds. One participant indicated that the most vital information sources are those that indicate the proportion of income to wealth.

Life-related information obtained through personal records, census data, and vehicle registration details can provide a broader context for profiling a suspect. This information can be used to analyze suspicious circumstances where it would be otherwise impossible to observe the actual environment.

(4) Observing and monitoring activities and transcribing conversations

Monitoring behavior involves prosecutors gaining approval from a judge before conducting telecommunications recording. A verbatim transcription of a conversation serves as the basis for analyzing case information. Observing and monitoring activities and transcribing conversations can assist in ascertaining the social networks of a police under surveillance.

After relevant information has been compiled, it is transformed into files. The commanding officer reads and evaluates the information before applying for tickets (e.g., search, seizure, arrest, or summons) and conducting an investigation. Observing and monitoring activities and transcribing conversations are indispensable information source in criminal investigations, and they are time-consuming.

(5) Transcribing and surveillance

The effectiveness of observing and monitoring police activities and transcribing conversations is limited; precise timing is required. Transcribing and surveillance are necessary to track and monitor suspects to obtain further information, and it requires approval from the District Prosecutor's Office to apply to the court for authorization.

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The transcribing and surveillance, tracking, and monitoring are conducted simultaneously by a group of officers who gather evidence and conduct surveillance at the scene, while another team monitors telephone calls. Satellite phone positioning technology can be used to identify an effective location.

The drawback of monitoring and surveillance is that the information is not obtained by observing the real environment. However, this requires substantial travel expenses, time, and effort.

Surveillance skills are not learnt through instruction, but through accumulated experience. One participant commented that surveillance cannot be taught; however, a workbook on the methods for understanding the intentions or motivations of suspects is available, although it provides limited information, pertains to the personal thoughts and experiences of supervisor.

In summary, the participants' indicated that a task can be roughly divided into three stages: the preliminary stage, the investigative stage, and the closing stage. During the preliminary stage, consultants and informants are the most critical information sources, and the most common methods for collecting information is online searching and accessing information documents, which require more time. Most requests for access to information during the investigative process require new information, which is unpredictable and time-consuming. Apart from transcribing conversations, monitoring and surveillance are the most critical sources of information at the closing stage because they can be used to link all of the collected information to construct a complete framework for a data analysis, thereby facilitating to end the case.

4.2.3 Information analysis

Because of the variety and complexity of the collected information, the first step of information analysis is information screening. Information screening involves examining the people, objects, time, and methods pertaining to the case, and using deduction to determine what should be screened and selected based on personal experience. Team members with greater experience manage this analysis according to their background in interpreting information.

Data analysis is based on communications records, access to information, and an elimination process. Special focus is required to analyze the following themes:

(1) Financial situation and interpersonal networks

Financial corruption cases are related the flow of money, and it is thus essential to ascertain a suspect's interpersonal networks. Valuable information includes records of conversations, specific people, or bank funds involved in the case, as well as the pattern of when money is withdrawn.

(2) Keywords in conversations

Keywords in conversations are frequently used to analyze key sources of information; however, keywords frequently involve subjective judgmental errors and preconceived notions. People under surveillance are more careful when speaking, and they frequently use codes.

(3) Personal daily schedule regularity and uniqueness

Personal background and habits, such as when and where people place phone calls, are imperative for analyzing personal daily schedules, work regularity, and life regularity. Therefore, data analysis is essential for determining a person's financial situation and interpersonal networks.

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4.2.4 Information gathering barriers

(1) Linguistic factors

Ethics officers in the investigative process frequently engage in information behavior. Four of the eight participants indicated that language ability was the greatest difficulty that they encountered in information behavior. Language obstacles in Taiwan include dialects, such as Hakka and Minnan, which can result in misinterpretation.

(2) Legal factors

Investigations must involve more serious violations of human rights, and one participant mentioned that Taiwan's Personal Data Protection Law imposes considerable restrictions.

(3) Equipment factors

The participants indicated that investigation requires various technological instruments, such as official vehicles, satellite navigation devices, and tachographs. Providing national police officers with an integrated information network could facilitate criminal investigations. Many people mistakenly believe that police officers have access to the latest technologies. However, ethics officers use old investigation equipment.

Other participants mentioned the importance of government information and departmental unification. They argued that that this would shorten the time required to access information, and such efforts would not be compromised by the how the contact persons interprets the wording of a request for access to information.

(4) Human resource factors

The court procedures involved in obtaining evidence are complex and time-consuming. Because the number of staff is fixed, the amount of time, effort, and costs are fixed, making it difficult to manage cases.

(5) Psychological factors

Colleagues under investigation for corruption must avoid to be contacted throughout the investigation process to prevent information from being leaked.

The ethical investigation of crimes is task-oriented, and these information barriers must be overcome to fulfill information needs.

4.2.5 Other factors

(1) Media reports

Reported media sources of information are often sensationalized, and because the cases are not publicly accessible, any media information related to a case analysis is minimal and can be used only as a reference.

(2) Role of policewoman

The ethics investigation officers in this study were all men; however, the participants agreed that policewomen should be employed to assist with investigations.

5. Conclusion and Recommendations

The current study investigated the information behavior of police officers, whose role is unique among the general administration of civil servants, health care professionals, engineers, and lawyers. Most professionals manage formal and traditional types of work; however, government ethics officers must occasionally work at unexpected situations frequently require immediate investigation.

The information behavior of ethics officers differs from that of other professionals. Their tasks are passively assigned, and information sources include various channels, such as the Internet, books, work colleagues, and friends. To government ethics officers, the most critical

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information analysis process is focused on suspects with dubious personal financial situations, which requires careful observation of their interpersonal networks, an understanding of the keywords they use in conversations, and knowledge on their daily living habits. Five categories of barriers to information seeking identified in this study are listed as follows: (a) the inability to understand certain dialects; (b) restrictions created by the Personal Information Protection Act; (c) a lack of high-technology equipment and an integrated government information system; (d) insufficient human resources; and (e) the psychological state of ethics officers.

Data analysis was identified as essential tasks of ethics officers, particularly for investigating the financial situation and interpersonal networks of suspects. Because of time limitations, we used only in-depth interviews to understand the information behavior of government ethics officers. We interviewed only eight officers because they had worked at the police agency for at least 6 months; although our study design required inexperienced police officers, those who were only recently employed by the police agency were considered too inexperienced. Future studies should consider adopting ethnographic approach through observation or involvement in undercover work to obtain a greater understanding of the information behavior of police officers.

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臺灣政風警官資訊行為研究

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摘　要

警察人員辦案時的資訊行為，對一般人而言是神秘而且充滿好奇的，對辦案的警察而言，有效的資訊行為正是破案的關鍵。本研究訪談8名內政部警政署政風室且已任職達半年以上的警官，分析政風警官查案過程中的資訊尋求過程及其資訊尋求行為。研究結果發現，內政部警政署政風室之警官，為完成查案任務，資訊來源有：諮詢人員（線民）、上網查詢、調閱個資、監聽譯文、現譯與跟監；分析查得資料的主題主要分成三類：個人財務狀況與人際網絡、與他人對話中的關鍵字及個人作息的規律性與獨特性；資訊尋求過程中會遭遇的障礙因素有五種：語言能力不足、法令保障個資、缺乏新型高科技追蹤工具及政府資訊整合平台、查案人力不足及個人心理障礙。

關鍵字：政風警官、資訊尋求行為、資訊障礙、資訊來源、查案過程

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