

The Impact of News Media towards Migrant Workers in Taiwan

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Wenzao Ursuline University of Languages, 2022

Abstract

With the trend of economic globalization, migrant workers are move transnationally to work in paid employment in a wide-range of sectors. In recent years, Singapore, Malaysia, South Korea, and Taiwan had become new workplaces for migrant workers. The entry of migrant workers brings more productivity and cultural diversity, however, they also face security issues, employer discrimination and agency problems, and other negative issues. When these issues arise, the news media typically report them in a negative perspective. Therefore, as a medium of communication, news media has deeply influenced the stereotypes and attitudes of Taiwanese people toward them.

Based on previous studies, the power of media is not only on audiences, but also includes the social, cultural, political, or economic structures of society. This paper analyzes how news media shape the racial stereotype toward migrant workers and how the image of migrant workers created by news media affects Taiwanese attitudes toward foreign migrants. The research adopted the survey and content analysis to find the impact of news media on Taiwanese. The content analysis analyzed Taiwanese news reports about migrant workers from 2015 to 2022.

Through this paper, the impact of news media on migrant workers and the Taiwanese public was analyzed. To attract attention and alter people's perceptions, some reports utilize sensationalist or startling headlines. These results show the importance of media literacy in addressing the discriminatory treatment of migrant workers and allow people to learn about them from alternative perspectives.

Keywords: Migrant workers, News media, Taiwanese, Stereotype

TABLE OF CONTENTS

INTRODUCTION	1
Background.....	1
Motivation.....	7
Research Purpose.....	8
Research Questions.....	8
Hypothesis.....	8
Contribution.....	9
Limits.....	9
Delimits.....	10
LITERATURE REVIEW	11
Migrant worker policy: Japan and Taiwan.....	11
Economic Event Affecting Migrant Workers.....	14
Mass Media.....	15
News Media.....	17
METHODOLOGY	21
Research Design.....	21
Source of Data.....	22
Instrumentation and Date Collection.....	23
Ways of Data Analysis.....	24
DATA ANALYSIS	25
Demographic Information of the Collected Data.....	25
The correlation between Taiwanese experience with migrant workers and socio-economic impressions.....	26
The correlation between Taiwanese and Media Literacy.....	27
The correlation between Taiwanese awareness of the advantages and disadvantages of migrant workers coming to Taiwan.....	31
Content Analysis: Analyze the News from Different Perspectives.....	36
CONCLUSION AND SUGGESTION	45
Discussion one: How does Taiwanese news media shape the racial stereotype towards migrant workers?.....	45
Discussion two: How images of migrant workers created by the news media affect Taiwanese attitudes?.....	46
CONCLUSION.....	47
SUGGESTION.....	48
Appendix A	49
台灣人受傳播媒體對在台移工印象之問卷調查.....	49
BIBLIOGRAPHY	54

LIST OF TABLES

Table 1 T test of Gender on Media Literacy	28
Table 2 Anova of Age on Media Literacy	29
Table 3 ANOVA of Age on the advantages and disadvantages of migrant workers coming to Taiwan.....	32
Table 4 ANOVA of Residence on the advantages and disadvantages of migrant workers coming to Taiwan	34

LIST OF FIGURES

Figure 1 Number of migrant workers in industry and social welfare from 2001 to 20212

Figure 2 Number, nationality and industry of migrant workers from 2013 to 20212

INTRODUCTION

Background

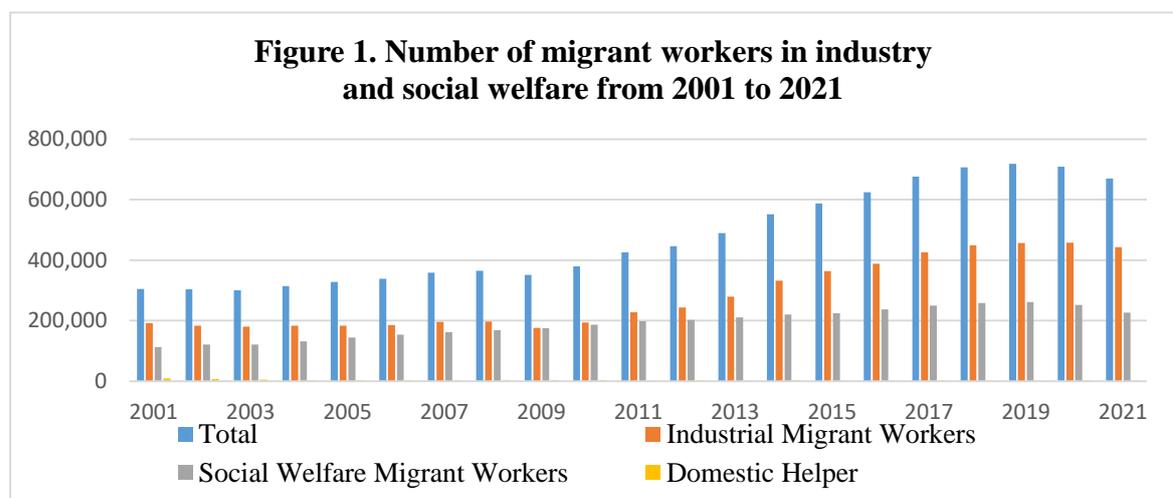
Since 1992, Taiwan had legalized the entry of migrant workers from Southeast Asia. Migrant workers are seen as an economic short-term presence that also brings material benefits and conflicts. The entry of migrant workers had brought more productivity in the labor market, created the cultural diversity and reduced the stress of caring for the elderly at home. However, migrant workers also faced the issue of unreasonable system and treatment such as paying high agency fees, not being allowed to change employers freely, different pay for the same work as local workers, etc. These policies and systems made them bear the blame of being the local workers' unemployment rate and declining labor conditions.

As the economy becomes more developed, the number of migrant workers also increased, which also leads to discrimination against them from Southeast Asian countries. The discriminatory mentality also gradually causes misunderstanding and alienation towards them. For example, most of us are not familiar with their religion and cultural, misunderstand the way they dress, dietary habits or exclude them from perfuming and widespread. And we often assume that their jobs are inferior to those local workers because of their appearance and country of origin. It is also common for migrant workers to be mistreated or treated unequally. Compare to western countries or white people, we often celebrate their festivals, revere and learn their language and be more willing to help them with kindness. These comparisons also become the difference in treatment for them.¹

¹ "引進外籍移工的影響~從就業、歧視、衝突面來探討," (2022), <https://doi.org/https://www.shs.edu.tw/works/essay/2022/03/2022031414541406.pdf>.

Based on the statistics data of the Ministry of Labor, there are about 700,000 migrant workers in Taiwan, mostly from Indonesia, Vietnam, and the Philippines, the so-called New Southbound countries. Through the New Southbound Policy, more migrant workers have emerged in Taiwan society. However, problems of migrant workers' rights have not been included in the New Southbound Policy plan. These rights should be attached important to the New Southbound Policy. This will not only make them less likely to want to leave their original workplace and reduce social problems caused by employers' improper treatment of them, but also make migrant workers who want to work in Taiwan feel more at ease about coming to work in Taiwan, giving migrant workers, their families, and friends a better impression of Taiwan society.²

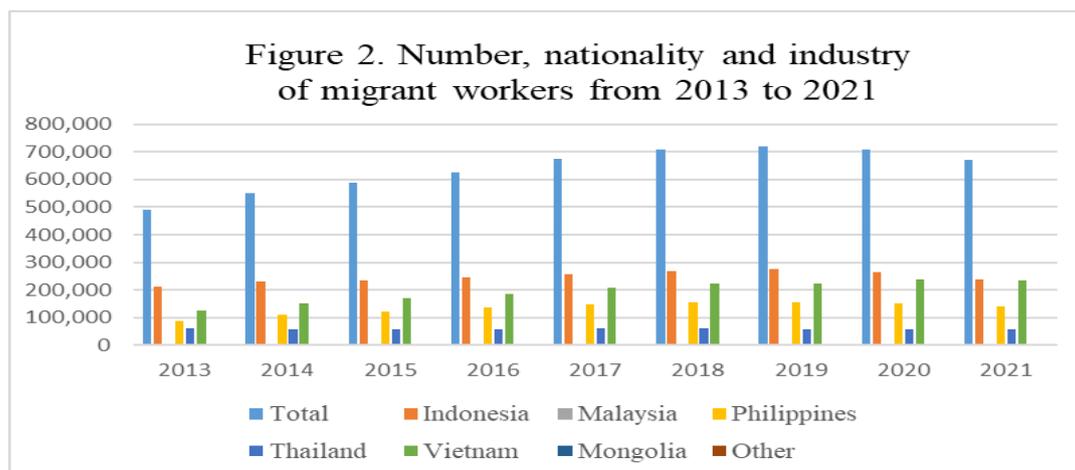
Figure 1 Number of migrant workers in industry and social welfare from 2001 to 2021



*Source: sorted by the author

² "疫情後 台灣的新南向政策應更重視移工權益問題," 2021.11.28, <https://newtalk.tw/citizen/view/57604>.

Figure 2 Number, nationality and industry of migrant workers form 2013 to 2021



*Source: sorted by the author

According to the statistics of the Ministry of Labor, the number of migrant workers coming to Taiwan is increasing year by year. The way to protect the rights of migrant workers included Labor Standards Act and Employment Service Act. There are still some incomplete laws, policies and some problems are derived from them. According to Employment Service Act, the total period of employment of migrant workers in Taiwan cannot exceed 12 years. There is also an incomplete rule that migrant workers are not free to switch employers and jobs. The migrants claim that changing employment is a basic right, and that the Ministry of Labor should restore their ability to work; the employers' group fears that if migrant workers are free to change occupations without violating their contracts, there will be no one to care for the severely disabled.³ When migrant workers are trapped in poor labor systems, they have no choice but to run away if they cannot change. If we return the right of free job choice to migrant workers so that the whole condition can be improved. In the process of migrant workers' entry to management and follow-up services, employers are not

³ "移工盼自由換雇主 勞動部：尚須社會共識," 2022, <https://www.chinatimes.com/newspapers/20220117000364-260114?chdtv>.

familiar with the application process or lack of time, so they often entrust Human Resources Agency to deal with it. These agencies are formed by market supply and demand. Many migrant workers have to loan to pay high agency fees before coming to Taiwan. In many countries, local agents or organizations will viciously dock wages from workers and then send them to Taiwan agents for another docking of wages as an agent's fee or as a stability fund.⁴

In addition to the above factors that affected migrant workers' willingness to come to Taiwan, major events can also affect their livelihoods. Financial crisis of 2007–2008 not only influenced to the collapse of a number of large financial institutions or government takeover but also caused many companies reduced the employee number of migrant workers to protect our labor force. After the financial crisis, the number of foreign workers decreased obviously due to most work opportunities were supplementary. Therefore, when domestic enterprises faced business crisis or recession, these jobs may be reduced and workers lost the chances to work overtime in order to increase revenue and be willing to terminate their contracts early. Second, domestic workers were willing to engage in the jobs by foreign workers due to the recession, which was the reason why migrant workers were first to be layoff. Third, the government had started to set up programs to revitalize industries and reduce the unemployment rate. Fourth, the rise of atypical jobs, such as fixed-term contract work, working hours, or dispatch work could manage flexibility, this had impacted the job opportunities of migrant workers in Taiwan.⁵

However, a similar situation occurred in the 2020 COVID-19 epidemic. To avoid the expansion of the epidemic, government had restricted the number of migrant

⁴ "外籍移工困境問題之研析," <https://www.ly.gov.tw/Pages/Detail.aspx?nodeid=6590&pid=171808>.

⁵ "金融海嘯衝擊下之外勞人力管理與運用," http://hrda.tidi.tw/picture/com_data/big5/2010E.pdf.

workers coming to Taiwan. The temporary shutdown of many industries has also indirectly affected the salaries and health of migrant workers. In the following research, I will analyze the impact of two major events on them.

With the improvement of technology and economic development, the dissemination of information is becoming more and more rapid. Through news, internet, Twitter, Facebook and so on, we can get the latest information. The power of mass media gradually influences our mind, life and opinions.

The dissemination of information through mass media allows us to be informed of new information more quickly. Initially, news and media outlets were limited to telegram. These technological inventions used multiple channels for spreading news to the public, such as radio, newspapers, magazines, television, websites, and now mobile applications. Mass media has become an inseparable part in our society and life, so it is necessary to understand the impact of mass media on people. From business to entertainment, everything today is influenced by mass media.⁶ In media psychology, the influence of mass media on the actions, behaviors, and reflections of individuals and audiences is referred as mass media influence. This effect can be negative or positive. Media psychology uses different perspectives of psychology to explore human interaction with technology in spite of the worries about the negative impact of technology on society.⁷ As we can see in recent years, internet bullying and hyperbole news appear all over the place. The power of mass media can make a person or event receive good response but also make people have a negative impression on it. This shows the power and influence of the mass media.

⁶ "HOW MASS MEDIA INFLUENCE OUR SOCIETY," <https://www.nimej.org/blog-detail/how-mass-media-influence-our-society.html>.

⁷ Pamela Rutledge, "What is Media Psychology? And Why You Should Care," (2010), <https://doi.org/https://www.apadivisions.org/division-46/about/rutledge-media-psychology.pdf>.

Take Canada for instance, Canada is generally considered as a destination of support for immigrants and refugees due to its relatively high immigration levels. However, Canadians have different attitudes toward immigrants and refugees. They see immigration as economic presence, compare to refugees, they are hostile to them, claiming that refugees pose a security concern. Coverage of immigrant and refugee populations varies in terms of security, especially when there is a special event, it shows that the difference in reporting also affects people. More different treatment such as immigration claims are typically challenged on security grounds or because of risks to the Canadian people, whereas refugee claims are opposed on all fronts. This indicates the frequency of anti-refugee attitudes in public discourse. According to the research, the media, policymakers, and the general public create a feedback loop. Investigating how the media portrays immigrants and refugees as an indicator of public perception and policy responses. The study of News Media Framing of Immigrant and Refugees had revealed that there are cultural distinctions between refugees and immigrants, which have not only occurred in Canada but also in other nations. Stories are presented in a way that has the ability to resonate with the target audience, and media is rooted in societal conventions and culture.⁸

According to Hsin-I Cheng (2016), the news media portray migrant workers as ubiquitous in Taiwan. In these reports, the number of workers seems to reflect larger socioeconomic issues. In the publications, there is no mention of the contributions migrant workers make to society by performing manual but poorly paid work, and words and phrases such as violence, military, war, and bombings are used to describe them. Instead, social hardship is portrayed as the end result.⁹ The final representation

⁸ "Deciding Who's Legitimate: News Media Framing of Immigrants and Refugees ", (2017), <https://doi.org/https://ijoc.org/index.php/ijoc/article/viewFile/6273/1946>.

⁹ "On Migrant Workers' Social Status in Taiwan: A Critical Analysis of Mainstream News Discourse," <https://ijoc.org/index.php/ijoc/article/view/3905>.

derived from the news reports is that it is undesirable to portray migrant workers as having their cultural beliefs and practices. The events reported in the news portrayed these migrant workers as living a less civilized or emotionally stable lifestyle.

A series of reports on migrant workers' transgressions did not provide enough background information and portrayed "civilized us" and "uncivilized them" as a dichotomy. Migrant laborers are regarded as untrustworthy, illiterate, and incapable of maintaining a safe working environment in these reports. These descriptions point to their erratic personalities and a lack of awareness that could put themselves, their friends, and their neighbors in risk. The emphasis on immigrants' ethnic identity confuses their diverse ethnic, class, and regional differences, especially in the context of the higher education of many Southeast Asian immigrant workers. They are portrayed as the "incomprehensible other," whose differences are to be considered as comprehensive. Unlike in the United States, where immigrants are seen as "prone to riots, criminality, and other questionable behavior" and as a threat to national resources and ways of life, migrant workers in Taiwan are portrayed as being threatened by a lack of common sense and a lack of self-control. To conclude, we should not let these terms affect our perception of migrant workers. Through the process of investigating news discourses, it can make us better understand how media shape these perceptions.

Motivation

Under the influence of economic globalization, migrant workers are often seen on the streets. They live in Taiwan and work here, just like we do in Taiwan. However, different from us, most of them come to work in Taiwan to pursue higher income to support their families. In addition to meeting them when taking public

transportation, when I went to Kaohsiung Export Processing Zone for internship in last summer vacation, I also saw many migrant workers there. The most common way to know about them is probably through news reports. Watching the news reports and interviews about them made me want to get to know them deeper. I would like to learn more about their side of the story that isn't covered in the media or in interviews. What reasons for them to leave their hometown and come to Taiwan, and what kind of challenges they encountered during this process. We often see fake news or exaggerated and untrue reports, often labeling people without knowing the truth. Through this study, I can learn about the impact of news media on individuals, as well as how it can change people's perceptions of them.

Research Purpose

The purpose of my study is to find out the relationship between news media and public, and how Taiwanese's impression and attitudes towards migrant workers through news media and government policies.

Research Questions

1. How does Taiwanese news media shape the racial stereotype towards migrant workers?
2. How images of migrant workers created by the news media affect Taiwanese attitudes?

Hypothesis

My hypothesis is through the reports of news media, using negative adjectives or speech reports migrant-related news events. Because the reports are biased towards

controversial events and negative adjectives to label migrant workers, which affects Taiwanese people's impression of migrant workers.

Contribution

The contribution of my study may be change people's perception of migrant workers, not only through news reports about their appearance, find out the incomplete of government policy to change their vulnerability. In addition, the power of the media is well known. Some people call the media as the 'fourth power' in addition to the executive, the legislature and the judiciary. The reason is that its power is so great that it can influence and nurture the thinking of the whole nation. In Taiwan, its influence on people's thinking is so deep and wide. As long as the public is interested in legal things, the news media can report the object. So that news media can increase the viewership and community traffic. The media affects more than just the dissemination of information at that time, it also affects the general thinking of the public.

Limits

The constraints of my resources is to collect multiple valid and adoptable questionnaire answers. To make the study credible while also collecting multiple valid questionnaires, my limit is the number of people filling out the questionnaires and the responses. And I don't have resources in the news industry and migrant organizations, I can only figure out the facts from previous researches and questionnaires. The final point is that migrant workers and the media are involved in a wide range of aspects and influences, this is an issue that needs to be improved gradually over time.

Delimits

My research scope is to survey Taiwanese's contact experience with migrant workers and their impressions of migrant workers through news media. The researches and literatures from 1987 to 2022, the impact of the outbreak of COVID-19 in 2019. The government policies about entering migrant workers and rule of law to them. And the organizations of migrant workers.

LITERATURE REVIEW

This chapter would explain the previous literature about comparison of Taiwan and Japan's policies on migrant workers, economic event affecting migrant workers and mass media. The policy comparison between Japan and Taiwan could know differences in national policies also affect migrant workers' rights and working conditions. Economic event was not only influence nationalities, but also migrant workers' living. And the section of mass media, including the news framing setting and theories of communication.

Migrant worker policy: Japan and Taiwan

Japan is not only a developed country, but also an aging society like Taiwan. Japan' foreign labor market is divided into several stratum. South Asians are at the bottom of the stratum, with part-time jobs, low pay, and dangerous working conditions. This racialized hierarchy, which results in differing wages and other privileges for different groups of migrant workers, was a political construct of Japanese government officials. They created policies that establish the legal superiority of certain races over others while also restricting the operation of each tier of foreign workers.¹⁰ Furthermore, regionalization of migratory flows and feminization of labor migration also influence the protection of migrant worker's citizenship, human and labor rights.

According to Oishi, about 2.2 million of foreign population in Japan in 2010, accounting for almost 1.7% of the country's population. Over the past 20 years or so, Japan's policy of recommending in foreigners has gradually been influenced by three major factors: an aging population, a highly educated foreign workforce that has

¹⁰ Apichai W. Shipper, "The Political Construction of Foreign Workers in Japan," <https://doi.org/https://doi.org/10.1080/146727102760166590>.

become a key factor in economic development, and global competition for knowledge workers, but it seems to have fallen short of expectations.¹¹ To find out the reason of why can't attract highly educated migrant workers, Professor. Nana Oishi had analyzed the main reasons are the inconvenience of remittance, the lack of promotion or transparency, the difficulty of changing jobs or positions, and the inability to adapt to traditional Japanese business customs. Migrant workers may face the problem of communication gap, isolation or marginalization, lack of work-life balance and local country system issues, these may cause local country to consider how to keep them or improve the institution.

The policies and changes proposed by Japan, which was also an aging society, had deeply influenced Taiwan. Based on these documentary records, it was possible to understand their classification of migrant workers into market classes. These systems had influenced the political structure and policy making of the Japanese government. The following section was to explore the policy of Taiwan.

While helping Taiwan develop local infrastructure and improve the quality of life for inhabitants, foreign workers often suffer in terrible labor camps. They are among an increasing number of "guestworkers" who are forced to labor in harmful and harsh environments in other nations. The majority of guestworker programs do not show a strong desire to end the migrants' stay. There is nothing more permanent than temporary laborers,' anti-immigration activists used to claim when denouncing guest worker programs in North America and western Europe (Martin,2003).

Officials use the lack of a precedent of accommodating immigrants other than ethnic Chinese as a justification for hiring guest workers rather than immigrants to fill

¹¹ "出席「金融危機後亞洲勞工遷徙之趨勢與展望會議」紀要,"
<https://www.mol.gov.tw/media/syjfdwk/%E5%9C%8B%E9%9A%9B%E7%9E%AD%E6%9C%9B%E5%8F%B0.pdf?mediaDL=true>.

labor shortages. However, because of their working-class backgrounds, this number of foreign employees was denied longer stay and was forced to return home at the conclusion of their working visa. Since white-collar workers are excluded from the aforesaid laws, the concept of ethnic homogeneity appears to be quite harmless when compared to the class assumption that underpins the criteria for admission and exclusion. Working-class foreigners are likewise subjected to border controls not only at the point of arriving and departing, as well as during their stay.¹²

The authors discovered that migrant workers experience difficult obstacles in both job and life. Despite the fact that these issues and hardships were created by employers' poor working and living conditions, Taiwanese citizens' racial prejudice, and other exploitative procedures, they were portrayed as the result of personal difficulties in adjusting to a new environment. In fact, the majority of the adaptation issues raised in this research, such as long working hours, discrimination, unsatisfactory salaries and treatment, and the working environment, had nothing to do with individual qualities or behaviors. Migrant workers, on the other hand, were victims of institutional and cultural frameworks.

Second, the paper noted about the potential negative "social" effects of foreign employees, such as endangering local workers' job possibilities, ethnic tensions, increased crime rates, and increased pandemic risk. The research considered that foreign workers were more likely to commit crime, break the law, produce a public health problem, and become involved in the conflict, among other things, in order to investigate why foreign employees would increase crime rates or bring diseases into the country. They are considered as persons who are likely to acting out in general.

¹² Yen-fen Tseng and Hong-zen Wang, "Governing Migrant Workers at a Distance: Managing the Temporary Status of Guestworkers in Taiwan," <https://doi.org/https://doi.org/10.1111/j.1468-2435.2010.00639.x>.

These results validate some of the reasons why Taiwanese people have a poor impression of migrant workers.

Economic Event Affecting Migrant Workers

In recent years, there are many economic events occurred that also affected the rights and salaries of migrant workers. The recent events that have affected migrant workers the most was COVID-19, the impact of COVID-19 was not only on the people of each country, but also on the policies of each country towards migrant workers. And these policies are gradually making the people in Taiwan become more contact with migrant workers.

COVID-19

As the epidemic worsens, migrant workers' rights and wages are being neglected. When migrant workers are certified, they are subjected to discriminatory comments, personal restrictions, and negative perceptions by employers and the general public. After the outbreak of the epidemic, in addition to being restricted from going out, it became more difficult for migrant workers to move across the country. After the Spring Festival in 2021, Vietnamese officials worked with private travel agencies to handle repatriation programs and gradually increased the number of departures, which slowly alleviated the situation of migrant workers stranded in Taiwan. On the aspect of the freedom of migrant workers, officials had even issued unlawful instructions forbidding migrant workers from going outside, prompting condemnation from local groups, labor organizations, and human rights organizations, as well as international media coverage for the poor treatment of migrant workers' personal belongings and putrid dormitories.¹³

¹³ "瘟疫蔓延時，歧視移工讓台灣成為落後國家," 2021, <https://www.laf.org.tw/index.php?action=LAFBaoBao-detail&tag=233,239&id=280>.

On the aspect of their working, even if they encounter poor labor conditions or suffer unreasonable treatment in the workplace, they cannot use "quitting" as a last resort to resist, and even if they want to jump ship to work in a better factory, it is now even more difficult. The Ministry of Labor said that if migrant workers are completely free to change employers, it may cause problems such as unstable labor-employer relationships, increased costs of migrant worker introduction, and in a gap for the care of severely disabled family members. Although the existing rules make shifting employers more complex, they do not make it impossible. The success rate of migrant employees who registered with official employment agencies has grown consistently.¹⁴

Mass Media

Basic media categories are understood through a variety of multidisciplinary discourses as well as cultural representations of media and journalism produced by a variety of social and cultural actors, including the mass culture industry. The broad view of media critical literacy should include not only the development of digital and technical skills, but also the strengthening of abilities to connect with meaning structures, which are more essential in cultural and humanistic perspectives. Digital media, according to R. Schroeder, influence social order and their commitment to social change forces researchers to reconsider the fundamental principles of media functioning in society theory. Network theory, medialization theory, and actor-network theory are three ideas that now dominate our understanding of digital media and media in general.¹⁵

¹⁴ "移工自由轉換雇主 提升勞動環境還是惡性競爭？," 2022, <https://www.rti.org.tw/news/view/id/2122740>.

¹⁵ "Media Education, Media Industry, Mass Media Theory: Interrelations and Conflict of Interests," (2019), http://dSPACE.BSU.EDU.RU/bitstream/123456789/28698/1/Khorolsky_Media_19.pdf.

Medialization theory is a process in which the media has an impact on various aspects of society, such as politics, business, culture, entertainment, sport, religion, education, and so on. Medialization is widely perceived as a change or trend, comparable to globalization and modernization, in which the mass media are increasingly incorporated into other aspects of society. The media is not only having effect on public opinion, but also on the structure and procedures of political communication, political decision-making, and the democratic process.¹⁶ On the micro level, it changed people about their daily routines, and interpersonal interactions; on the middle level, it changed parties, businesses, organizations, and institutions; and on the macro level, it changed politics, economics, civilization, society, and culture (Krotz, 2012). The term "medialization" referred to a long-term transformational process rather than a specific instance. Medialization became a concept that encompasses the connectivity of media and communication changes, as well as cultural and social changes.¹⁷

In actor–network theory, everything in society and the natural world is connected in a constantly shifting web of relationships. The concept that human-to-human and human-to-thing relationships are formed into interconnected networks that can influence one another. Based on these theories, we can get the information about how the media communication work and how the variables affect each other.

Social Media

"The relationships that exist between a network of people" is how social media is defined (Walter & Riviera, 2004). Youths can use online communities for academic help and support, which is a positive component of them (Lusk, 2010). Social media

¹⁶ "Mediatization (media)," [https://en.wikipedia.org/wiki/Mediatization_\(media\)](https://en.wikipedia.org/wiki/Mediatization_(media)).

¹⁷ "Mediatization of Communication: from Concept to Theory," <https://core.ac.uk/download/pdf/38647137.pdf>.

provides a space for people to spread their messages and discuss latest current events. People no longer need to rely on the media or television for their daily dose of news; anything can be found on a social networking site. The majority of the time, television and print media are one-sided and do not convey the true message. You can receive the facts and real data by doing some research with the use of web-based social media.¹⁸

As a result of social media's power to make ideological "echo chambers" among like-minded friend groups, political polarization may increase. A research about The Welfare Effects of Social Media¹⁹ had pointed out that deactivating Facebook dramatically lowered news knowledge and attention to politics, which is consistent with the reported reduction in news consumption. They observed that treatment group was less likely to indicate they follow political or presidential news, and they were less able to correctly answer factual questions about current events. This means that social media is not only a tool for disseminating information and news, but also a channel for influencing people to receive information and discuss together.

News Media

The process of news production started with news gathering, including various sources such as government departments, academic institutions, citizens, etc. The second step was news processing, and the last was media reproduction, through

¹⁸ R.Kumar W.Akram, "A Study on Positive and Negative Effects of Social Media on Society," (2017), https://doi.org/https://www.researchgate.net/profile/Waseem-Akram-19/publication/323903323_A_Study_on_Positive_and_Negative_Effects_of_Social_Media_on_Society/links/5ab1c064a6fdcc1bc0bfefef/A-Study-on-Positive-and-Negative-Effects-of-Social-Media-on-Society.pdf.

¹⁹ Luca Braghieri Hunt Allcott, Sarah Eichmeyer, Matthew Gentzkow, "The Welfare Effects of Social Media," (2020), <https://doi.org/https://pubs.aeaweb.org/doi/pdfplus/10.1257/aer.20190658>.

different channels, such as magazines, newspapers, radio, etc., so that the reader could receive the news.²⁰

While reporting the news, there was a news framing, it meant that the media set the frame for an event and presented only the events in the frame. Pan and Kosicki had defined the framework as conceptual tools for communicating, interpreting, and evaluating information by media and individuals. And they also seen news media frame work as the cognitive skills used in the interpretation and feedback of information. Gitlin considered media framework as journalists through organizing the world's vast unseen events and made it possible for people to identify through news coverage. These concepts made us know that framework maintains the balance between social structure and media, because the social events or experiences that we perceived or understood were already framed.²¹ The framework is the bridge between human cognition and social culture, and the framework influenced how people define things (Gamson, 1992).

The media was a foundational institution in democracy countries. One powerful way for the media shaping the public opinion was through framing events and issues in a specific way. Framing related to the introduction and definition of the problem by the communication source. The concept of framing was focused on the process of the communication. Communication was a moving process, it contained frame building (how frames arise) and frame setting (the interaction between media frames and audience tendencies).

According to Entaman, he mentioned about frames involved different sites, such as the culture, the text, the communicator and the recipient. These were the elements

²⁰ "新聞建構與媒體識讀," (2015), https://doi.org/https://www.ncc.gov.tw/chinese/files/16010/2719_34758_160106_3.pdf.

²¹ "Framing and Argumatation in Science News of Gene-modification," (2017), <https://doi.org/http://ntcuir.ntcu.edu.tw/bitstream/987654321/12369/2/BSC104108.pdf>.

to compose the framing process. And the framing process including several stages: framing, framing settings, and the consequences of the personal and social dimensions of framing (d'Angelo, 2002; Scheufele, 2000; de Vreese, 2002). Framing referred to the elements that affect how a news story was framed. The way that journalists and news organizations construct topics was influenced by internal journalism factors (Shoemaker & Reese, 1996). The frame building was created between the interaction of elites and news reporter and social movements.

Frame-setting described how media frames interacting with public's past knowledge and biases. News frames could influence how we understand, interpret and judge different issues and events. The result of frame-setting could reflect on individuals and society. For individual, he or she changed the attitude or opinion to an issue may be due to the exposure to certain frames. For society, frames may improve the process of shaping the social level such as decision-making, collective action and political socialization. Through Entman mentioned about news frames could be recognized by the presence of some specific keywords, stereotyped images, information sources and the sentences with conceptually supporting groups of facts or judgements.²²

These literature had shown the development of the news framework and its role. It was founded that news frame could influence us to understand various issues from different perspectives, so that it gradually change personal and society change opinions. Different frames competed with each other for use by journalists and

²² Shaw Ofianga, "51 News framing: Theory and typology," (2005), https://doi.org/https://d1wqtxts1xzle7.cloudfront.net/32324999/Framing-with-cover-page-v2.pdf?Expires=1667559829&Signature=ZAW1EZPv8RK8Vbh~xbBF3KVVW3ctUT-naBZgYLQVa0f~CznRJ~Z2E3S8rrB1Fzga-QyiENk8UiuqWJvTX3I2EGWbRtB3GKa--ah2S2Q7CrXJyN5KCdm3l65IH1V~ybGhWxBm7QwzO-Gbr4aUqujDD4QxKn7XC96D3rutoS2Rbqo7RpBILYbG40RegVqLg-32Z6E8q7~gzB7IeMrr-mB-CF0BW2SEunkhjz9u1UnTOvtWsLcvgeCXXflg52Udp6GuRd9aayMpnslBhkgY6igGSF~sSEQ88XPjNwaNzjUJWED42ttSLjRfuWs1GsUvV8dJ7kCXrXxm4QITalt6NXzOmug__&Key-Pair-Id=APKAJLOHF5GGSLRBV4ZA.

readers, and as new frames were chosen, others may disappear or change. In the process of news text production, meaning was always being constructed or reconstructed, both sources of information, news organizations, listeners and other actors in society were involved in the construction of meaning. The power of news framing was great and deeper. Therefore, although people had the ability to frame things or experiences, the things or experiences that they perceived were themselves framed.

METHODOLOGY

Research Design

For this research, the researcher used mixed method, qualitative content analysis and survey. The purpose of this study was to find out the relationship between news media and public, and how Taiwanese's impression and attitudes towards migrant workers through news media and government policies. In this paper, I had two research question, one was how does Taiwanese news media shape the racial stereotype towards migrant workers and the other one was how images of migrant workers created by the news media affects Taiwanese attitudes.

The researcher used content analysis to analyze the first question. Through the relevant news articles and using different standpoints to analysis their impact to public. The researcher collected the news from different Taiwan news website. The year of the news data from 2015 to 2022. There were six topics for the news reporting, contained salary issues, cultural differences, unfair treatment, rights, controversial issues and the impact of COVID-19 to them. These topics were be the most common theme for news media to report about them. The reason for the research to choose these themes was because they all related to migrant workers' benefits and interests as the six topics were the problems that they faced most commonly while they came to Taiwan to work.

The researcher used survey as the data collection for second question. In this survey, the researcher divided questions into five sections: general information, contact experience, social economy impression, media literacy and advantages and disadvantages of migrant workers coming to Taiwan. Contact experience included where to get information about migrating workers, whether to employ migrant workers, whether have stereotype about migrant workers and whether heard about

illegal migrant workers. Social economy impression was about people's impressions of migrant workers' education level, economic income level, and the jobs they have taken up after coming to Taiwan. Media literacy was about frequency of viewing news and media literacy skills. Through the questionnaire, the researcher could know the direct responses and ideas from public and obtained the primary source.

Source of Data

First part about the source of data was from government policies, relevant news, articles and reports. Reports such as Apple Daily 蘋果日報, China Time 中國時報, United Daily News 聯合報, Liberty Times 自由時報, etc. The news channel contains CTS News Information Channel, EBC News, SET News Channel, TVBS News Channel. And the literature about mass media, migrants, and economic events from scholar websites including Google scholar, NCL Taiwan Periodical Literature.

This research focused on Taiwanese as research population. In order to gain complete data collection, the researcher collected 401 respondents of the questionnaire to analyze. The online tool that the researcher used to make the survey was Google Form. In the questionnaire, the researcher created 30 questions include basic personal information. The way to get respondents was from public to share the link on Facebook, Instagram, Line and so on. The design of the Google Form and the answers were clear at a glance. It was convenient for people to fill in and it didn't need the access and the limit of time and location. Through internet and social media was the fastest way to spread the information. With the spread of the Internet and the assistance of my friends and family, the researcher was able to collect the responses quickly.

Instrumentation and Data Collection

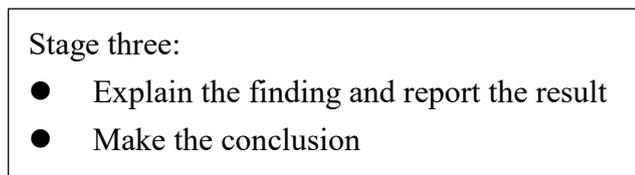
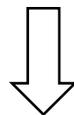
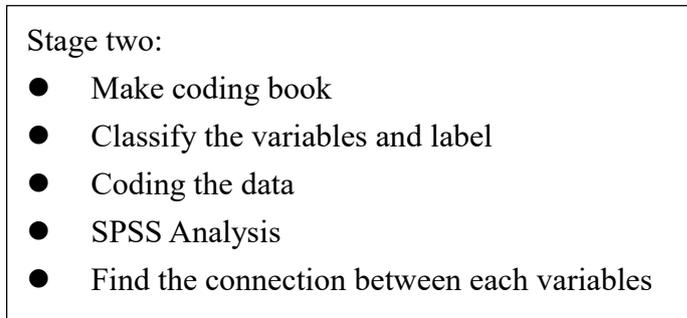
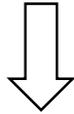
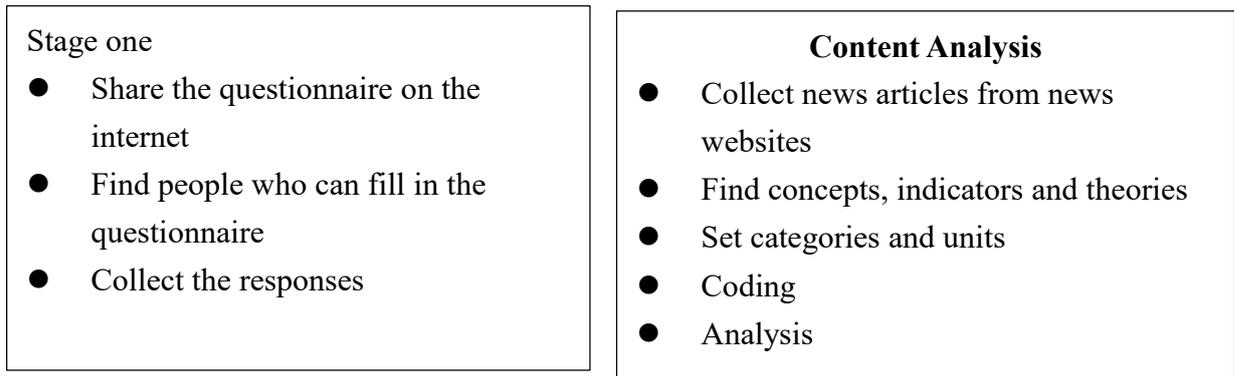
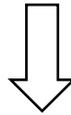
In the content analysis part, the researcher collected 90 news articles and it had several topics. The researcher coded the news content into different codes, each unit of code for the data was by sentence. According to the key meaning of each sentence to name the code. After coding the contents, the researcher started to classify the codes into different categories. Then the researcher divided viewpoints into three parts: employment, labor and civil. Through 6 topics: salary issues, cultural differences, rights, unfair treatments, controversial issues and the impact of COVID-19 to migrant workers to find out how the news was reported from these three different perspectives.

The researcher used Google Form as my questionnaire and shared the link to friends, family and public through Facebook, Instagram, Line and so on. First half of the questionnaire used Single and multiple choice questions to understand people's perceptions and impressions of migrant workers. Second half of the questionnaire used a Likert scale with five points ranging from strongly agree, agree, neutral, disagree and strongly disagree from the part of media literacy to the advantages and disadvantages of migrant workers coming to Taiwan. the researcher collected 401 responses of the survey. After collecting the questionnaire, using SPSS to measure the connection between different variables. For SPSS, the researcher used Chi-Square to analyze the section of contact experience and social economy impression. On the correlation of Taiwanese and media literacy and the part of advantages and disadvantages of migrant workers coming to Taiwan, an Independent Sample T-TEST was used to test gender variable and One-Way ANOVA was tested the variable of age and residence.

Ways of Data Analysis

The method that I used to collect data is survey and content analysis. My research population was Taiwanese. In order to get the respondents of public towards migrant workers, the following are the steps that I use survey to evaluate my finding:

Establish the survey



DATA ANALYSIS

Demographic Information of the Collected Data

In this chapter, there are two sections to analyze. One is the result of the survey, the other one is the content analysis of the news reports about how news media reported the migrant workers in Taiwan. The questionnaire about 401 respondents was collected, the most respondents are female, more detailed information of respondents was shown in Appendix 1. For the education level of respondents, most people are colleges and universities. For the age group, the group of 21 to 30 years old and over 61 years' old were two largest group. 281 respondents currently live in the Southern, and the second highest number of respondents live in the Northern. The income option was the most popular option below \$10,000, as the majority of students filled out the questionnaire.

For the section of news reports analysis about migrant workers, I have collected 90 news articles, including 6 topics and 15 news articles each topic. The topics including salary issues, migrant workers' rights, cultural differences, controversial issues, unfair treatment, and last one is the impact of COVID-19 to them. These are the most common issues that migrant workers encounter when they come to Taiwan, it is also the most frequent topic related to migrant workers in the news. From these news report, analysis of news reports from the perspective of the government, citizens and migrant workers.

The correlation between Taiwanese experience with migrant workers and socio-economic impressions

For this section, it was to analyze migrant's socio-economic impressions and contact experience to Taiwanese. First item tested was to compare whether Taiwanese have stereotypes about migrant workers in different pipelines accepting migration information. The researcher used Chi-Square to test. Pipelines included TV, News, Newspaper, Internet, relatives/co-workers/friends, human resource agency and other.

A chi-square test of independence was performed to examine the relation between whether Taiwanese have stereotype on migrant workers and news pipelines. The relation between these variables was significant, $X^2 (2, N = 402) = 6.995, p = 0.030$.

A chi-square test of independence was performed to examine the relation between whether Taiwanese have stereotype on migrant workers and internet pipelines. The relation between these variables was significant, $X^2 (2, N = 402) = 6.023, p = 0.049$.

From the result, we could know that the news and internet were the two main channels for Taiwanese to receive information about migrant workers. In addition, 190 people responded that their impressions of migrant workers came mainly from news media reports, we could infer from this that the news media had a great influence on the reception of information to Taiwanese people.

Second, the researcher tested the correlation between the main sources of public impressions of migrant workers and the stereotype of migrant workers. A chi-square test of independence was performed to examine the relation between the main sources of public impressions of migrant workers and most of the reports read-about migrant

workers are "negative". The relation between these variables was significant, $X^2(2, N = 402) = 28.105, p = 0.031$.

There was 190 people's impressions of migrant workers come mainly from news reports. This result proved that news reports could really influence public perceptions and opinions.

From the result of this section, it could prove that the news and the internet were important for Taiwanese to get the latest information and news. Most of people learned about information of migrating workers from news reports. And the second tested item also indirectly verified that the news framework could really influence the thoughts of individuals and society.

The correlation between Taiwanese and Media Literacy

The result for this section is to find out the association between Taiwanese and media literacy, to find out whether there is a positive correlation and whether opinions were differing by gender, age, and region of residence.

On Gender Difference

An independent-samples t-test was conducted to compare gender for C6 (after reading these reports, you have the willingness to seek the truth of the content). There was a significant difference in the scores for male ($M=3.51, SD=0.770$) and female ($M=3.29, SD=0.858$) conditions; $t(400)=2.533, p = 0.012$. These results suggest that gender really does have an effect on confirmation of facts or not.

In addition to the questions above, there was no significant difference between males and females in media literacy from other questions. After running T test, the result showed p value was higher than 0.05.

Table 1. T test of Gender on Media Literacy

	Gender	Number of samples	Mean	S.D.	DF	T value	p value
Most of the reports read-about migrant workers are "negative".	Male	136	3.56	.859	400	.416	.678
	Female	266	3.52	.811			
After reading these reports, you will also be influenced to have a "negative impression" of migrant workers.	Male	136	3.21	.938	400	.709	.479
	Female	266	3.15	.867			
When watching these reports, you try to interpret the information from your own standpoint and, also think independently.	Male	136	4.02	.694	400	1.000	.318
	Female	266	3.95	.606			
After reading these reports, you have the willingness to seek the truth of the content.	Male	136	3.51	.770	400	2.533	.012
	Female	266	3.29	.858			
You will use different platforms to search and verify the credibility of information before posting or forwarding it.	Male	136	3.76	.775	400	1.597	.111
	Female	266	3.62	.866			
Do you think news reports also include the perspectives of migrant workers?	Male	136	3.06	.941	400	1.672	.095
	Female	266	2.89	.926			

On Age Difference

A one-way ANOVA was performed to compare the effect of age on C4 (After reading these reports, you will also be influenced to have a "negative impression" of migrant workers.). It revealed that there was a statistically significant difference in mean C4 score between at least two age subgroups ($F(5, 401) = 2.546, p = 0.028$).

A one-way ANOVA was performed to compare the effect of age on C8 (You will use different platforms to search and verify the credibility of information before posting or forwarding it). It revealed that there was a statistically significant difference in mean C8 score between at least two age subgroups ($F(5, 401) = 2.752, p = 0.019$).

Table 2 Anova of Age on Media Literacy

		Sum sq	DF	Mean sq	F value	p value
Most of the reports read-about migrant workers are "negative".	Between Groups	5.899	5	1.180	1.743	.124
	Within Groups	268.113	396	.677		
	Total	274.012	401			
After reading these reports, you will also be influenced to have a "negative impression" of migrant workers.	Between Groups	9.918	5	1.984	2.546	.028
	Within Groups	308.580	396	.779		
	Total	318.498	401			
When watching these reports, you try to interpret the information from your own standpoint and, also think independently.	Between Groups	2.263	5	.453	1.116	.351
	Within Groups	160.536	396	.405		
	Total	162.799	401			

After reading these reports, you have the willingness to seek the truth of the content.	Between Groups	4.611	5	.922	1.328	.251
	Within Groups	274.902	396	.694		
	Total	279.512	401			
You will use different platforms to search and verify the credibility of information before posting or forwarding it.	Between Groups	3.158	5	.632	.898	.482
	Within Groups	278.506	396	.703		
	Total	281.664	401			
Do you think news reports also include the perspectives of migrant workers?	Between Groups	11.719	5	2.344	2.752	.019
	Within Groups	337.286	396	.852		
	Total	349.005	401			

On Residence Difference

There were no significant differences among Taiwanese with living in different area in media literacy. According to ANOVA, the p value was higher than 0.05. It responded the difference in media literacy among Taiwanese living in different area were not significant.

On gender difference, the result showed us there was a difference in the confirmation of facts by gender. On age and residence difference, different group of age would be influenced to have a "negative impression" of migrant workers. Different group of age's interpretations of events may differ as they get more knowledgeable over time and more experienced. And there was no difference in this part of the residential area.

The correlation between Taiwanese awareness of the advantages and disadvantages of migrant workers coming to Taiwan

In this section, it was tested about Taiwanese with different gender, age and residence had different perceptions of the advantages and disadvantages of migrant workers coming to Taiwan and the significance of each subgroup.

On Gender Difference

An independent-samples t-test was conducted to compare gender for migrant workers cannot change employers freely. There was a significant difference in the scores for male ($M=3.63$, $SD=1.095$) and female ($M=3.51$, $SD=0.949$) conditions; $t(400)=1.114$, $p = 0.035$. These results suggest that gender really does have an effect on migrant workers cannot change employers freely.

On Age Difference

A one-way ANOVA was performed to compare the effect of Age on D6 (Communication barriers exist between Taiwanese and migrant workers.). It revealed that there was a statistically significant difference in mean D6 score between at least two age subgroups ($F(4, 397) = 4.029$, $p = 0.001$).

A one-way ANOVA was performed to compare the effect of Age on D10 (There is a lot of discrimination against migrant workers coming to Taiwan). It revealed that there was a statistically significant difference in mean D10 score between at least two age subgroups ($F(4, 397) = 14.541$, $p = 0.000$).

Table 3 ANOVA of Age on the advantages and disadvantages of migrant workers coming to Taiwan

		Sum sq	DF	Mean sq	F value	p value
Migrant workers create cultural diversity, including different religious beliefs, national specialties, festivals and celebrations.	Between Groups	2.836	5	.567	1.144	.337
	Within Groups	196.380	396	.496		
	Total	199.216	401			
Migrant workers come to Taiwan to improve productivity and human resources.	Between Groups	3.673	5	.735	1.327	.252
	Within Groups	219.304	396	.554		
	Total	222.978	401			
Migrant workers coming to Taiwan will "increase job opportunities" and attract companies to move in by providing manpower.	Between Groups	7.783	5	1.557	1.847	.103
	Within Groups	333.670	396	.843		
	Total	341.453	401			
Domestic migrant workers reduce the burden of modern household chores, while also caring for the elderly.	Between Groups	1.172	5	.234	.499	.777
	Within Groups	185.856	396	.469		
	Total	187.027	401			
Migrant workers perform a large number of 3D (dirty, dangerous, difficult) labor gaps.	Between Groups	1.146	5	.229	.402	.847
	Within Groups	225.851	396	.570		
	Total	226.998	401			
Communication barriers exist between Taiwanese and migrant workers.	Between Groups	10.719	5	2.144	4.029	.001
	Within Groups	210.726	396	.532		
	Total	221.445	401			

Migrant workers create security problems.	Between Groups	4.395	5	.879	1.527	.180
	Within Groups	228.013	396	.576		
	Total	232.408	401			
Liberalizing the entry of migrant workers into Taiwan will affect the employment opportunities of Taiwanese.	Between Groups	5.031	5	1.006	1.159	.329
	Within Groups	343.914	396	.868		
	Total	348.945	401			
Migrant workers cannot change employers freely.	Between Groups	10.101	5	2.020	2.043	.072
	Within Groups	391.501	396	.989		
	Total	401.602	401			
There is a lot of discrimination against migrant workers coming to Taiwan.	Between Groups	43.696	5	8.739	14.541	.000
	Within Groups	237.998	396	.601		
	Total	281.694	401			

On Residence Difference

A one-way ANOVA was performed to compare the effect of Area on D1 (migrant workers create cultural diversity, including different religious beliefs, national specialties, festivals and celebrations). It revealed that there was a statistically significant difference in mean D1 score between at least two residence subgroups ($F(4, 397) = 2.470, p = 0.044$).

A one-way ANOVA was performed to compare the effect of Area on D6 (communication barriers exist between Taiwanese and migrant workers). It revealed that there was a statistically significant difference in mean D6 score between at least two residence subgroups ($F(4, 397) = 2.888, p = 0.022$).

A one-way ANOVA was performed to compare the effect of Area on D10 (there is a lot of discrimination against migrant workers coming to Taiwan). It revealed that there was a statistically significant difference in mean D10 score between at least two residence subgroups ($F(4, 397) = 3.806, p = 0.004$).

Table 4 ANOVA of Residence on the advantages and disadvantages of migrant workers coming to Taiwan

		Sum sq	DF	Mean sq	F value	p value
Migrant workers create cultural diversity, including different religious beliefs, national specialties, festivals and celebrations.	Between Groups	4.837	4	1.209	2.470	.044
	Within Groups	194.380	397	.490		
	Total	199.216	401			
Migrant workers come to Taiwan to improve productivity and human resources.	Between Groups	4.478	4	1.119	2.034	.089
	Within Groups	218.500	397	.550		
	Total	222.978	401			
Migrant workers coming to Taiwan will "increase job opportunities" and attract companies to move in by providing manpower.	Between Groups	3.131	4	.783	.919	.453
	Within Groups	338.322	397	.852		
	Total	341.453	401			
Domestic migrant workers reduce the burden of modern household chores, while also caring for the elderly.	Between Groups	2.402	4	.600	1.291	.273
	Within Groups	184.626	397	.465		
	Total	187.027	401			
Migrant workers perform a large number of 3D (dirty, dangerous, difficult) labor gaps.	Between Groups	2.006	4	.501	.885	.473
	Within Groups	224.992	397	.567		

	Total	226.998	401			
Communication barriers exist between Taiwanese and migrant workers.	Between Groups	6.261	4	1.565	2.888	.022
	Within Groups	215.184	397	.542		
	Total	221.445	401			
Migrant workers create security problems.	Between Groups	2.048	4	.512	.882	.474
	Within Groups	230.036	397	.580		
	Total	232.408	401			
Liberalizing the entry of migrant workers into Taiwan will affect the employment opportunities of Taiwanese.	Between Groups	1.381	4	.345	.394	.813
	Within Groups	347.565	397	.875		
	Total	348.945	401			
Migrant workers cannot change employers freely.	Between Groups	3.218	4	.804	.802	.525
	Within Groups	398.384	397	1.003		
	Total	401.602	401			
There is a lot of discrimination against migrant workers coming to Taiwan.	Between Groups	10.544	4	2.636	3.860	.004
	Within Groups	271.150	397	.683		
	Total	281.694	401			

After running the result of gender, age and residence, the variable of gender had difference opinion on migrant workers cannot change the employer freely, perhaps it was because the most common migrant workers are female caregivers and helpers. Different residence had different views on the cultural diversity brought by migrant workers and discrimination against migrant workers coming to Taiwan, probably because of the different regional development and different customs.

Content Analysis: Analyze the News from Different Perspectives

After the data collection process, the researcher has divided the codes into 6 major themes and linked to three different perspectives. Data collection were collected from various news websites. In total, there are 90 news articles. News from 2015 to 2022. Each unit of code for the data was by sentence. The main analysis was from the perspective of the labor, the employer and the civil society to analyze. The capital perspective included employers and governments, the labor perspective included labor association and labor migration, and the civil perspective was composed of the opinions of the public.

On Employer Perspective

From employer perspective, the codes that would appear were official policy, official event, official response. Some of the services offered to migrant workers would categorize as friendly services, and some cooperation with other migrant exporting countries would code as international cooperation.

Analysis of salary issues from employer perspective, the researcher founded that the news content would include many official measures and policies on this issue. In the news content, found that the government side would offer many programs or legislation to improve the problem. At the same time, the employer side also claims salary deficiencies. Because of the low wage issue, there were many escaped workers or labor disputes. Employers believed that even if wages are raised, the skills of migrant workers will not increase, and that the problem of escaping workers still exists.

Based on controversy issues, we could see detailed crime process and legal judgments in the news. According to the Ministry of Labor, the top three types of crimes committed by migrant workers in Taiwan are public danger, drugs, and

stealing. Therefore, in relation to the questionnaire questions, these reports also affected the negative perception of migrant workers in Taiwan.

On right's issues, the common codes were unfair treatment, salary gap, agency fee, basic right and basic protection. Agency fees are one of the most frequent problems. The international trend of labor agencies had been moving toward zero payment, but the Taiwanese industry still charged high agency fees for migrant workers, which significantly reduced the willingness of migrants to come to Taiwan. In addition, migrant workers from Southeast Asia are often engaged in 3D (dirty, dangerous, and hard) jobs after coming to Taiwan, and therefore encounter negative labeling prejudice and even rejection by many nationalities.

On cultural differences issues, the government also organizes or supports various cultural events that migrant workers bring with them from their home countries.

Filipino migrant workers had also held beauty contests, the legislators who participated on that day said,

Migrant workers are a relatively depressed group in Taiwanese society, not to mention a same-sex or transgender identity, and are a more oppressed or disadvantaged group.

In addition, he also interacted with the participants,

He said that although he can live his life on stage, in reality, he still has to carry the stigma that weighs everyone down in real life. Those labels are very negative, so the opportunity to turn them into positive energy in a formal setting and show them in a confident way is a very valuable thing.

Through official dialogue with migrant workers, we learned that migrant workers were burdened with many negative labels in Taiwan society, and that they were troubled by this and wanted to change. Officials are also calling on more Taiwanese to get engaged and work together to change the perception of them, rather than viewing migrant workers as just labor force data.

On the subject of unfair treatment, the government often plays the role of protecting migrant workers and fining problematic employers. The government would also deal with the issue while making recommendations to the public on the correct regulations and informing them through the news.

On COVID-19 issues, although the government provided a lot of support measures for the epidemic, there were several cases in which some counties and cities once asked all migrant workers in the county not to go out. This incident was reported in the U.S. Human Rights Report 2021, which noted that restrictions on freedom of movement during the epidemic were different from those for the national population. Many migrant caregivers who did not have clustering problems were also affected, further affecting the rights of the cared-for. This had attracted international media attention. In response to these problems, the government has also provided measures to deal with them. Such as the Labor Bureau and translators were providing information on vaccination to migrant workers, and migrants were included in the vaccination program. In addition, during the epidemic, the ban on epidemic prevention was constantly modified to achieve a balance between labor and employment. Through the news report, we could know how official and employer deal with the epidemic and found a solution that was fair to both sides.

After analyzing the perspective of employment, it could find that the news reporting the content of employment would contained different government policies and official responses. The content adopted in the news would be written as an official or employer response to the event. The government would also provide different measures for different incidents. Through the news content, we could know the latest policy and how the employer dealt with these incidents. For instance, government provided services and advocacy for migrant workers in response to the outbreak of

COVID-19. On the issue of rights and wages, the benefits of migrant workers are adjusted according to different laws and policies.

On Labor Perspective

From the perspective of labor, it included the opinion of migrant workers and related labor associations. By the claim of the labor side, we could know the weaknesses that need to be improved and the difficulties that were less easy to find.

First is the salary issue, for the labor side, the salary represents their hard work and the cost of living for their distant families. Hard work should be rewarded, but news of low pays for migrant workers or wage that was not balanced with workload usually appeared. In the news report, we could often see migrant groups speaking out for migrant workers. Such as Taiwan migrant workers' union protested to the Ministry of Labor, they pointed out that domestic migrant workers had not been protected by the Labor Standards Law for years. From the perspective of the labor side could reveal the weakness of migrant workers and pursued their deserved interest.

Second is controversy issues, some of the most commonly reported migrant disputes we saw in the news. The most frequently occurring codes were illegal behavior (defraud, murder, drug issues), crime process, court ruling and escape migrant. In reports, we could see the criminal process or reason to the crime of migrant workers was often reported very clearly. However, rarely did the news include the opinions of migrant workers or labor side in the content.

Third is right's issues, common reports for migrant workers were language barrier, the working dilemma of migrant workers, migrant dormitory, pregnancy, changing employer freely, etc. According to the news, we could find out that they had to sign up some agreements to make sure to work. However, it created the problem of exploitation or not being treated properly. In these kind of news, there were usually

migrant groups that fight for the rights of migrant workers and migrants also protested for themselves.

Fourth is the subject of cultural differences, for migrant workers, they most come from South East Asian countries and they have different from our special festivals and religious beliefs. On labor's side, they may also want to celebrate the festival in a foreign country or be treated in a friendly way by the society. In order to promote sports culture and reduce the bad behavior of migrant workers, some organizations also cooperated across countries to promote various sports programs to promote language and culture in the future and to facilitate mutual exchange.

On the issue of unfair treatment, migrant workers commonly encountered unfair treatment in coming to Taiwan and the coded ones were agency fee, working overtime, excessive workload, abused, discrimination, unfair agreement and so on. According to Ahmad Nurofiq, a 22-year-old from Indonesia, who was second time to work as a fisherman in Taiwan had mentioned about,

For example, when I was at the train station on vacation, Taiwanese people would leave the scene as soon as they saw him approaching, and even when there was an empty seat next to him on the train, Taiwanese people would rather stand than sit next to him.

And the other domestic worker, Nur Aisah, who had come to Taiwan work five years, she said that

In my employer's home, I cannot eat at the same table as her employer, and I have to wash and place my dishes separately, not together with employer's dishes. In addition, my clothes must be washed separately because employer also stipulates that my clothes cannot be mixed with those of the employer's family.

Another domestic worker working in nursing institution, Marfuneah, she said,

I work with many Taiwanese, but the caregivers in Taiwan often push work on myself, and my employers give me more work than others, often making me wonder if it's because I am a migrant worker.

In addition, migrant workers said that employers considered they have paid for migrant workers and didn't give them enough time to rest. Through the interview of them, we got the most real experience sharing and examples.

Last one is the COVID-19 issue, the stoppage of work due to the epidemic had also affected the lives of many migrant workers and their entry into Taiwan. Thus, it also caused some disputes. Taiwan International Workers Association had pointed out that government should put more emphasis on migrants' rights, due to the large number of confirmed cases of migrant workers had led public opinion at them. At the same time, migrant workers live in dormitory together in order to central management. The dormitory often nearly the factories where they worked. If the factory was on fire, goods may be lost and workers may be injured or killed. With the labor group to fight for the injustice suffered by migrant workers during the epidemic, the news coverage becomes the role of interpreter.

On perspective of labor, it was found that the responses from migrant workers were rare. The report was focused on the crime process of the controversial issues, such as migrant workers' motivation and procedure of the crime was clearly reported. Each news story was a "recreation" of a part of a real phenomenon. Different reporting backgrounds or perspectives will present different frames. Different frames also influenced people's perceptions to an event or issues.

On Civil Perspective

The role of civil is to receive the information from news reporting and government, thus, they would make judgement or comments to the event and make the public opinion. Public opinion can reflect public perceptions of issues and reactions to government decisions.

On salary issues, because many people are not fully aware of the employment, they often thought that "short-term," "temporary," "no employment relationship," "no pay," and "non-missing migrant workers" are not illegal. However, it is a violation of the Employment Service Act to hire or allow migrant workers to work without permission. From the reports, the public did not have a full understanding of these employment-related regulations. This revealed that most of the news about wages was about the government's policies and labor's opinions, and there was less reaction from the public.

Next, controversy issues, it influenced Taiwanese's perception of migration issues, it also caused public opinion. Most people got information of migrants from news, TV or internet, they couldn't fully understand them but only through the description of the news. For example, the case of dog and cat being killed by migrant workers. At that time, some people accused it as a cold-blooded and immoral act, while others say that migrant workers coming to Taiwan should obey the culture and law here. Some netizens even commented, "Why don't we Taiwanese cut off the heads of Vietnamese workers instead? Just like they cut off the heads of cats and dogs". These comments directly put on discriminatory labels on them, not to look at the cultural differences between each other in detail.

Third, rights issues, migrant workers are indispensable for companies, manpower agencies and families that need to hire caregivers, they are important pillar for family

care and Taiwan industries. In the sector of rights issue in news, some news would interview the civil society organizations to express their suggestion. By speaking out through civil society organizations, we not only understand the government's measures on related issues, but also find out the parts that are still inadequate and civil society's views from them.

Fourth is the subject of cultural differences, about 227 respondents agreed that migrant workers create cultural diversity, including different religious beliefs, national specialties, festivals and celebrations in Taiwan. In this type of news coverage, we see migrant workers in a different aspect of their lives and culture than at work. We can experience different cultural activities in Taiwan because we are in a multi-cultural society. Through the coverage of migrant events of their home countries, we can understand them more and be acceptance of exotic activities.

Next subject is about unfair treatment, news of migrant workers being mistreated, discriminated against, or treated unfairly in Taiwan is endless. These treatments could also lead to the creation of escape migration. About 225 respondents considered that some migrant workers would cause security problems.

Final theme is COVID-19 issue, the number of confirmed cases and clusters of migrant workers increased quickly during the epidemic, which caused the public accuses them of being an infection control breach. There were also fisher workers who had to bathe in the outdoor area because there was no place to wash up after the ship had landed. However, they were fined by the citizens for not wearing masks.

Nearby Residents considered that,

When it's not serious, you didn't feel terrible, you felt pity (that now when there was an epidemic like this), you felt that it was a breach.

We could comprehend the public's concerns about the outbreak when we view the news about the epidemic from their point of view.

After analyze different issues of civil perspective, it was founded that general public was not familiar with migrant's salary issues. For the controversial issues to civil, often caused public opinion and existed negative impression to migrant workers. In addition, we could know that the news report sometimes will interview civil society to express their viewpoints. The majority of people agreed that migrant workers come to Taiwan to bring a diversity of cultures and activities, this was positive repercussion to them.

CONCLUSION AND SUGGESTION

In this chapter, I will use the results of the previous analysis to answer two research questions.

Discussion one: How does Taiwanese news media shape the racial stereotype towards migrant workers?

From the previous analysis of news report, it was founded that different types of events, the content of the news and the people to be interviewed were also different. After coding and categorizing, there were a regular and frequent code in the news of each topic. Official responses and employer statements often showed up in the news. Through the official answer, we could also feel that migrant workers were a disadvantaged group in society. However, the opinion of migrant workers was rarely written in the news content. In addition, the rapid spread of news media gradually influences the public and affects people's impression of migrant workers.

When journalists used different framing systems, they may cause readers to interpret facts differently. Different people will have different interpretive frameworks, and the news media is the arena in which these frameworks will compete with each other for recognition from all sides. Readers themselves would also produce different cognitive frames, which lead some to see the positive and others to see the negative aspect. When a reader is reading a news article, the reader is putting his or her own framework on the text. 'Prejudice' can be said to be the result of framing.

Discussion two: How images of migrant workers created by the news media affect Taiwanese attitudes?

From the analysis result of questionnaire, we could know that the most common sources of information about migrant workers are the news and the internet for most people. In addition, there are many reports on the theme of migrant workers being disadvantaged, thus gradually creating a negative image of migrant workers. However, only a small number of reports will include interviews with migrant workers. This phenomenon is also indirectly supported most people's stereotype of migrant workers depends on the situation because public can not know the whole picture of the event. The same questions that were mentioned in the questionnaire, was if they think that news reports also include the perspectives of migrant workers, this question has included 118 respondents to disagree with it. If the content could adopt the migrant workers feeling about the incident, perhaps people could have different opinions about the incident from three different perspectives: the labor side, the employer side, and the official side.

From the news of different viewing perspectives, stereotypes, and preconceived impressions, public was influenced by the restrictive framework. While public gradually influenced by the framework, they may refuse to contact with migrant workers closely and they will be stereotypical view of migrant workers. These frameworks not only bring unfriendly treatment to migrant workers but also labeling on them.

CONCLUSION

Being labeled, ignored, stereotyped and other unfriendly treatment are the most common problem encountered by migrant workers. After doing the study of news media and migrants, there are two findings. First one, through the literature and data analysis, it can infer the framework set by the media can limit what the reader views. Events presented by the news media can affect one's subjective perception of the event. We should think outside the frame and find out the fact behind the frame. In an era of information flow, checking facts and having our own ideas can help us not to misunderstand incidents.

Second finding, the news media is not the only medium to influence Taiwanese' attitude towards migrant workers. There are many other variables that affect the public, but the news media is the fastest way to understand them. Most people are limited by the frame which is set by the news, therefore, different perspectives will have different impressions about them.

After doing this study, I consider that the society can treat migrant workers from different aspects and think beyond the frame to see the facts outside the frame. If we can treat others kindly, we can also get good feedback, and the whole society can be improved starting from the individual. After taking off the so-called "migrant worker" label, migrant workers are no difference with us. While we create a friendly environment, more migrant workers may want to come to Taiwan. Migrant workers are part of Taiwan's productivity and multiculturalism, they are essential for us. While making Taiwan's economic and social structure better, improving these perceptions will also lead to a better integration between migrant workers and Taiwanese.

SUGGESTION

Due to time and experience limitations, it was not available to explore the mode of news media operation in depth. Therefore, there are still some parts of the study that do not go far enough, such as how the news headlines affect the people who are involved and the people who read them. Because nowadays, exaggerated headlines often occur in order to attract readers' attention, especially using the word which is not fully related to the content.

Appendix A

台灣人受傳播媒體對在台移工印象之問卷調查

親愛的先生/小姐：

這是一份學術研究問卷，主要目的是探討「人民受傳播媒體對在台移工的印象的調查研究」。在此希望能耽誤您幾分鐘的時間，依您的真實感受填寫問卷，懇請您提供寶貴意見。

本問卷採不記名方式作答，您的回答僅供學術研究使用，絕不對外公開，請放心填寫。感謝您在百忙之中抽空填答此問卷，您的協助將使本研究更具貢獻，在此獻上最誠摯的謝意。

敬祝 事事順心、健康愉快！

文藻外語大學國際事務系

指導老師：焦源鳴 教授

學生：許心語

第一部分：接觸經驗

1. 您從哪些管道獲得移工相關資訊：(可複選)
電視 新聞 報紙 網路 親戚/朋友/同事 人力仲介公司 其他
2. 您或您的家中是否雇用過移工：
是 否
3. 您或您的家中曾經雇用過幾位移工：
0 1-3 4-6 7-10
4. 對移工是否有刻板印象：
是 否 視情況而定
5. 是否聽過非法移工或移工販運：
是 否
6. 認為造成非法移工的最關鍵因素是甚麼：
不平等待遇 被其他移工同儕影響 中間剝削壟斷
政府制度不完整 移工被非法機構的話術詐騙 工作負荷過重
在輸出國缺乏經濟機會 其他 _____
7. 您曾經和移工有過互動或對話：
是 否

第二部分：社會經濟印象

1. 您認為普遍移工的教育程度為

- 未受教育 國小 國中 高中 大學

2. 您認為移工來台後從事哪些工作：(可複選)

- 製造業 建築業 漁業 家庭看護 家庭幫傭 其他_____

3. 您認為移工來台工作後，普遍面臨下列何者問題：(可複選)

- 不平等的薪資 超時工作 中介費 生活上的適應 歧視問題
剝削問題 其他

4. 您認為哪個方法最能改善移工在台遇到的困境

- 提供移工教育 教導台灣人民有關移工和移工相關問題
改善移工適用的法律
設置急難救助 加強稽查仲介公司 其他_____

5. 您對移工的印象主要來自：

- 新聞媒體報導 親身接觸 他人傳述
非新聞媒體(電視電影、書籍、網路資訊) 其他

第三部分：媒體識讀

1. 觀看新聞的頻率

- 每天 經常(一周5-6天) 有時(一周3-4天) 偶爾(一周2天)
很少(一周1天) 不看新聞

2. 您最主要接收新聞的管道

- 網站 電視 Instagram Facebook Twitter 不看新聞

3. 關於移工的報導大部分是「偏向負面」的

- 非常同意 同意 普通 不同意 非常不同意

4. 閱讀這些報導後，也會被影響進而對移工產生「負面印象」

- 非常同意 同意 普通 不同意 非常不同意

5. 觀看這些報導時，您不會只以自己的立場解讀訊息，會經過獨立思考

- 非常同意 同意 普通 不同意 非常不同意

6. 閱讀這些報導後，您有主動查證事實、閱讀其他新聞來源的意願

- 非常同意 同意 普通 不同意 非常不同意

7. 您在發布或轉發訊息前，會使用不同平台，主動搜尋、查證資訊的可信度

- 非常同意 同意 普通 不同意 非常不同意

8. 您認為新聞報導中，也包含了移工的觀點嗎

- 非常同意 同意 普通 不同意 非常

第四部分：移工來台優缺點

1. 移工創造「文化多樣性」，包含不同宗教信仰、各國特色美食、節日慶祝
非常同意 同意 普通 不同意 非常不同意

2. 移工來台提高生產力和人力資源
非常同意 同意 普通 不同意 非常不同意

3. 移工來台會增加工作機會，因提供人力而吸引企業進駐
非常同意 同意 普通 不同意 非常不同意

4. 社福移工降低現代人的家務負擔，許多年邁長者因此得到照顧
非常同意 同意 普通 不同意 非常不同意

5. 移工填補大量3D（骯髒dirty、危險dangerous、辛苦difficult）的勞力缺口
非常同意 同意 普通 不同意 非常不同意

6. 台灣人與移工有語言障礙
非常同意 同意 普通 不同意 非常不同意

7. 部分移工造成治安問題
非常同意 同意 普通 不同意 非常不同意

8. 開放移工來台會影響台灣人就業機會
非常同意 同意 普通 不同意 非常不同意

9. 移工不能自由更換雇主
非常同意 同意 普通 不同意 非常不同意

10. 移工來台受到許多歧視
非常同意 同意 普通 不同意 非常不同意

第五部分：基本資料

1. 性別：

男 女

2. 年齡：

20歲以下 21~30歲 31~40歲 41~50歲 51~60歲 61歲以上

3. 教育程度：

國小 國中 高中（職）專科及大學 研究所及以上

4. 職業：

學生 服務業 農林漁牧 製造業 金融業 軍公教
自由業 家庭主婦 失業人員 其他：_____

5. 現今居住地區：

北部 中部 南部 東部 外島

6. 平均每月收入：

10000元以下 10001元~20000元 20001~30000元
30001~40000元 40001~50000元 50001~60000元
60001元以上

問卷到此結束，感謝您的作答

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