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Taiwan Internet Report.

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2025 Taiwan Internet Report

Introduction

After more than three decades of promoting internet access and popularization in Taiwan, Taiwan in 2025 has deeply entered the digital society. Internet usage rates continue to remain above 80%, meaning that most citizens who are willing and capable of using the internet have already become participants in the digital world. However, as the access issue of "whether one can get online" is gradually being resolved, we need to ask: Do citizens truly possess the digital capabilities to "use well and use powerfully"? Has digital technology truly become a tool that empowers individuals and communities to change their circumstances, realize themselves, and advocate for their rights?

"Digital Empowerment" is the core theme of the 2025 Taiwan Internet Report. Digital empowerment is not merely "accessing the internet" or "knowing how to use a phone," but refers to the process by which individuals or groups, through gaining digital resources, skills, and opportunities, can autonomously and effectively use digital technologies to participate in society, achieve self-realization, and advocate for their rights. This encompasses multiple dimensions including digital literacy, information discernment, creative capability, usage rights, and online participation. It further emphasizes enabling individuals or communities to have more equitable opportunities to access resources through digital means, and even the power to improve lives and influence social policies.

In this context, beyond continuing to address digital inequality and ensuring that disadvantaged groups do not lose economic and social participation opportunities due to digital divides, we need to explore more deeply: After the popularization of digital tools, have citizens truly been empowered? Or have they

instead lost autonomy and judgment amid algorithms, platform mechanisms, and information overload? The following three dimensions constitute the core framework of this year's survey:

1. Digital Literacy and Autonomous Capability: The Foundation of Empowerment

The primary condition for digital empowerment is that citizens possess sufficient digital literacy and autonomous usage capability. This survey starts from basic internet usage status to comprehensively understand Taiwan citizens' digital access situations, including connection methods, usage frequency, and applications of various internet services. More critically is the assessment of advanced digital capabilities. With the rapid development of generative AI, this survey explores citizens' level of understanding of these emerging technologies, usage capabilities, and awareness of their advantages and disadvantages. These dimensions not only reflect citizens' degree of technological exposure but, more importantly, assess whether they possess the capability to "control technology rather than be controlled by technology."

Additionally, the survey focuses on AI risk perception and regulatory attitudes. This survey examines citizens' assessments of risks such as AI content bias and data breaches, as well as their level of support for legal regulations and literacy training. These attitudes reflect citizens' expectations regarding "right to know" and "protection mechanisms" in digital empowerment.

2. Information Discernment and Participatory Capability

One core value of digital empowerment lies in whether citizens can maintain judgment amid the information flood and participate in public affairs through digital tools. This survey deeply explores citizens' information consumption patterns, including choices of news acquisition channels, news avoidance behavior, and attitudes toward news value, to understand how contemporary Taiwan citizens receive and evaluate information through diverse channels.

Additionally, attention is given to the gap between information verification capability and behavior. The survey explores citizens' verification confidence,

actual use of verification resources, and the trade-off between "accuracy" and "ideological consistency" when sharing messages. These dimensions reveal whether citizens truly possess the capability for autonomous judgment and rational participation in digital environments.

Cognitive warfare and digital resilience are also contemporary issues in Taiwan. This survey examines citizens' awareness of foreign forces influencing public opinion through influencers and other channels, their evaluation of the sufficiency of existing defense resources, and their confidence in discerning messages with political purposes. Simultaneously, the survey focuses on citizens' trust in government crisis response and confidence in social resilience—both key prerequisites for whether digital empowerment can be realized.

3. Emerging Media and Content Creation

Short videos and influencer content are reshaping Taiwan citizens' information consumption and creative ecology. This survey focuses on the prevalence and usage patterns of these emerging digital media, particularly TikTok/Douyin, short videos across platforms, and social media usage. From the emotional relaxation and novel experiences provided by short videos, post-use emotional responses, and phenomena of "problematic usage," these observations reveal that while emerging media bring convenience and entertainment, they may also deprive users of time autonomy, forming a state of "unconscious addiction."

The role of influencers as emerging information intermediaries receives equal attention. The survey explores citizens' reception of knowledge and political current events content through influencers, as well as their perception of information simplification phenomena. These dimensions reflect whether influencer content truly promotes knowledge democratization and political participation, or conversely causes problems of information simplification and superficial understanding.

Current Status of Internet Usage and Internet Application Services in Taiwan

Overall Internet Usage Rate Stabilizes with Significant Growth Among Elderly Population



Internet access rate

88.75%



Fixed broadband penetration rate

69.77%



Mobile broadband penetration rate

87.12%



5G usage rate

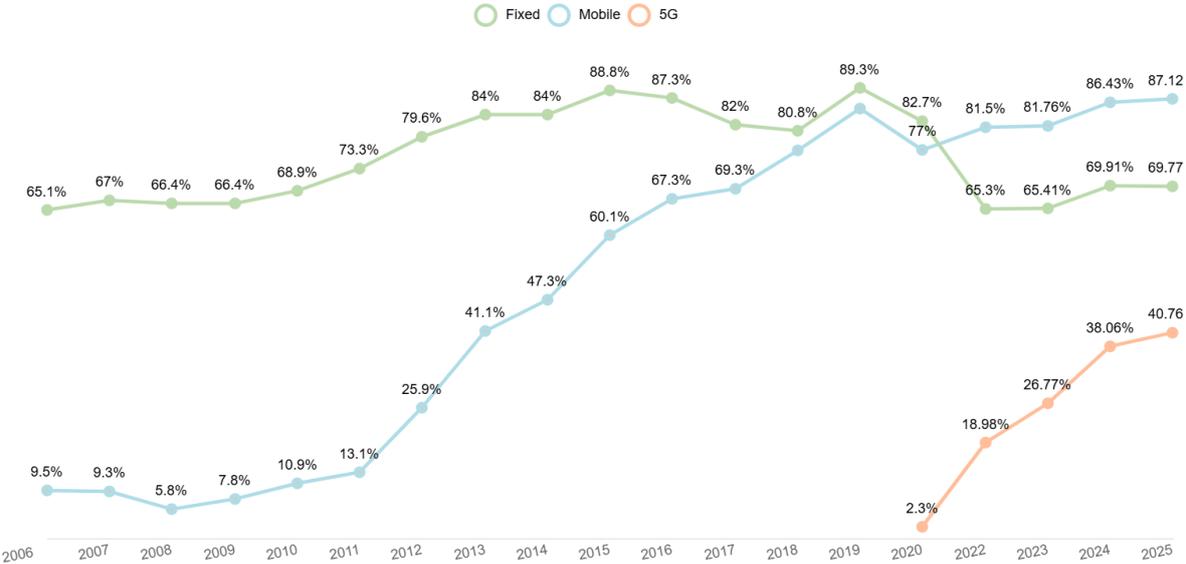
40.76%

This survey shows that in 2025, 88.75% of Taiwan's population aged 18 and above had internet usage experience in the past three months (hereinafter referred to as "internet users"), while non-internet users (those aged 18 and above without internet usage experience in the past three months) accounted for 11.25%. This remains roughly consistent with the 2024 internet usage rate of 88.39%. Taiwan's internet usage rate has remained above 80% since 2015, but growth has noticeably slowed over the past five years, indicating that Taiwan's internet usage has passed its rapid growth period and entered a mature and stable phase.

Regarding mobile internet, Taiwan's mobile broadband user penetration rate reached 87.12%. Further examination of mobile network usage shows that currently 46.36% of citizens use 4G internet, while 40.76% use 5G internet. The 5G usage rate increased only slightly from 38.06% in 2024, compared to an increase of over ten percentage points between 2023 and 2024. This trend reflects that

while 5G infrastructure has gradually been established, citizens' willingness to upgrade has slowed. Future 5G deepening applications will increasingly rely on the emergence of killer applications and the actual implementation of emerging technology scenarios such as AI and IoT.

As for home internet, fixed broadband penetration stands at 69.77%, a slight decrease from last year's 69.91%, indicating that mobile internet convenience may be changing some citizens' internet usage habits.

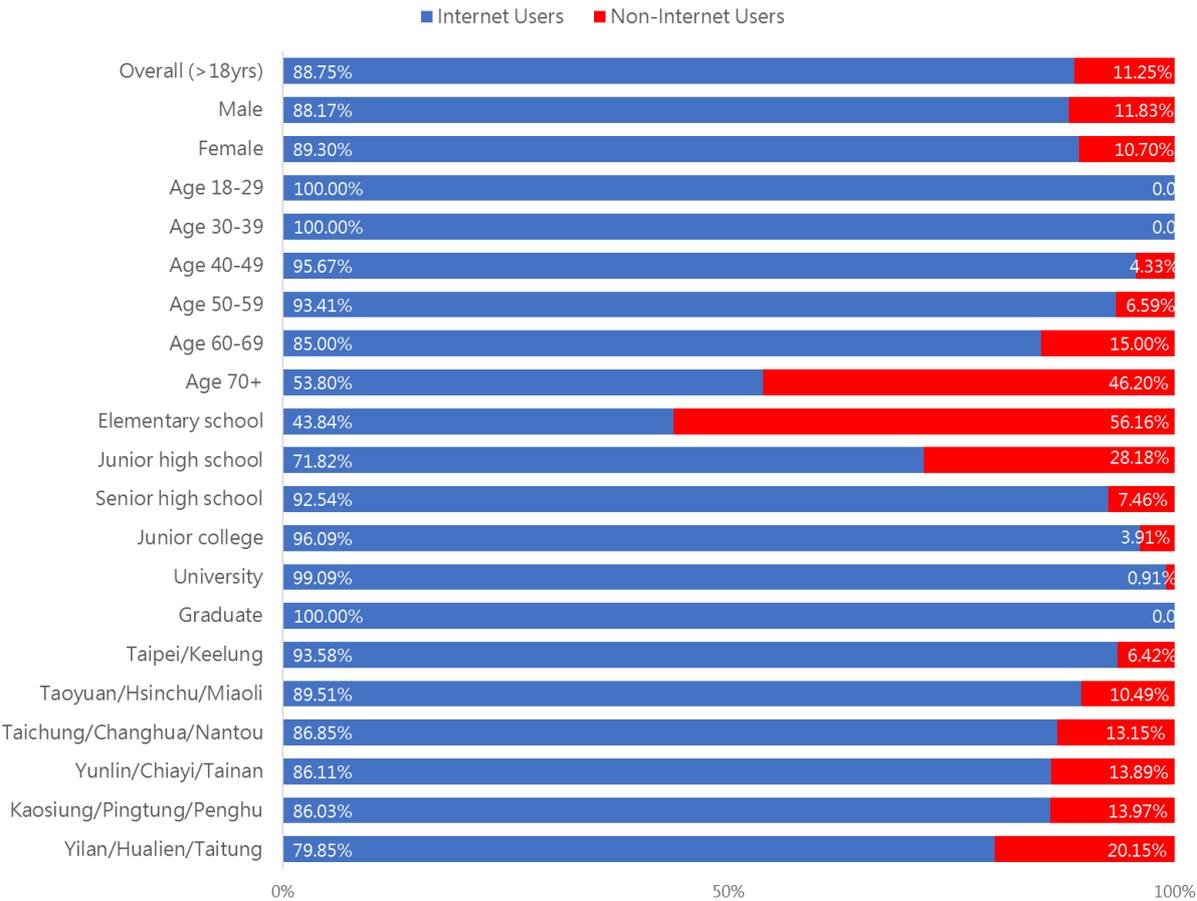


Source: Taiwan Internet Report 2006 to 2025 (Note: The survey was conducted among people over 18 years old; In 2020 and previous years, respondents were aged 12 and above).

From a demographic perspective, characteristics of non-internet users remain prominent in age, education level, and residential area. In terms of age, the 18-29 and 30-39 age groups both achieved 100% internet usage rates, representing fully connected generations. Although elderly internet usage rates show a more obvious declining trend starting at age 60, the 60-69 age group still maintains an internet usage rate above 80% at 85%. The 70 and above age group has an internet usage rate of 53.80%. Compared to survey results from recent years, the 70 and above elderly group's internet usage rate increased by over 20 percentage points over four years (31.91% in 2022, 40.35% in 2023, 50.20% in 2024, 53.80% in 2025). This rate of change is notably higher than other age groups. Beyond reflecting that digital services are gradually penetrating all age

groups, more critically, "generational replacement" is occurring: those currently entering their 70s mostly began accessing the internet during their middle-aged years, representing a fundamentally different digital experience from those of the same age a decade ago.

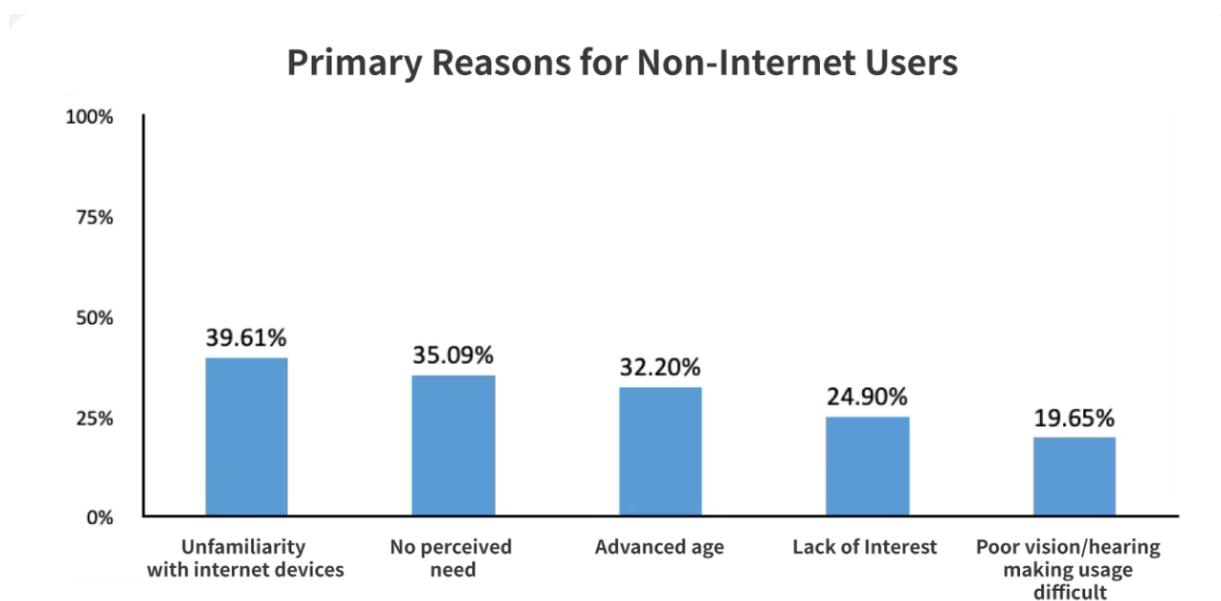
In terms of education level, internet usage rate shows positive correlation with education level. Citizens with senior high school education or above all have internet usage rates above 90%. However, the internet usage rate for those with junior high school education drops to 71.82%, while those with elementary school education or below have only 43.84%, indicating that education level remains an important factor affecting internet access. In terms of residential area, most regions across Taiwan have internet usage rates above 80%, with only the Yilan-Hualien-Taitung region at 79.85%, slightly lower than other regions.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

Learning Barriers Among Non-Internet Users and the Need Gap of "Digitally Vulnerable Groups"

Understanding and analyzing non-internet users is not merely about pursuing quantitative increases in internet usage rates, but requires deeper exploration of reasons for non-use and learning willingness to formulate digital inclusion policies that better address actual needs. This survey shows that for Taiwan's non-internet users, the top five main reasons for not using the internet are, in order: "unfamiliar with internet devices such as phones or computers" (39.61%), "no need" (35.09%), "too old" (32.20%), "no interest" (24.90%), and "poor vision or hearing, inconvenient to use" (19.65%). However, regarding learning willingness, 82.13% of non-internet users indicated they have no desire to learn how to use the internet, with learning willingness dropping from 8.23% last year to 4.45% this year.

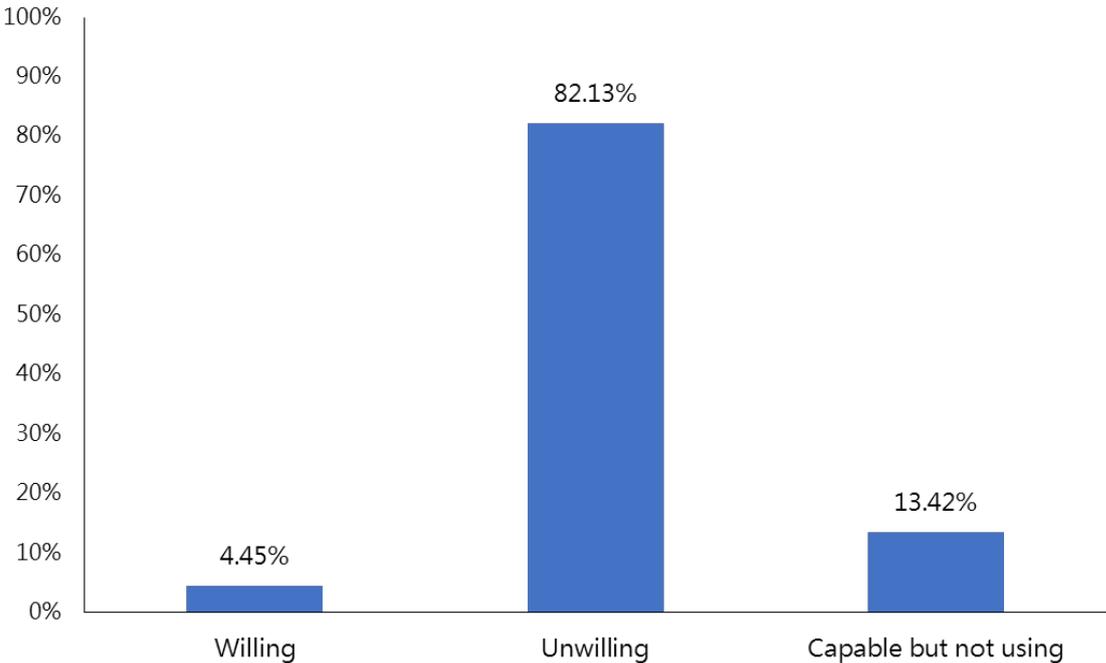


Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 241 (dual-frame sampling, excluding internet users).

Combined with reasons for non-use, "unfamiliar with devices" (39.61%) ranks first, along with capability limitation factors such as "too old" (32.20%) and "poor vision/hearing" (19.65%), indicating that a considerable proportion of non-internet users face substantial learning barriers. Meanwhile, "no need" (35.09%)

and "no interest" (24.90%) reflect that some citizens perceive the internet as disconnected from their life needs. The decline in learning willingness may stem from non-internet users' assessment of their capability limitations and actual needs, leading them to increasingly view learning to use the internet as "both difficult and unnecessary."

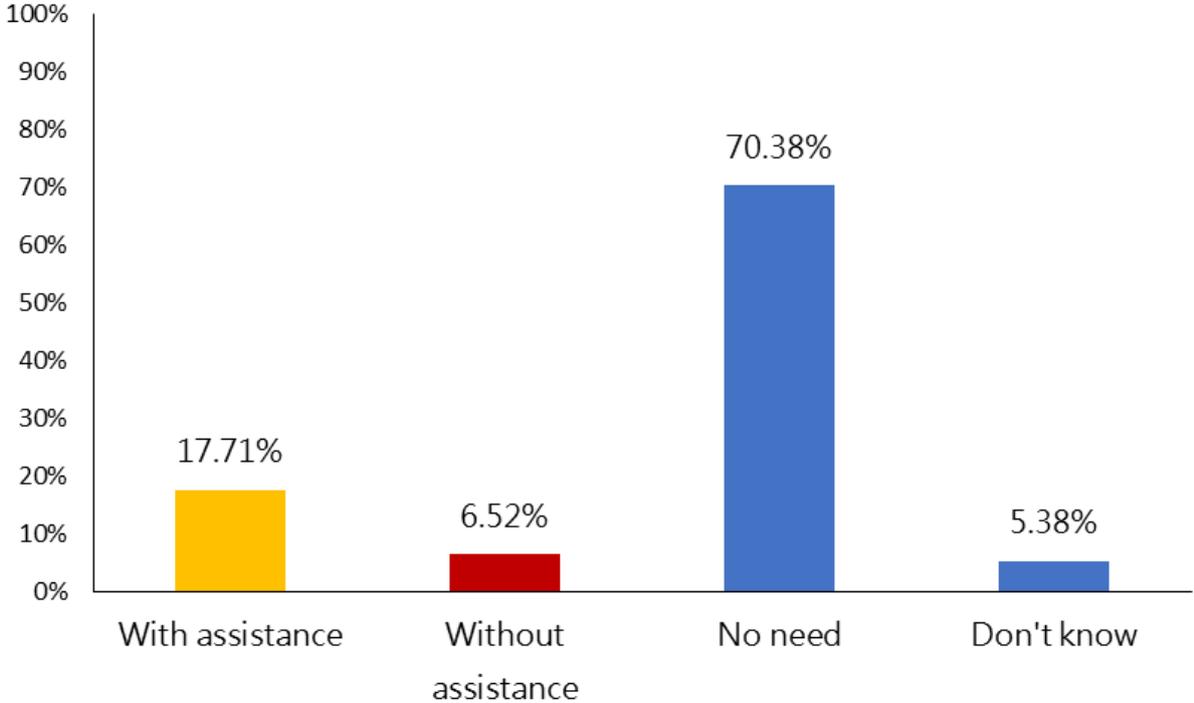
82.13% of non-internet users have no willingness to learn
Those willing decreased from 8.23% last year to 4.45% this year



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 241 (dual-frame sampling, excluding internet users).

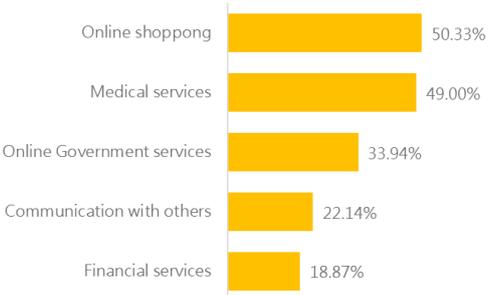
In contemporary society, digital services have become the standard channel for many daily affairs, from government online applications to private sector e-commerce and ticketing systems—things that "require internet access" are becoming increasingly common. For the non-internet user population, this means they may need to rely on others for assistance or endure more cumbersome alternative processes. This survey shows that 17.71% of non-internet users have people who can assist with matters requiring internet access; however, 6.52% of non-internet users simultaneously face the vulnerable situation of "having

internet needs" but "no one available to help." The survey found that as many as 70% of this group have needs for "information gathering" (71.10%), "government public services" (69.94%), and "financial services" (69.94%), yet lack adequate support networks.



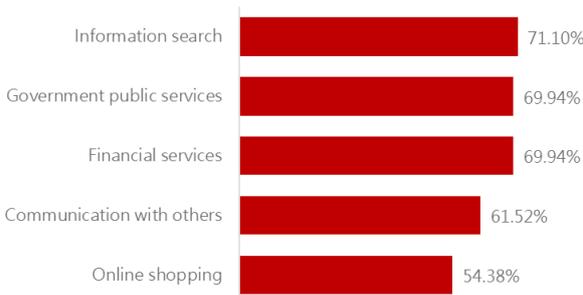
Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 241 (dual-frame sampling, excluding internet users).

Internet Needs of Non-Internet Users (With Assistance)



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 47 (dual-frame sampling, those who selected "have assistance" in Q54).

Internet Needs of Non-Internet Users (Without Assistance)



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 16 (dual-frame sampling, those who selected "no assistance" in Q54).

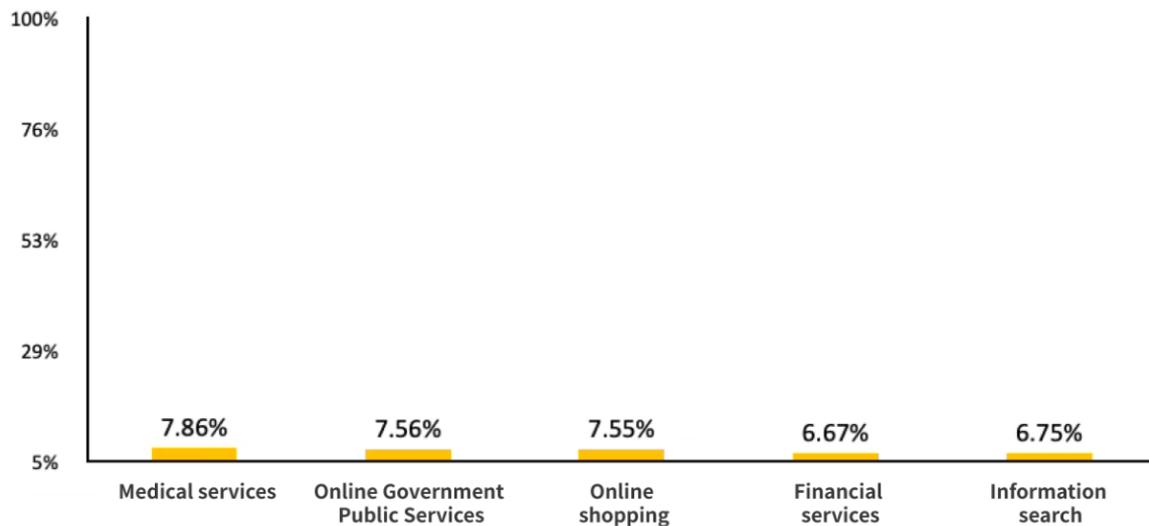
Currently, those assisting non-internet users are mainly informal support systems such as family members, neighbors, community volunteers, or care workers, but such support is unstable and limited in coverage, making it difficult to reach the vulnerable groups most in need of assistance more broadly. For

vulnerable groups with internet needs but lacking assistance, establishing community-level digital service stations providing proxy and teaching services is recommended. Such service stations should integrate existing community resources (such as neighborhood offices, community activity centers, libraries, etc.) and be staffed with trained digital service personnel, not only providing temporary proxy assistance (such as online appointments, bill payments, subsidy applications) but more importantly, gradually cultivating users' digital capabilities through one-on-one teaching, filling gaps in family and social support to ensure digital inclusion policies truly reach those most in need.

To explore possible incentives that might prompt non-internet users to use the internet, this survey asked all non-internet users: "In the next year, which of the following circumstances and reasons might make you want to start using the internet?" Results show that accessing practical services such as "online medical services (7.86%)," "government public services (7.56%)," and "online shopping (7.55%)" are all reasons that might prompt non-internet users to begin learning about the internet. However, it's worth noting that all the above incentive proportions are less than 10%, far lower than the proportion who "don't want to use the internet because of old age (26.30%)." This indicates "age" is not merely a physiological limitation, but has formed a stereotype in many non-internet users' cognitions of "being unsuitable for learning new technology," becoming the greatest psychological barrier to digital access. When resistance psychology outweighs incentives, simply emphasizing "learning" may actually deepen anxiety.

Therefore, rather than expecting a single "killer application" to inspire motivation, consideration might be given to softening the threshold feeling of "learning" and instead emphasizing "enjoyment and need." By orienting toward practical services close to daily life, allowing non-internet user groups to directly experience the convenience and enjoyment brought by the internet (such as simplifying medical processes or entertainment), digital tools naturally integrate into life, becoming concrete channels for improving quality of life rather than abstract skill requirements.

Potential Motivation for Non-Internet Users to Learn



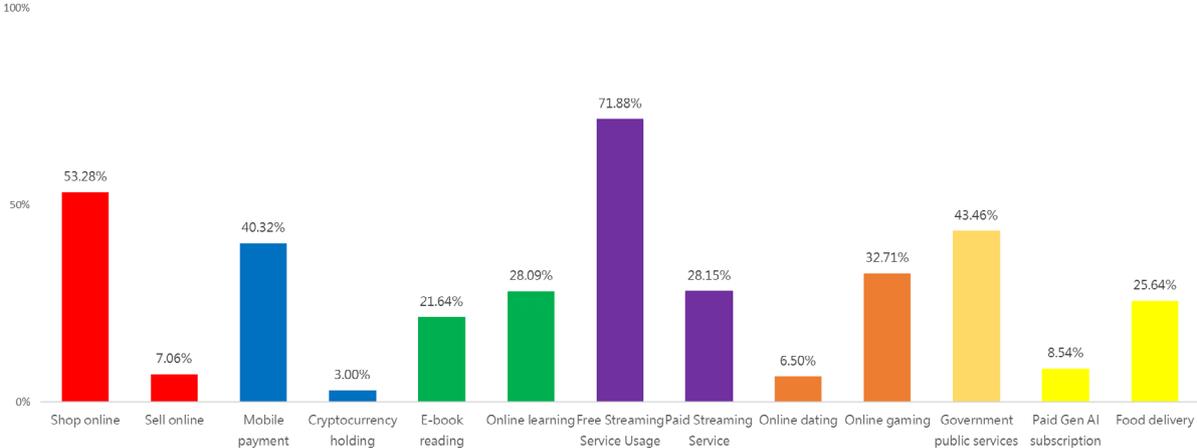
Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 241 (dual-frame sampling, excluding internet users).

Internet Application Service Trends: Audio-Visual Content Dominates, Online Shopping Surpasses 50%, and Mobile Payment Rebounds

This survey reveals three major characteristics in Taiwan citizens' internet service application behavior. First, "watching free audio-visual content" steadily holds first place with a usage rate of 71.88%, maintaining a high usage rate above 70%. Simultaneously, citizens' acceptance of paid content continues to rise, with "paid online audio-visual content" usage showing a three-year consecutive growth trend, climbing from 22.83% in 2023 and 26.80% in 2024 to 28.15% this year (2025). Second, "online shopping" usage rate climbed to 53.28%, officially breaking through the 50% threshold, indicating that digital consumption has become a daily habit for over half the population.

"Government public services" (such as tax filing, subsidy applications, etc.), newly included in this year's survey, debuted at third place with a usage rate of 43.46%, reflecting that government-promoted digital convenience measures have shown results, with citizens' reliance on handling public affairs through the internet significantly increasing. Regarding "mobile payment," compared to the

fluctuation and stagnation of the previous two years (36.58% in 2023, 33.40% in 2024), this year's usage rate broke through 40% to reach 40.32%, showing clear expansion in penetration.

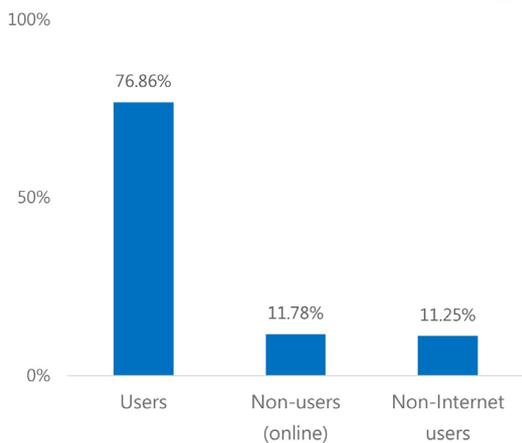


Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,070 (landline sample).

Social Media Landscape Reshuffles and Communication Habit Changes: From Dominance to Fragmentation

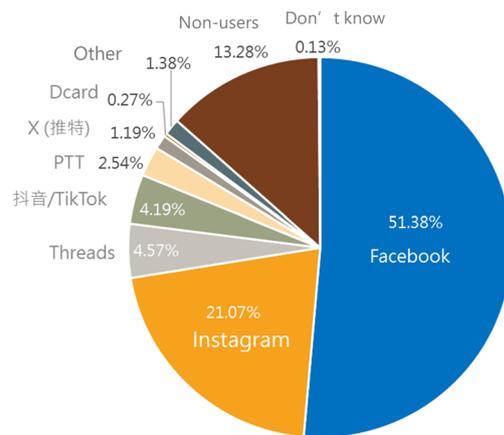
Social media continues to play a core role in citizens' reception, dissemination, and exchange of information. Competition and shifts among platforms reflect both changes in citizens' usage habits and preferences, and affect the channel distribution of public discussion, information dissemination, and even public opinion formation. This survey shows Taiwan citizens' social media usage rate is 76.86% (86.59% among internet users), slightly up from 73.36% in 2024 (83.00% among internet users). Regarding internet users' "most frequently used social media (single-choice question)," Facebook remains firmly in first place at 51.38%, close to 2024's 50.28%. While substantially ahead of other platforms, growth has stagnated. Instagram ranks second at 21.07%, but decreased from 23.89% in 2024, indicating its growth momentum also faces challenges. This year's biggest highlight is Threads' explosive growth. At 4.57%, it surpassed X (Twitter), TikTok, and PTT in one leap, jumping from off the chart last year to third place.

Taiwan's social media usage rate: 76.86%



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

50% of internet users use Facebook as their most frequently used social media platform

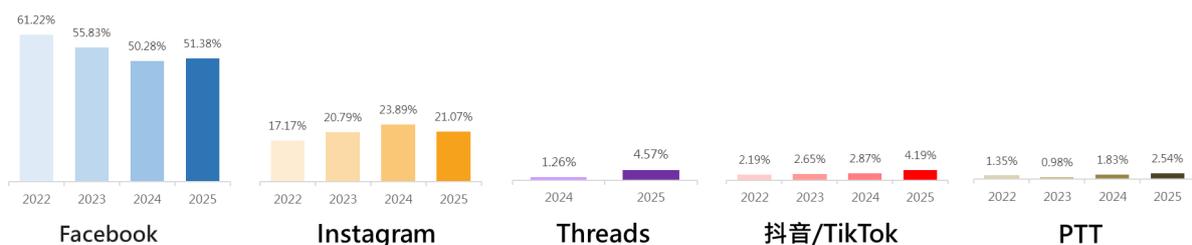


Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,901 (dual-frame sampling, internet user samples). Note: This question asks for "most frequently used (single-choice)" social media platform. Values do not represent usage rates of each platform.

Overall, while Facebook and Instagram continue to hold the top two positions, their stagnant or declining rates as primary social media platforms show that citizens' platform choices are increasingly diverse, with the information circulation ecology developing toward more dispersed and fragmented directions. This "decentralization" trend reflects both users' reduced dependence on single platforms and signifies diversification of information dissemination pathways and public discussion arenas, bringing new challenges to public policies such as media literacy education and disinformation prevention.

Most Frequently Used Social Media Among Taiwan Citizens (Key Platform Year-over-Year Comparison)

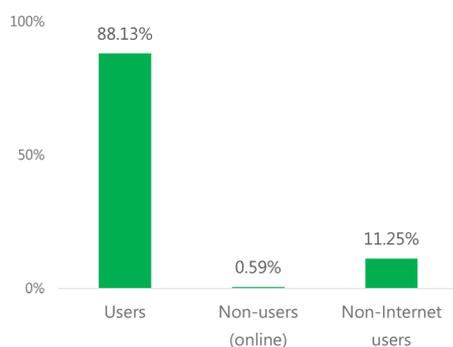
Proportion of internet users with Threads and TikTok/Douyin as most frequently used social media shows significant growth



Source: 2022–2025 Taiwan Internet Reports, weighted values. Sample sizes: 2025: 1,901 (dual-frame, internet users); 2024: 1,898 (dual-frame, internet users); 2023: 1,823 (dual-frame, internet users); 2022: 1,878 (dual-frame, internet users).

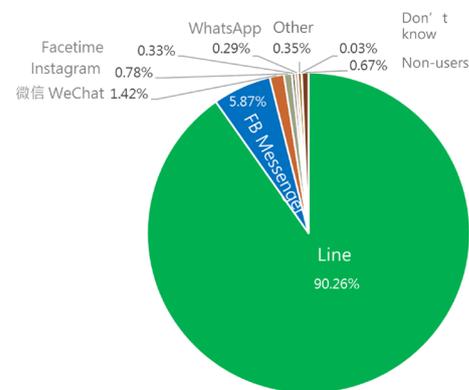
Instant messaging apps have become deeply embedded in citizens' daily lives, serving not only as the primary channel for interpersonal communication but also as key carriers of online interaction and information circulation. This survey shows Taiwan citizens' instant messaging app usage rate is 88.13%. LINE continues to lead with overwhelming advantage, with 80.10% of Taiwan citizens using LINE as their most frequently used (single-choice) instant messaging app (90.26% among internet users), consolidating its market dominance. FB Messenger ranks second at 5.21% (5.87% among internet users), while WeChat ranks third at 1.26% (1.42% among internet users).

Taiwan's instant messaging app usage rate: 88.13%



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

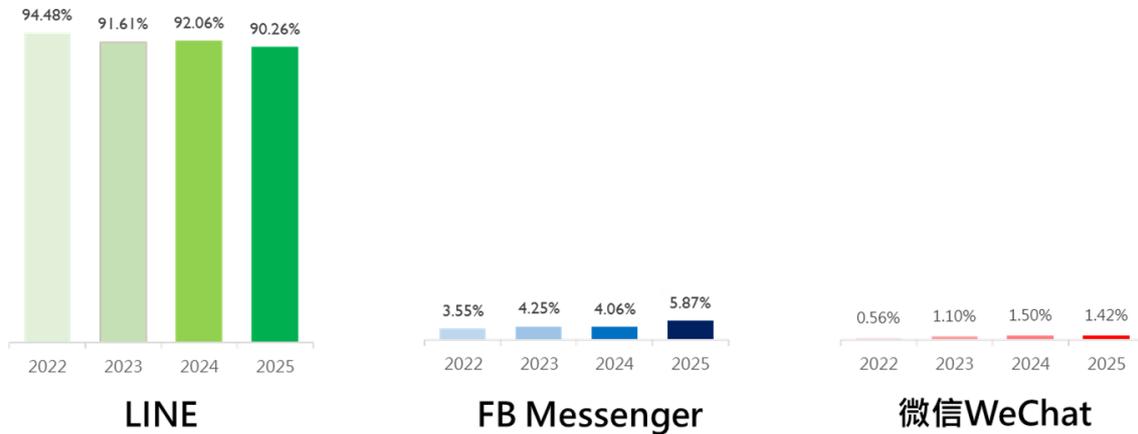
Over 90% of internet users use LINE as their most frequently used instant messaging app



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,901 (dual-frame sampling, internet user samples). Note: This question asks for "most frequently used (single-choice)" instant messaging app. Values do not represent usage rates of each app.

Compared to recent years, LINE's market share still maintains a high position above 90%. Although it shows a slight declining trend from 2022 to 2025 (94.48% in 2022, 91.61% in 2023, 92.06% in 2024, 90.26% in 2025), overall, compared to the dispersed and fragmented competitive situation of social media platforms, the instant messaging market remains highly concentrated.

Most Frequently Used Instant Messaging Apps Among Taiwan Citizens
(Key Platform Year-over-Year Comparison)

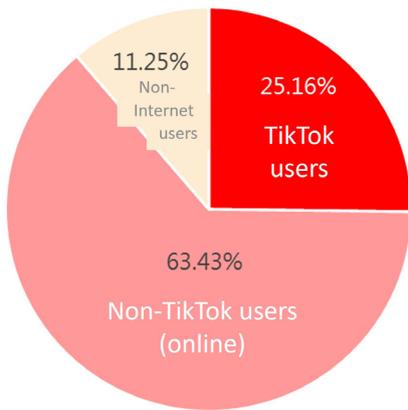


Source: 2022–2025 Taiwan Internet Reports, weighted values. Sample sizes: 2025: 1,901 (dual-frame, internet users); 2024: 1,898 (dual-frame, internet users); 2023: 1,823 (dual-frame, internet users); 2022: 1,878 (dual-frame, internet users).

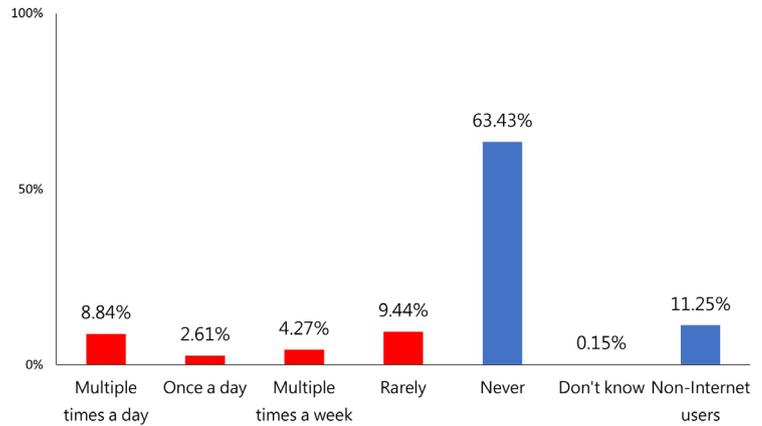
The short video wave sparked by TikTok/Douyin globally has not only changed content consumption patterns but also triggered cross-border digital governance controversies. Based on national security and data privacy considerations, the United States legislated in 2024 requiring TikTok to divest from its Chinese parent company ownership. The EU, Canada and other countries have also restricted government agency use of TikTok, transforming it from a simple entertainment platform into a policy issue involving digital sovereignty and information security. In this context, tracking Taiwan citizens' TikTok usage trends has important reference value.

This survey shows the proportion of Taiwan citizens who used Douyin/TikTok in the past three months is 25.16%, slightly up from 21.67% in 2024 and 22.21% in 2023. Further examining user frequency, 45.51% of Douyin/TikTok users use it daily (multiple times a day 35.14%, once a day 10.37%), showing high stickiness. Notably, the proportion of internet users who use it as their "most frequently used social media" rose from 2.87% in 2024 to 4.19% in 2025, indicating that TikTok not only has increasing user numbers but is gradually transforming from an auxiliary platform for "occasional browsing" to the primary social media for some users, reflecting TikTok's continuously expanding influence in Taiwan.

Taiwan's TikTok usage rate: 25.16%



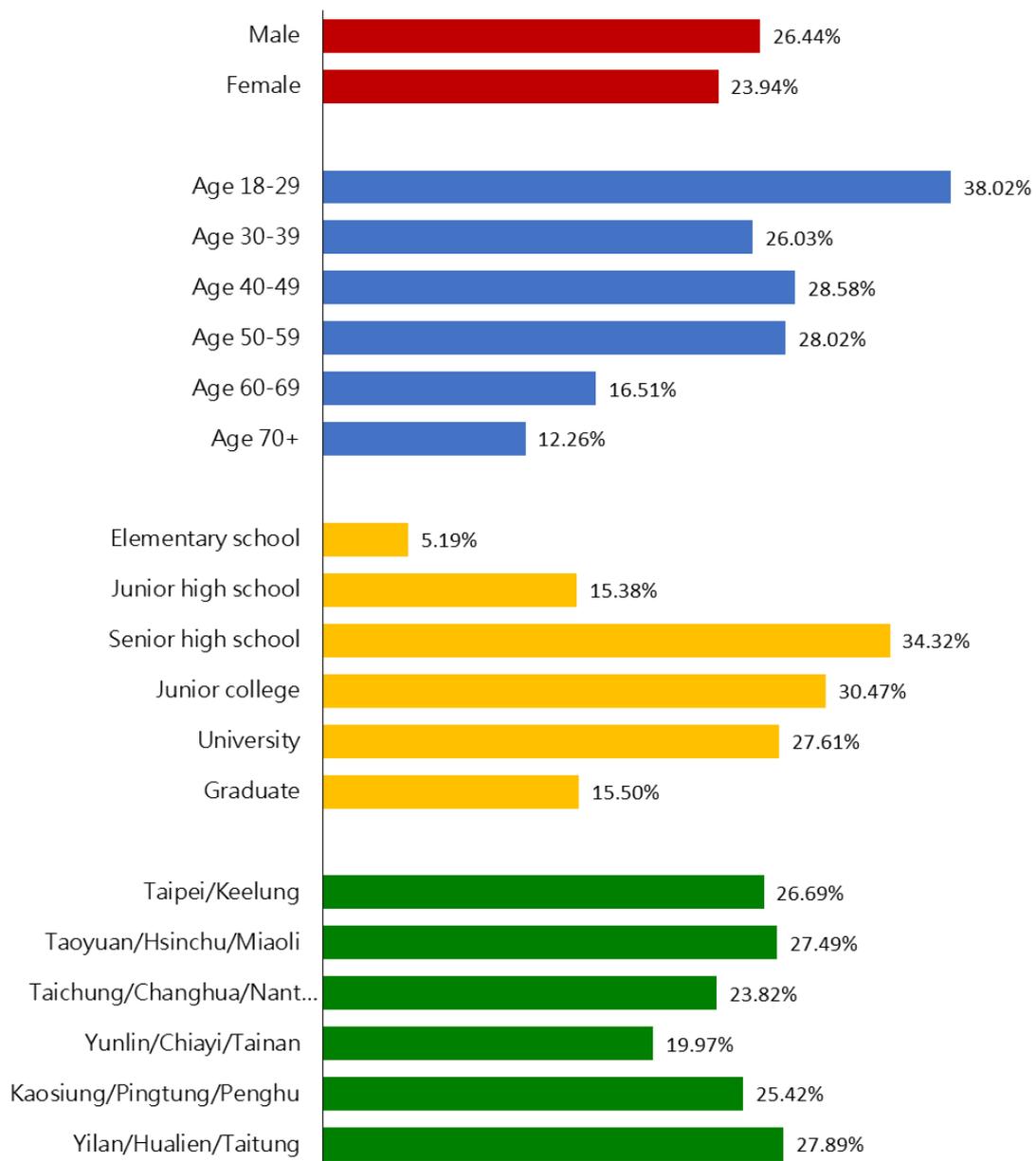
11.45% of Taiwan citizens use it "daily"
(45.51% of users watch daily)



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

Further analysis of Douyin/TikTok users' demographic characteristics shows significant differences mainly in two variables: age and education. In terms of age, the 18-29 age group has the highest Douyin/TikTok usage rate at 37.98%, followed by the 40-49 and 50-59 age groups at 28.54% and 28.00% respectively. The lowest usage rate is in the 70 and above age group at 12.18%, but this shows considerable growth compared to 7.09% in the 2024 survey. In terms of education level, those with senior high school education have the highest Douyin/TikTok usage rate at 34.35%, while those with junior college education have the second highest usage rate at 30.42%. The lowest usage rate is among those with elementary school education or below at only 5.31%, with the difference reaching statistical significance.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

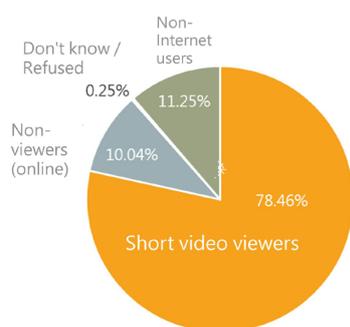
Short Video Usage Behavior and Overconsumption

The rise of short videos is one of the most disruptive media phenomena in recent years. Compared to traditional long-form video content, short videos—with their concise duration of 15 seconds to 3 minutes, high-density visual stimulation, and algorithm-driven personalized recommendations—have thoroughly transformed content consumption patterns. From TikTok and YouTube Shorts to Instagram Reels, major platforms have entered the short video battlefield, not only reshaping the entertainment industry but also profoundly affecting the forms of information dissemination and even public discussion. In this context, understanding Taiwan citizens' short video usage behavior holds important significance for grasping the contemporary information ecology and media literacy policy.

Taiwan Citizens' Short Video Usage Habits

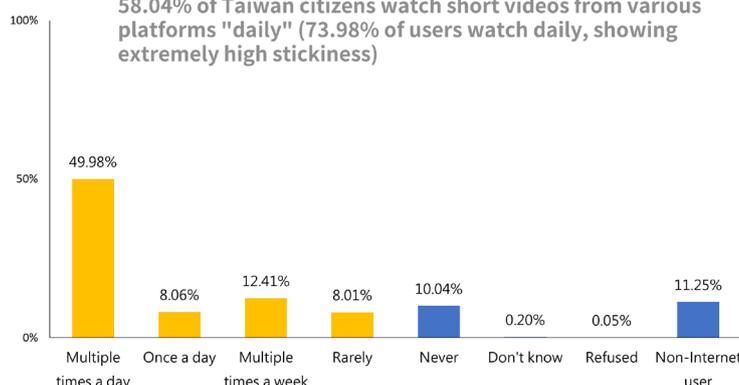
This survey shows that short videos have become a mainstream form of daily information consumption for Taiwan citizens. In the past three months, nearly 80% of Taiwan citizens (78.46%) had experience watching short videos, with nearly 60% (58.04%) watching "every day," indicating high prevalence. Further analysis of short video users' viewing frequency shows 73.98% of users watch daily, with "multiple times a day" reaching as high as 63.71%, reflecting extremely strong usage stickiness.

Taiwan's short video usage rate: 78.46%



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

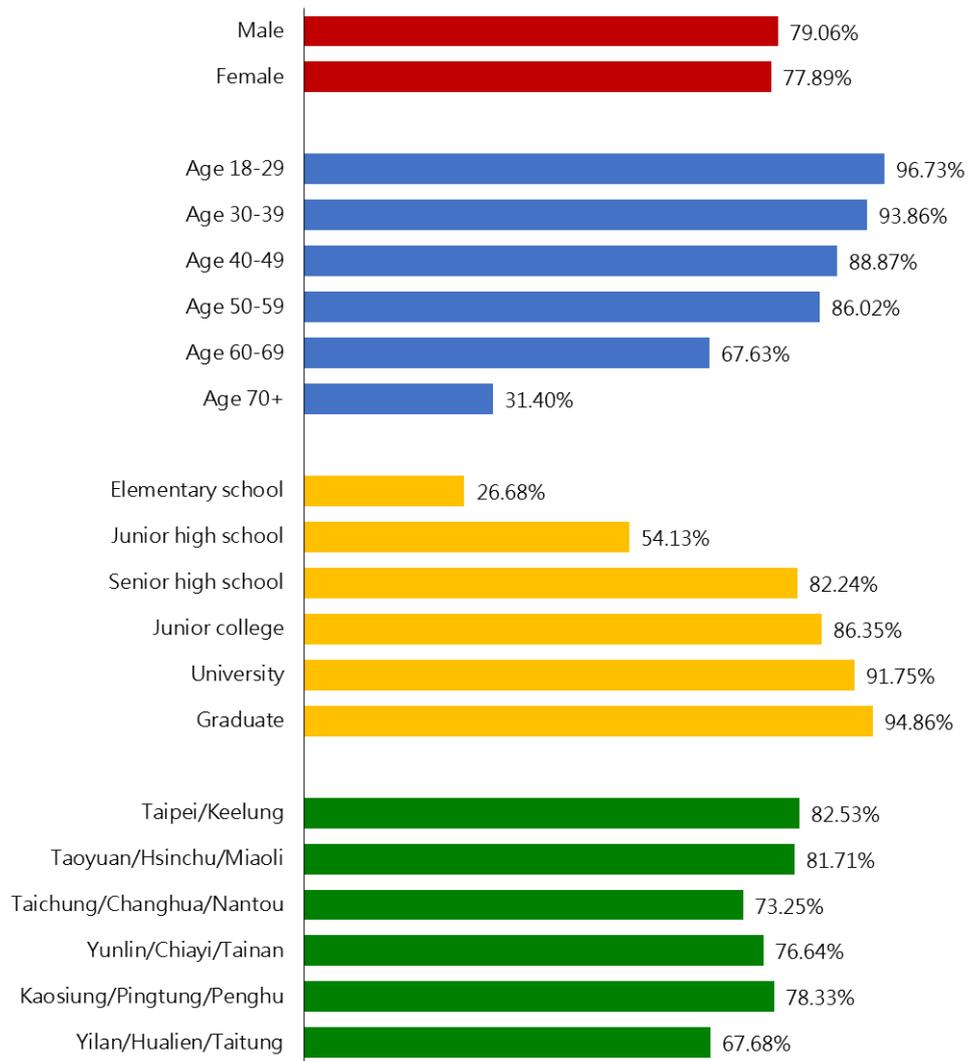
58.04% of Taiwan citizens watch short videos from various platforms "daily" (73.98% of users watch daily, showing extremely high stickiness)



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

Conversely, only 21.54% of Taiwan citizens had no short video viewing experience, of which 10.04% belong to "online but never watched short videos" and 11.25% are non-internet users. This means that among the internet-using population, short video penetration has reached 88.41%, becoming the second most prevalent application after instant messaging (99.30%). These figures highlight that short videos have become deeply embedded in Taiwan internet users' daily information reception and content consumption habits.

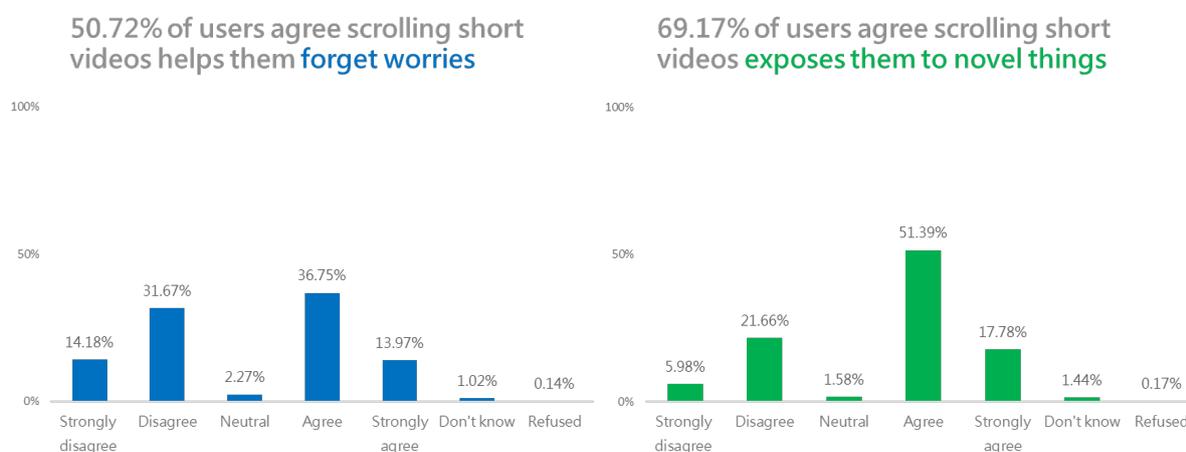
Further demographic analysis of those who watch short videos shows the following. In terms of age, the proportion watching short videos is inversely proportional to age—the younger the age, the higher the viewing rate. The 18-29 and 30-39 age groups both have short video viewing rates above 90%, at 96.73% and 93.86% respectively. The 40-49 and 50-59 age groups also reach above 85%. The lowest viewing rate is among those 70 and above at 31.40%. In terms of education level, influencer content viewing rate is directly proportional to education level, with those holding graduate degrees having the highest viewing rate at 94.86%, followed by those with university education at 91.75%. The lowest short video viewing rate is among those with elementary school education or below at 26.68%. In terms of residential area, the Taipei-New Taipei-Keelung region has the highest rate at 82.53%, with the Taoyuan-Hsinchu-Miaoli region also exceeding 80% at 81.71%. The lowest short video viewing rate is in the Yilan-Hualien-Taitung region, but still reaches nearly 70% (67.68%). Notably, overall, the distribution trends of short video viewing rates across demographic variables are almost identical to social media usage rates.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

Short videos attract large numbers of users with their convenience and entertainment value, but this usage experience is often accompanied by complex psychological feelings. On one hand, short videos may provide emotional relaxation or novel information; on the other hand, users may feel regret after use or find themselves unable to control usage time. This contradictory psychology of "knowing it's inappropriate but still unable to stop" is precisely the phenomenon referred to as "guilty pleasure." To deeply understand Taiwan citizens' short video usage experience, this survey examines users' subjective evaluations and behavioral patterns of short video viewing experience from multiple dimensions including expected outcomes of use, post-use feelings, and self-regulation.

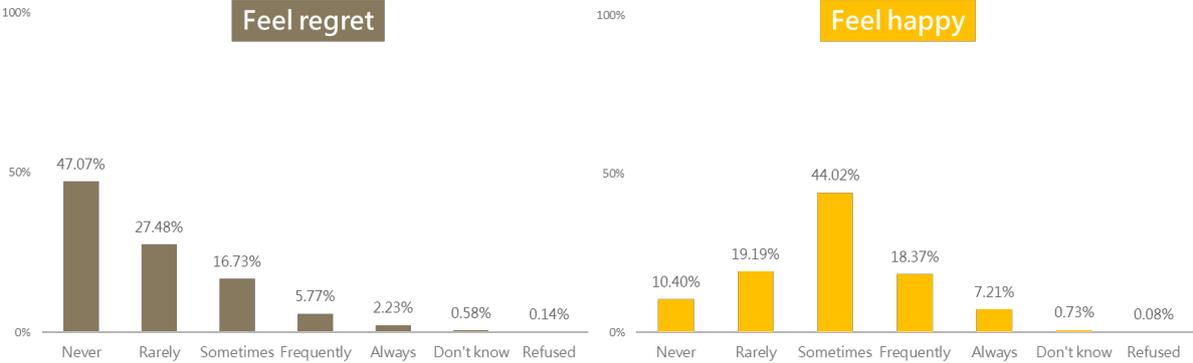
First, regarding the "emotional relaxation" expectation brought by short videos, users' views are evenly split. 50.72% of users tend to agree that scrolling short videos helps them forget their worries (including "agree" 36.75%, "strongly agree" 13.97%); conversely, 45.85% of users tend to disagree with this statement (including "disagree" 31.67%, "strongly disagree" 14.18%). In contrast, short videos receive higher recognition in the information exploration dimension, with nearly 70% (69.17%) of users agreeing that scrolling short videos allows them to encounter novel things they never thought of (including "agree" 51.39%, "strongly agree" 17.78%), far exceeding the 27.64% who disagree. Compared to the divided evaluation of the worry-forgetting effect, users' recognition of short videos in expanding horizons and bringing novel experiences is notably higher, indicating that algorithmic recommendation mechanisms have indeed successfully brought unexpected content exposure to most users.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,681 (dual-frame sampling, short video user samples, excluding non-internet users and internet users who have never used short videos). Note: Only respondents who selected "multiple times a day," "once a day," "multiple times a week," or "rarely" in Q24 were included as short video users.

Next, the survey asked users about negative emotional responses after scrolling short videos. Regarding whether they feel regret after spending time watching, 47.07% of users answered "never," the highest proportion, followed by "rarely" (27.48%); the middle option "sometimes" was 16.73%. Those with notably stronger regret—"frequently" and "always"—total only about 8%. Overall, approximately 75% of users indicate they rarely or never feel regret after use, showing that most users actually experience less obvious guilt from short video use.

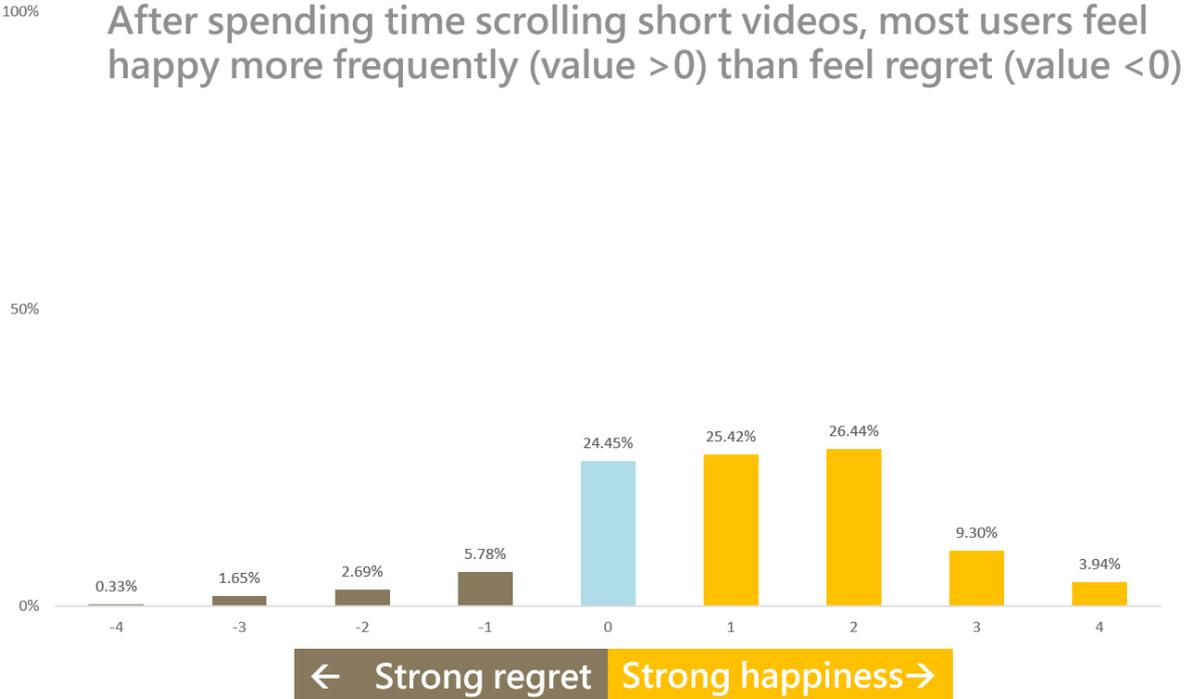
Relative to the low frequency of regret feelings, for users "feeling happy" after scrolling short videos, the middle option "sometimes" has the highest proportion (44.02%); the lower happiness frequency side (never, rarely) totals about 29.59%, and the higher happiness frequency side (frequently, always) totals about 25.58%, with proportions quite close. This result reflects that the positive emotional experience brought by short videos is quite dispersed and unstable. While it doesn't often cause regret, it also doesn't necessarily guarantee high-frequency happiness—more often it's a neutral "time-killing" experience.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,681 (dual-frame sampling, short video user samples, excluding non-internet users and internet users who have never used short videos). Note: Only respondents who selected "multiple times a day," "once a day," "multiple times a week," or "rarely" in Q24 were included as short video users.

Further comparing the survey data on happiness feelings and regret feelings, values greater than 0 represent happiness frequency exceeding regret frequency, with larger values indicating higher happiness frequency; values less than 0 represent regret frequency exceeding happiness frequency, with smaller values indicating higher regret frequency. Results show that 65.10% of short video users (those with values greater than 0 in the chart below) experience happiness more

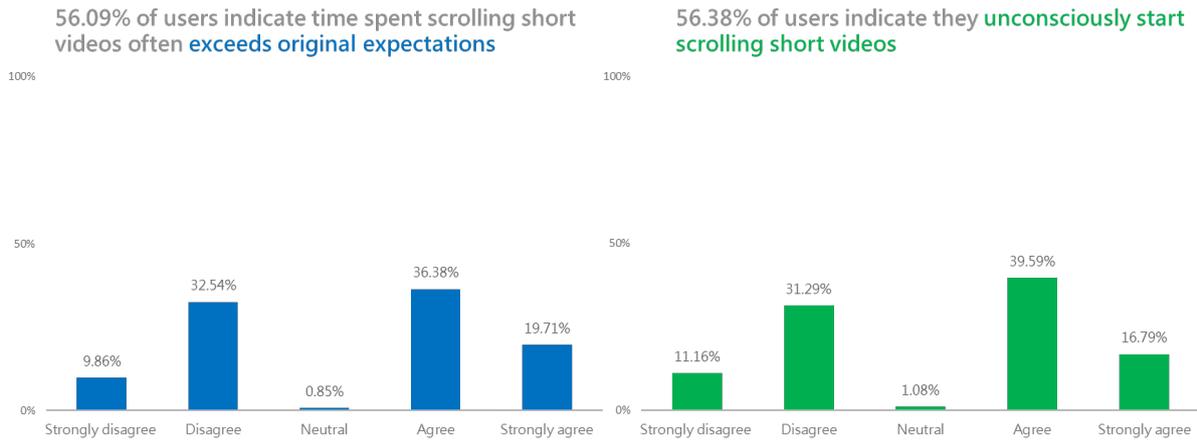
frequently than regret after spending time scrolling short videos; only 10.45% of short video users (those with values less than 0 in the chart below) experience regret more frequently than happiness. Another 24.45% of users have roughly equal frequencies of regret and happiness (those with values equal to 0 in the chart below).



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,661 (dual-frame sampling, short video user samples, excluding non-internet users and internet users who have never used short videos). Note: Only respondents who selected "multiple times a day," "once a day," "multiple times a week," or "rarely" in Q24 were included as short video users.

Overconsumption of Short Videos

Whether the immersive experience of short videos triggers "time loss" and "addiction risk" is another issue receiving considerable attention. When asking those with short video usage experience whether time spent scrolling short videos often exceeds original expectations, 56.09% of users expressed agreement ("agree" 36.38%, "strongly agree" 19.71%); those disagreeing comprised 42.40%. This result shows that close to 60% of users admit difficulty controlling usage time according to expectations, reflecting that short video characteristic mechanisms (such as infinite scrolling, autoplay, algorithmic recommendations) indeed pose significant challenges to users' time management.

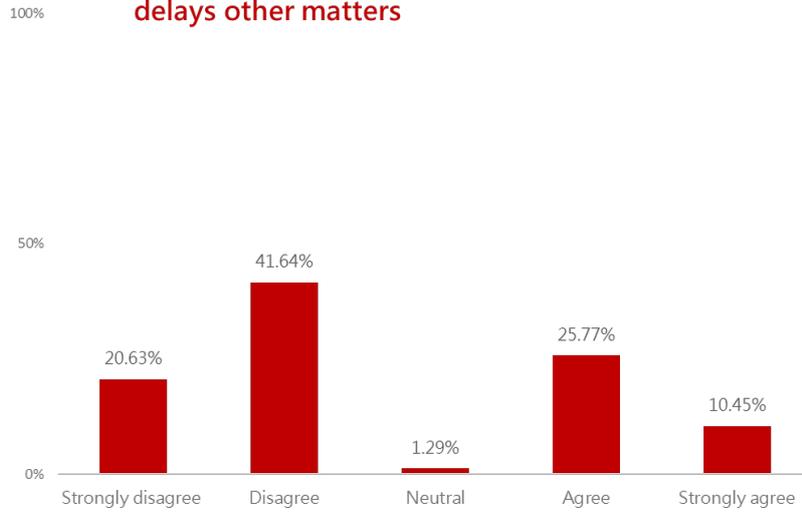


Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,681 (dual-frame sampling, short video user samples, excluding non-internet users and internet users who have never used short videos). Note: Only respondents who selected "multiple times a day," "once a day," "multiple times a week," or "rarely" in Q24 were included as short video users.

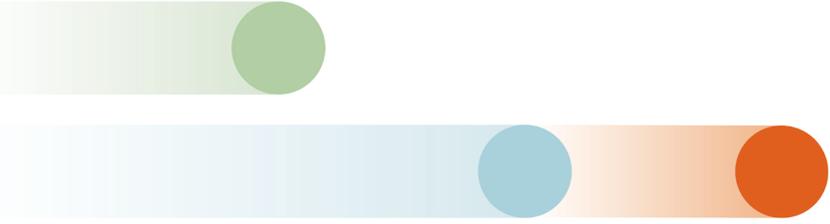
Next, examining whether short video usage behavior has been internalized as habit, 56.38% of users indicate they often start scrolling short videos "unconsciously" ("agree" 39.59%, "strongly agree" 16.79%). This reflects that for over half of users, watching short videos has formed a certain degree of "automatic response," often opening applications automatically without deliberate decision-making. This unconscious habitual behavior may further exacerbate the aforementioned time control difficulties, making people more easily fall into aimless browsing states.

The survey further explores whether this time loss causes substantial problems in daily life. Results show most (62.27%) users believe they won't delay other matters due to watching short videos ("disagree" 41.64%, "strongly disagree" 20.63%). However, over 30% (36.22%) still admit they indeed experience problems of "delaying important matters due to short videos" ("agree" 25.77%, "strongly agree" 10.45%). This shows that while most users believe they can keep short videos within the realm of leisure entertainment, for approximately one-third of the group, overconsumption of short videos has transformed from simple entertainment into a source of interference producing perceptible negative impacts on daily routines.

36.22% of users indicate scrolling short videos
delays other matters



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,681 (dual-frame sampling, short video user samples, excluding non-internet users and internet users who have never used short videos). Note: Only respondents who selected "multiple times a day," "once a day," "multiple times a week," or "rarely" in Q24 were included as short video users.

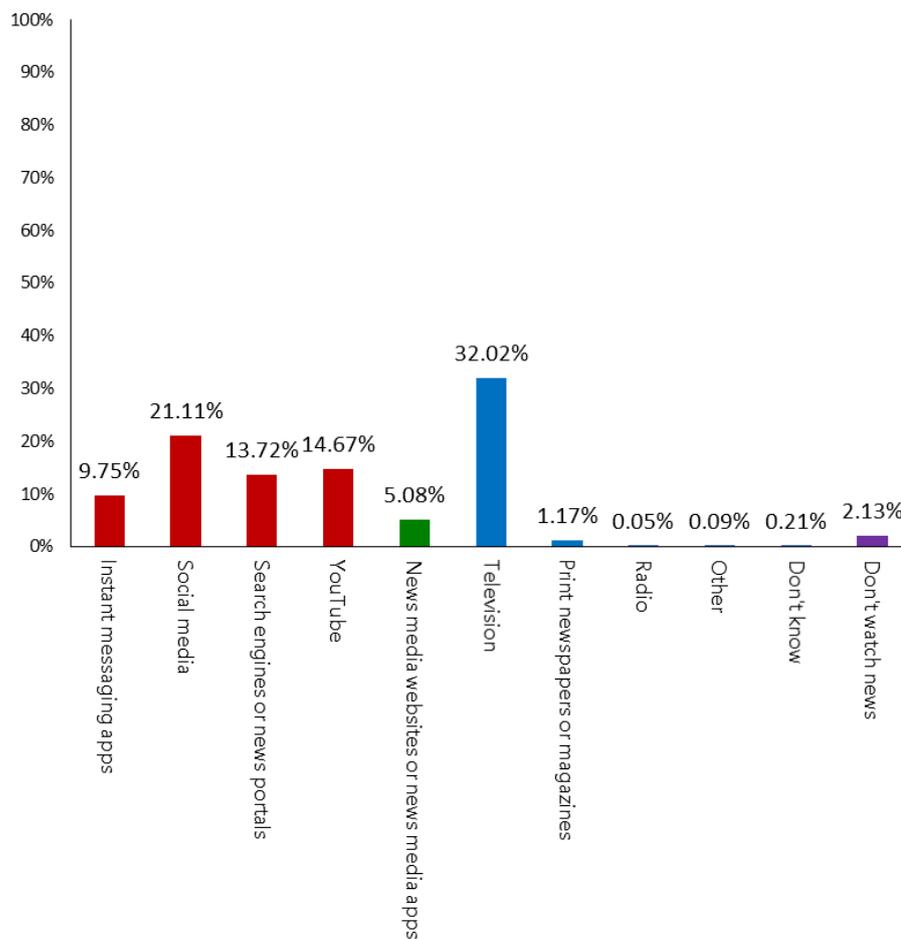


News Usage and Information Trust Dilemma

Reshaping News Acquisition Pathways: Strong Digital Platform Expansion, Algorithmic Push Becomes Mainstream

This survey reveals significant structural shifts in Taiwan citizens' news acquisition behavior. In terms of "individual channels," although "television" remains the largest single news source at 32.02%, its share has declined significantly by nearly 7.6 percentage points from 39.57% in 2024. In contrast, rankings second through fifth are all occupied by digital platforms, with obvious internal reorganization: "social media" (21.11%) in second place and "YouTube" (14.67%) in third place show strong growth momentum, increasing 6.28 and 5 percentage points respectively from last year. Conversely, previously relied-upon active search "search engines or news portals" (13.72%) and direct browsing "media websites or apps" (5.08%) both show declining shares. This indicates that citizens' digital news consumption is rapidly shifting from "active search/browsing" toward "passive reception of social/video algorithm push."

If news sources are further categorized by "producer" and "terminal carrier," the trend becomes even more dramatic. "Digital platforms" (which do not produce news themselves) led by social media, YouTube, and search engines, steadily hold the position as the primary news source for citizens at 59.25%, showing substantial growth of 10 percentage points from last year. Meanwhile, "traditional news media" dominated by television and newspapers dropped to 33.24%, plummeting 9.31 percentage points from last year. The data of one declining and one growing (digital platforms +10%, traditional media -9.31%) almost perfectly correspond, revealing a large-scale "viewership migration wave." Large numbers of audiences are directly transferring from traditional media to digital platforms, and media's own established digital channels (websites/apps) have not benefited from this. Intermediary rights in news dissemination have been fully captured by large technology platforms.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

News Avoidance and Utility Perception: Taiwan Citizens' News Viewing Attitudes

With the diversification of digital content ecology, news is no longer the sole dominant choice for information consumption. Short videos, social media posts, influencer content, and even self-produced media by political figures all compete for citizens' limited attention. In this context, the phenomenon of "news avoidance" continues to attract attention. News avoidance can be divided into two types: "active avoidance" refers to citizens intentionally choosing non-news content; "algorithmic avoidance" occurs when platforms reduce news delivery based on usage preferences, forming passive avoidance. This is an extremely

significant warning signal for democratic societies that value informed citizens and public participation.

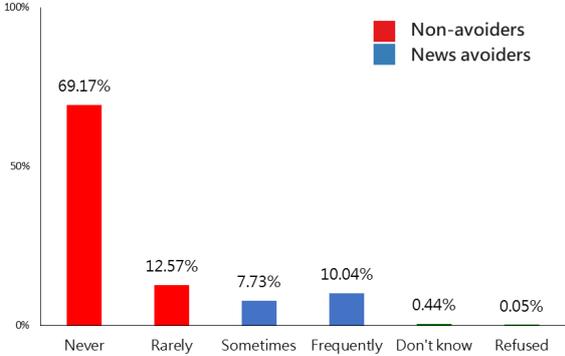
Regarding whether Taiwan citizens "actively avoid news," this survey found that in the past three months, 10.04% of citizens "frequently" actively avoided watching news, while 7.73% "sometimes" actively avoided. These two categories, defined as "news avoiders," total 17.77%. In contrast, 12.57% "rarely" actively avoid, and as many as 69.17% "never" actively avoid. These two categories are "non-news avoiders," totaling 81.74%. Notably, this year's news avoidance rate (17.77%) shows a declining trend from last year's survey result (22.55%), indicating that citizens' behavioral rejection of news has somewhat eased. Additionally, the proportion of news avoiders (17.77%) far exceeds the proportion of those who "don't watch news" at all (2.13%), reconfirming that news avoidance is more an "attitudinal expression" or "selective exposure" regarding news value, rather than complete information isolation.

If news avoidance reflects an attitude, then whether citizens believe "news is useful" becomes a key indicator. This survey shows that a total of 22.73% of citizens tend to believe news is useless (including "strongly agree" 5.66%, "agree" 15.69%, and neutral "neutral" 1.38%). On the other hand, as many as 75.16% of citizens tend to disagree with this view ("strongly disagree" 24.62%, "disagree" 50.54%), showing that three-quarters of Taiwan citizens still affirm news value in obtaining information and understanding public affairs.

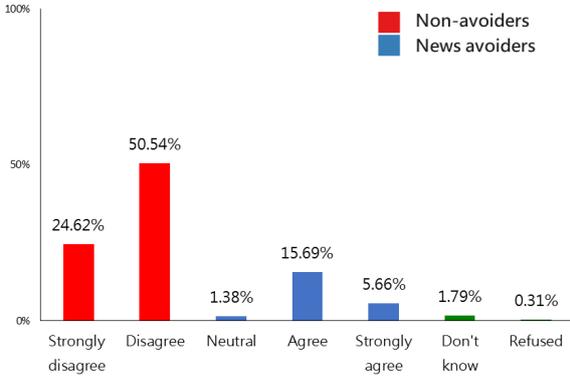
Comparing "behavior" and "attitude" data comprehensively reveals a thought-provoking gap: the proportion who believe "news is useless" (22.73%) is notably higher than the proportion actually engaging in "active avoidance" behavior (17.77%). This gap reflects that approximately 5% of citizens are in a situation where, although subjectively believing news has limited utility, behaviorally they have not yet (or cannot) completely cut off news contact. This may stem from constraints of life habits, needs for social conversation topics, or being forced to "passively receive" due to digital platform algorithmic push. Overall, while Taiwan citizens' evaluation of news efficacy is somewhat reserved,

they still maintain high proportions of contact in actual behavior, and news media still hold core communication positions in Taiwan's democratic operation.

News Avoidance Behavior: 17.77% of Taiwan citizens actively avoided watching news in the past three months



News Avoidance Attitude: 21.35% of Taiwan citizens consider watching news "useless"



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

Information Sharing Literacy: Accuracy-based Sharing vs. Selective Sharing

In the digital age, every social media user is a potential information disseminator, jointly determining information circulation quality in social networks through each like, share, and forward. This phenomenon of "everyone is a gatekeeper" makes individuals' gatekeeping attitudes toward information critically important. The weight of considerations when sharing—whether prioritizing "message authenticity" or "whether it suits me"—will directly affect the circulation efficiency of correct information and the thickness of echo chambers.

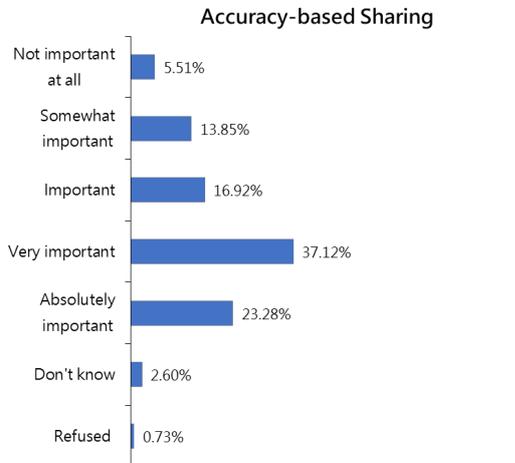
First, regarding attitudes toward "accuracy-based sharing," the survey shows the vast majority of Taiwan citizens possess high gatekeeping awareness. As many as 77.32% of internet users consider it crucial to confirm messages are "correct" when sharing. Further analyzing the degree of importance, "absolutely important" accounts for 23.28%, "very important" accounts for 37.12%, with the two together exceeding 60%, showing that "seeking truth" is the primary principle for most citizens when sharing messages. Conversely, the proportion

with lower importance placed on accuracy (including not very important, not important at all) accounts for only 19.35%.

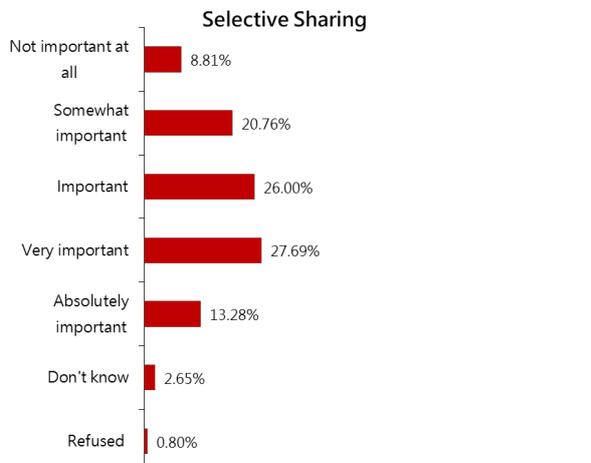
However, beyond pursuing truth, individuals' existing positions also profoundly influence sharing behavior. Regarding "selective sharing" tendencies, 66.97% of citizens consider it important that shared messages "align with their own views" (including absolutely important 13.28%, very important 27.69%, important 26.00%). Although this proportion is lower than the importance placed on accuracy (77.32%), it still shows that "seeking similarity" psychology plays a key role in social media dissemination.

Comprehensively comparing these two indicators, while Taiwan citizens place "accuracy" (77.32%) above "ideological consistency" (66.97%) when sharing messages—a positive civic literacy indicator—it cannot be ignored that nearly 67% of citizens highly care about whether messages align with their own positions. When users excessively care about positions while neglecting verification, or refuse to share even verified truths due to ideological disagreement, this "selective sharing" behavior easily obstructs the circulation of diverse perspectives, thereby strengthening echo chamber barriers and polarization phenomena in social media.

77.32% of internet users consider accuracy of messages shared on social media to be relatively important



66.97% of internet users consider it relatively important that messages shared on social media align with their own position

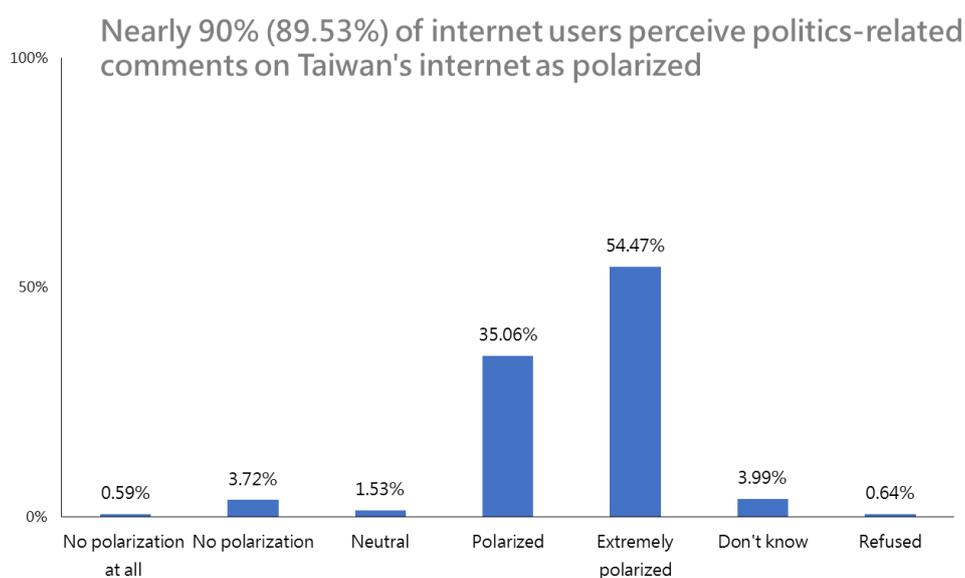


Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,901 (dual-frame sampling, internet user samples).

Online Political Opposition Continues to Heat Up: Expanding Extreme Opinion Climate

Polarization of online opinion climate obstructs opinion exchange among citizens in democratic societies and even triggers uncivil behavior online—issues that have always been important concerns for democratic countries. The Taiwan Internet Report has continuously surveyed citizens' perceptions of Taiwan's online political discussion atmosphere since 2022, with results showing increasingly polarized trends.

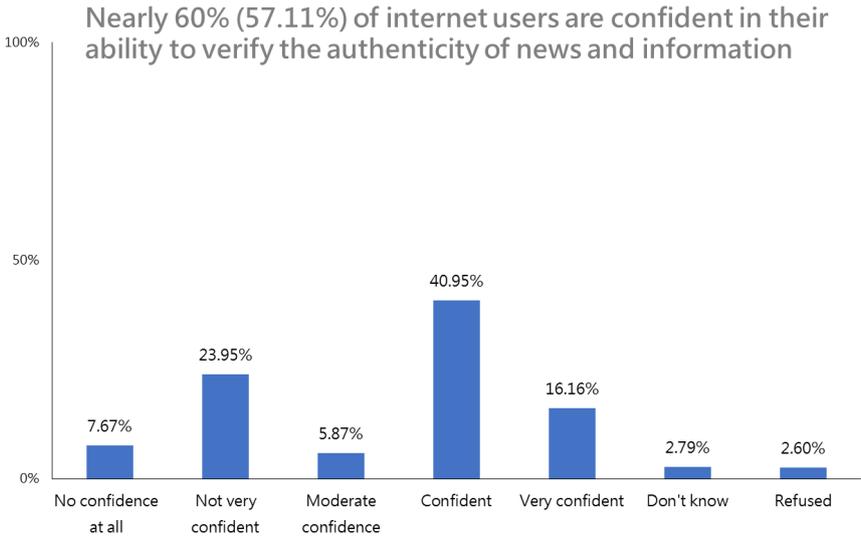
After experiencing presidential and legislative elections in early 2024, 2025 also faced recall elections, with political mobilization and online debates seemingly never ceasing. This survey found that 89.53% of internet users believe politics-related comments on Taiwan's internet are in an oppositional state, with the proportion showing continuous upward trends compared to survey results from the past three years (37.47% in 2022, 40.67% in 2023, 82.12% in 2024). In this year's survey, those perceiving "very oppositional" account for 54.47%, "oppositional" accounts for 35.06%. Notably, the proportion of "very oppositional" not only exceeds half but also shows a yearly widening gap with second-place "oppositional," possibly reflecting that online political discussion polarization is not merely a phenomenon of specific periods, but a sustained challenge facing Taiwan's digital public sphere.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 886 (dual-frame sampling, internet users randomly assigned to half).

Taiwan Citizens' Fake News Identification Capability: Nearly 60% Self-report Confidence

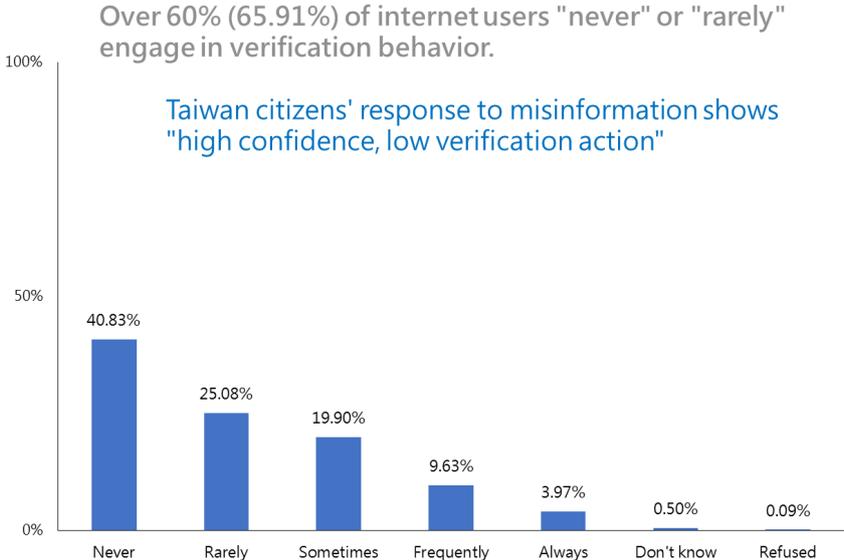
In a digital environment where fake news and misleading content emerge endlessly, citizens' ability to identify and verify information authenticity has become the core of information literacy and an important foundation for democratic society citizens' participation in public affairs. This survey found that among internet users, those without confidence in their ability to verify news authenticity total 31.62% (including 7.67% with no confidence at all, 23.95% without much confidence); while 57.11% have confidence in their ability to verify news authenticity (including 16.16% very confident, 40.95% confident), up from last year's 52.17% and notably exceeding those without confidence. The proportion "don't know" about news verification ability also decreased from last year's 3.61% to 2.79%. Overall, these data show Taiwan citizens' confidence in their verification capabilities continues to rise, but whether confidence equals actual capability requires further examination. Continuing to deepen media literacy education, particularly cultivating critical thinking and fact-checking skills, will help ensure citizens not only have confidence but also possess substantial fake news identification capabilities.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1050 (dual-frame sampling, internet users randomly assigned to half).

Information Verification Behavior Not Widespread: Only 10% Frequently Verify

Survey results show that Taiwan internet users' frequency of proactively using articles, videos, verification tools, or discussing with others to determine information authenticity is generally low. Over 60% (65.91%) of internet users indicate they "never" or "rarely" do this, with "never" accounting for 40.83% and "rarely" accounting for 25.08%. In contrast, the proportion of citizens frequently or always engaging in verification behavior is only 13.60% (frequently 9.63%, always 3.97%). Another 19.90% indicate they "sometimes" do this, showing a small portion of people possess a certain degree of verification habit, but it's still not routine behavior.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,901 (dual-frame sampling, internet user samples).

Overall, results highlight that Taiwan citizens' proportion of proactively using verification resources when facing fake news or suspicious information is low. Even though multiple fact-checking platforms and media literacy materials have emerged in recent years, only a minority frequently utilize them, indicating information verification habits have not yet become widespread, bringing challenges to society's overall ability to resist fake news and cognitive warfare.

Generative AI Usage Behavior, Literacy, Risk Perception, Regulation, and Literacy Education

Generative AI Users Show Significant Increase, Predominantly Young Adults, Highly Educated, and Northern Residents

Generative AI has flourished in recent years and profoundly impacts people's lifestyles and work patterns. Services such as ChatGPT, Gemini, Copilot, and similar offerings can automatically generate various types of content according to user prompts, covering text, images, audio, video, and code with extremely broad application ranges. According to this year's (2025) Taiwan Internet Report results, 43.19% of respondents used generative AI (including the aforementioned ChatGPT, Gemini, Copilot, or similar services) within three months, with "frequently use" and "always use" totaling 16.78%; non-users account for 44.45%. Compared to last year's (2024) survey results on ChatGPT usage (26.80% of respondents used it within three months), this year shows significant increase, indicating that generative AI products and services currently appear polarized in Taiwan, but also reflect a transition from product introduction to growth phase.



Generative AI Usage Rate

43.19%

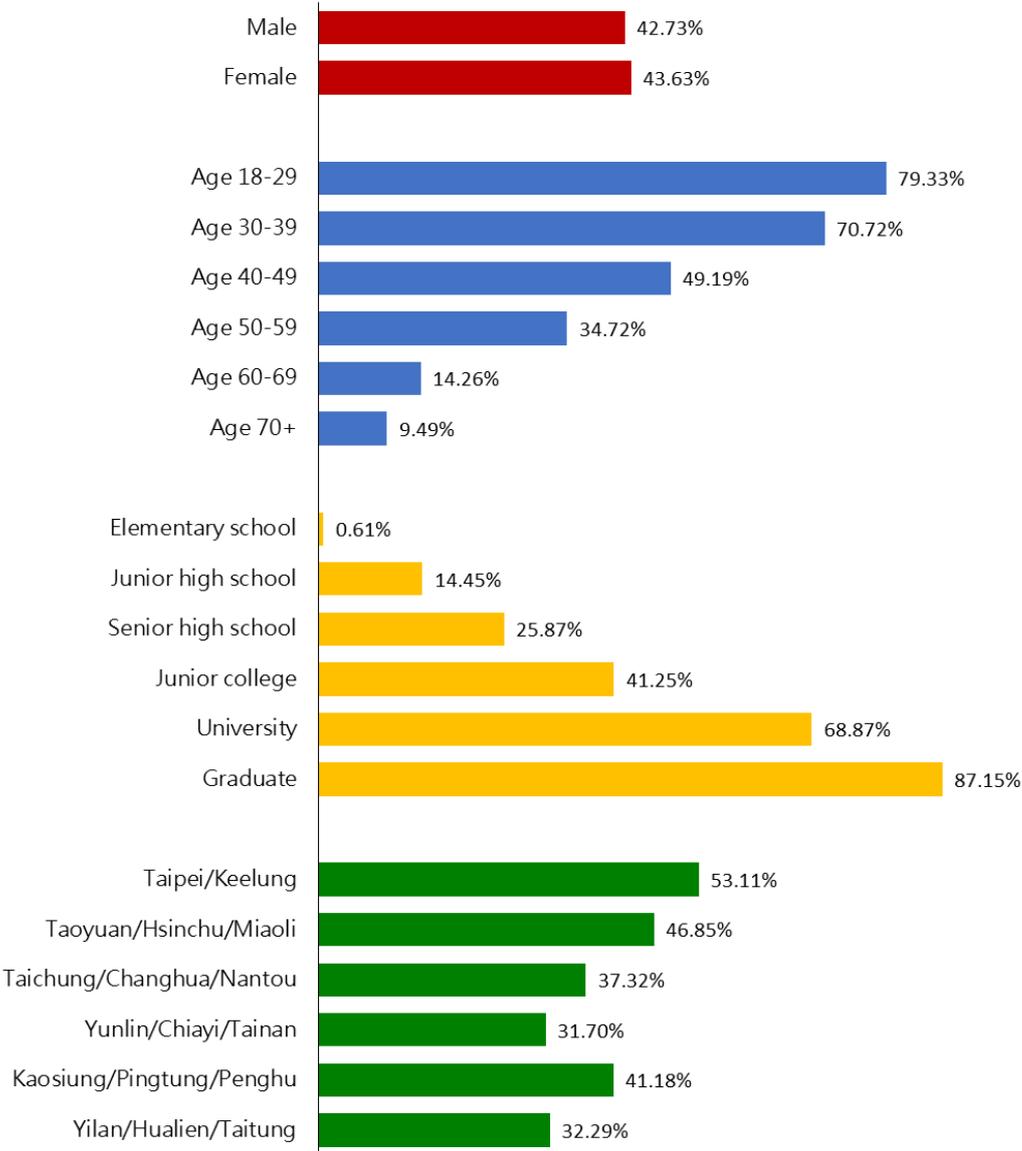


Generative AI Paid
Subscription Rate

8.54%

Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample sizes: Generative AI usage 2,142 (dual-frame, all samples); Generative AI paid subscription 1,070 (landline sample)

When incorporating demographic variables for analysis, "age," "education level," and "residential area" emerge as three important variables affecting generative AI usage. Regarding age, young and middle-aged groups under 40 constitute the highest proportion (18-29 years old: 79.33%; 30-39 years old: 70.72%), with usage decreasing as age increases. Regarding education level, frequent users are predominantly those with university (68.87%) and graduate (87.15%) education, while users residing in Taipei-New Taipei-Keelung (53.11%) and Taoyuan-Hsinchu-Miaoli (46.85%) regions also relatively use more frequently.

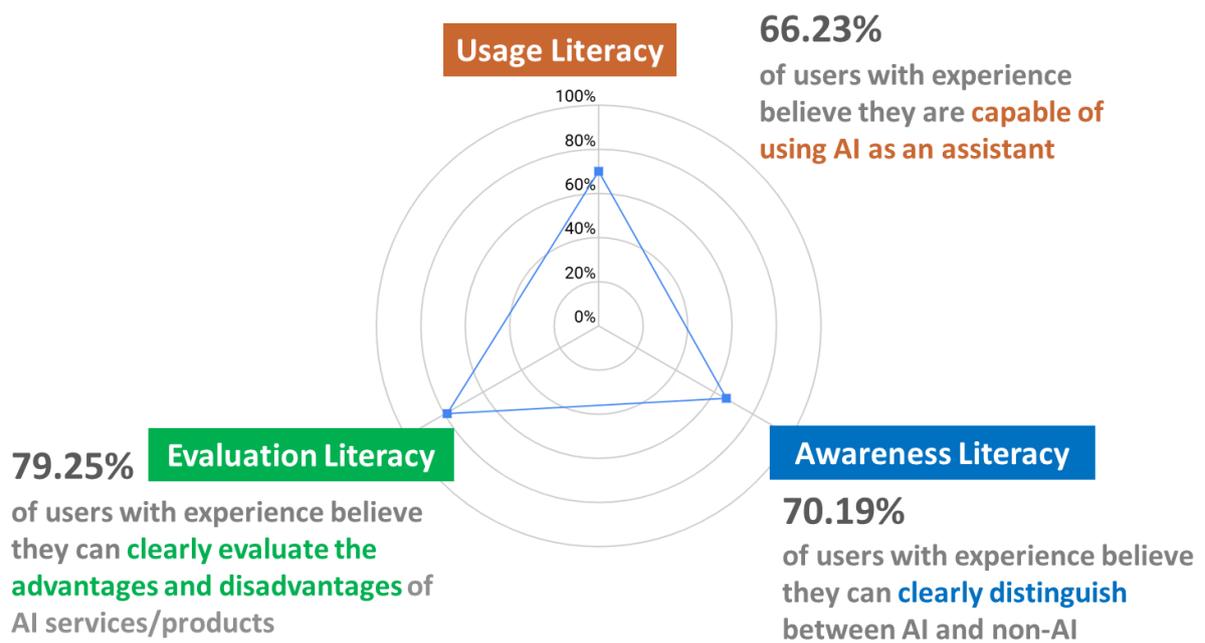


Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 2,142 (dual-frame sampling, all samples).

In summary, the profile of frequent generative AI users comprises younger groups, higher education levels, and more northern residents. From the government's perspective, attention should be paid to achieving "substantive equality," such as promoting policies that encourage elderly people to learn AI tools to enhance health and entertainment needs, providing incentives according to different groups' needs. Simultaneously, government must also pay attention to groups potentially adversely affected by digital divides, including those with lower education and middle-aged to elderly employed persons, avoiding exclusion problems arising from unfamiliarity with AI tools. For citizens, how to become a "smart user" in the AI era has become an important issue. In the short term, government can assist through AI digital transformation courses or workshops; in the long term, AI learning should be fully implemented in compulsory national education to help citizens adapt to rapidly changing information and ever-evolving technological social environments.

Taiwan Citizens' AI Technology Awareness Literacy and Evaluation Literacy Are Good, Usage Literacy Can Still Be Improved

AI technology has become an indispensable part of people's daily lives and work, present everywhere. From digital voice assistants to generative AI capable of achieving numerous productivity needs, in other words, possessing good AI literacy is particularly important for people to understand operations and apply efficiently. According to this year's (2025) Taiwan Internet Report results (internet user samples, excluding refusals and those without usage experience), Taiwan citizens believe they have the ability to evaluate (79.25%) and perceive (70.19%) literacy both above 70%, while those believing they have the ability to use show 66.23% literacy. Compared to 2024 survey results (evaluation: 72.51%, awareness: 69.47%, usage: 58.38%), evaluation literacy and usage literacy show more obvious progress.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: Awareness literacy 1,597, Usage literacy 1,405, Evaluation literacy 1,325 (dual-frame sampling, internet user samples, excluding those without generative AI usage experience)

This phenomenon represents a positive development in the context of increasingly serious generative AI fake news production and fraud, with all aspects of citizens' AI literacy improving. However, two dimensions still have room for improvement. First, effectively enhancing citizens' "usage literacy" is needed, as its results are lower compared to evaluation and awareness literacy, also showing that over 30% of citizens remain conservative or have more uncertainty about completing their own projects through AI tools. It is recommended that government and private sector, when holding AI courses or workshops, combine latest technologies (such as ChatGPT, Gemini) with practical teaching, and can use short videos for promotion to enhance learning willingness, strengthening citizens' training and skills in using generative AI tools. Second, although respondents' self-assessed awareness and evaluation proportions are high, there may be gaps with actual capabilities, requiring careful examination when promoting related literacy in the future.

In terms of demographic variables, AI literacy level gaps are related to age and education level. Young and middle-aged groups' AI literacy performs better

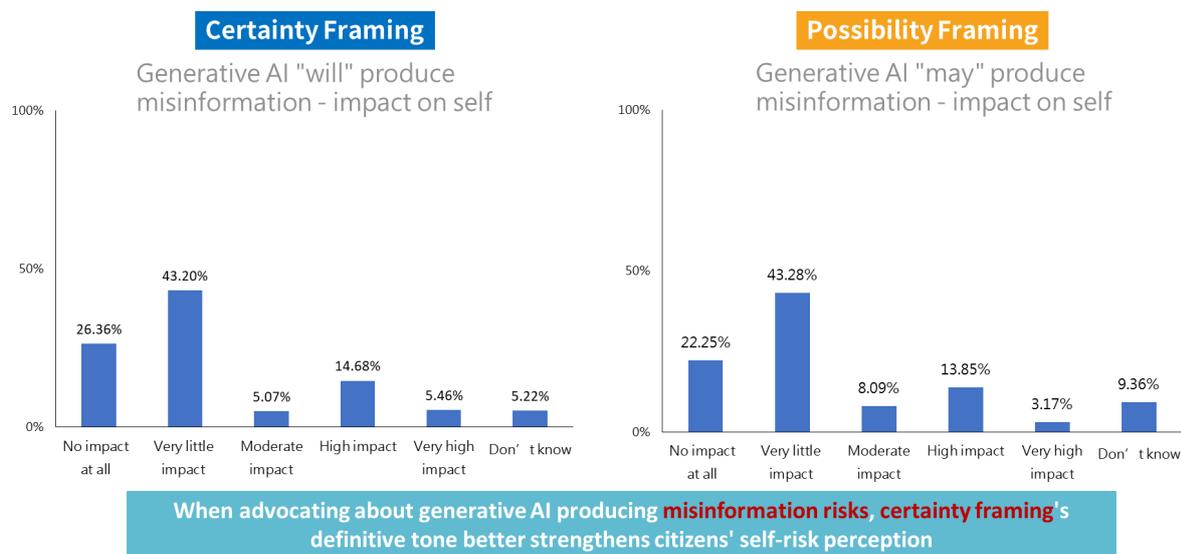
than elderly groups across all three dimensions. Regarding age, the 18-29 age group performs best, all above 85%; regarding education level, university and above perform better, with graduate degree holders exceeding 90%. Therefore, it can be generally concluded that AI literacy decreases as age increases and education level decreases. Future approaches can be divided into three parts with two key points. First, promotion for younger groups can be more advanced, such as deepening their AI literacy knowledge and worldview learning, connecting with international standards, and encouraging teaching elders. For middle-aged groups, emphasis should be on keeping pace with times and updating information. For elderly groups, abstract theories and technical operations need to be simplified, using more illustrations and practical demonstrations, focusing on how AI helps them accomplish daily needs, assisting them in identifying online fraud activities. Additionally, for different genders and education levels, presentation should be more tailored to learning styles. For example, AI literacy courses for school-age adolescents can be integrated with computer usage courses in compulsory education: elementary school courses emphasize learning important AI ethics knowledge through games and animation; junior high school courses emphasize basic AI authenticity identification and usage; high school courses emphasize advanced AI function integration. Gender equality issues can also be incorporated, thinking about and examining gender stereotypes or biases that generative AI-provided information may strengthen or eliminate.

Taiwan Citizens' Risk Perception Assessment of Generative AI: Misinformation and Privacy Breaches

While AI brings numerous conveniences, it also carries multiple potential risks. Understanding Taiwan citizens' current risk perception of AI technology helps lawmakers, research institutions, enterprises, etc. advance various regulations or plans. For enterprises providing AI products and services, understanding overall consumer needs and concerns helps adjust business strategies. For promotion of related digital and education policies, this enables more specific and timely approaches, improving public understanding and awareness of AI technology. This survey combines framing effects from

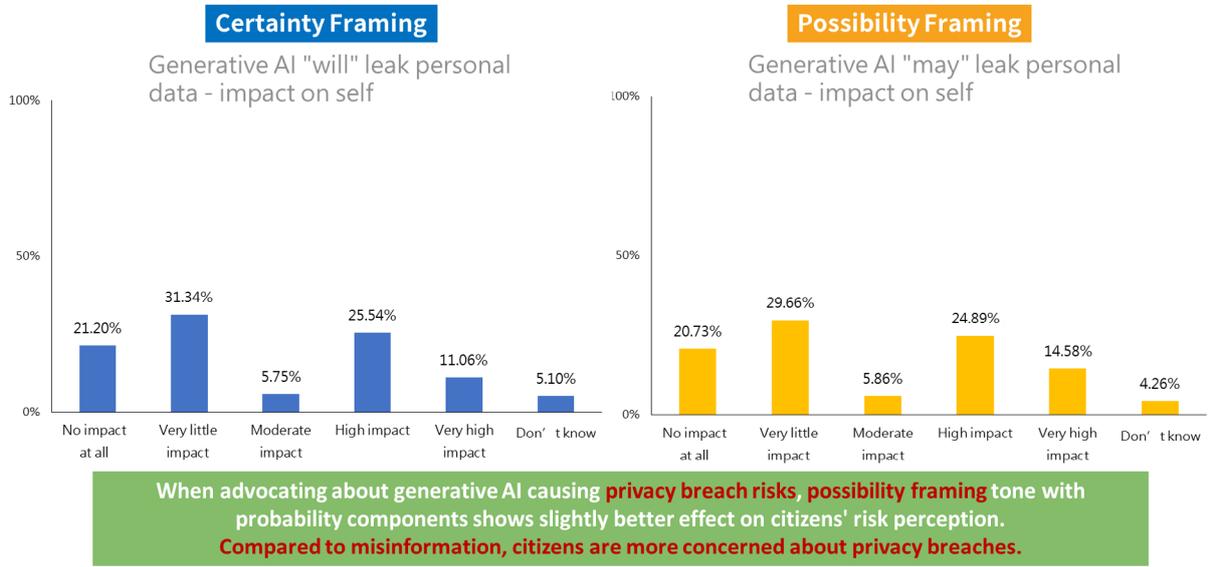
communication studies through a 2x2 experimental design with two AI risks ("misinformation," "privacy breaches") and two framing types ("certainty framing," "possibility framing"), surveying respondents' views on impacts on "self" and "others."

According to this year's (2025) Taiwan Internet Report results (internet user samples, excluding refusals and those without usage experience), first, research found that citizens' perception of generative AI risk impacts on themselves differs depending on AI risk type and descriptive tone. When asking citizens about "misinformation" risk attitudes toward self-impact through "certainty framing" (i.e., generative AI "will" produce bias or misinformation), 20.14% of Taiwan citizens consider self-impact risk greater; while using "possibility framing" (i.e., generative AI "may" produce bias or misinformation), the proportion considering greater self-impact risk drops slightly to 17.02%.



However, regarding "privacy breach" risk, when described with "certainty framing" (i.e., generative AI "will" leak private, sensitive personal data), 36.60% of Taiwan citizens consider self-impact risk greater; but when using "possibility framing" (i.e., generative AI "may" leak private, sensitive personal data), the proportion considering greater self-impact risk is slightly higher at 39.47%. These results show that when advocating about generative AI producing misinformation

risks, certainty framing's definitive tone better strengthens citizens' self-risk perception, but when advocating about generative AI causing privacy breach risks, possibility framing tone with probability components has slightly better effect. Speculation suggests that privacy breach risks are generally personally relevant, so merely triggering "suspicion" suffices to generate considerable risk perception, while misinformation, if not easily distinguishable, often depends on personal usage experience and judgment, requiring clear tone reminders to better trigger citizens' risk perception. These results help relevant units plan more appropriate and effective advocacy strategies when promoting responsible AI use.



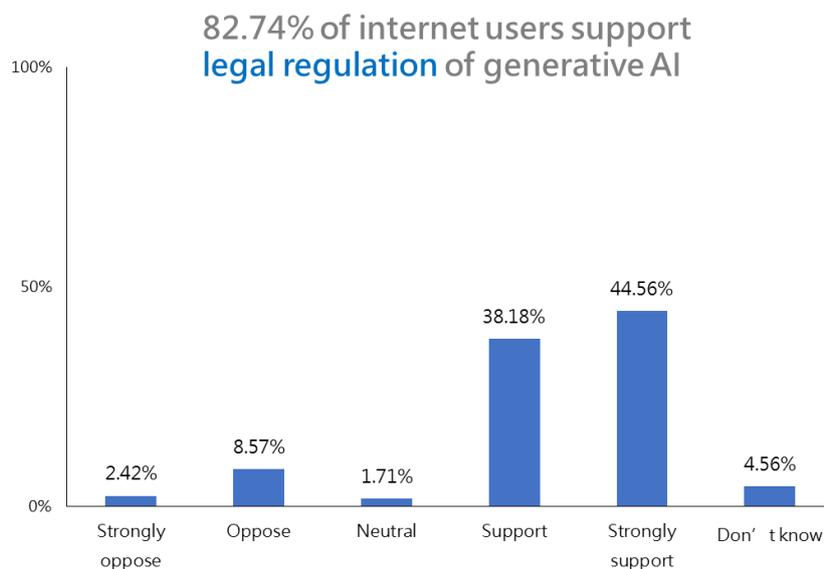
Second, according to analysis results, regardless of framing effect description type, citizens indicate generative AI privacy breach risks have greater self-impact than misinformation risks. For example, when asking through "certainty framing," 36.60% of Taiwan citizens consider privacy breach risk has greater self-impact risk, while 20.14% consider misinformation risk has greater self-impact risk; when changed to "possibility framing," 39.47% consider privacy breach risk has greater self-impact risk, while 17.02% consider misinformation risk has greater self-impact risk. In summary, differences between them all exceed 15%, representing that citizens are more concerned and worried about information privacy issues compared to being deceived by misinformation. For government,

the corresponding action is effectively combating fraud and safeguarding citizens' property and personal safety.

Third, comparing AI risk impacts on self versus others, this analysis found that regardless of what risk generative AI causes, citizens believe impacts on others exceed impacts on self. Whether asking through certainty framing (misinformation risk: greater self-impact 20.14%, greater others-impact 62.06%; privacy breach risk: greater self-impact 36.60%, greater others-impact 60.43%) or possibility framing (misinformation risk: greater self-impact 17.02%, greater others-impact 60.68%; privacy breach risk: greater self-impact 39.47%, greater others-impact 62.01%), comparisons show gaps over 20%, particularly with elderly and lower-educated people being more pessimistic. In summary, when relevant units promote AI literacy education in the future, starting from risk awareness perspective, eliminating citizens' sensitivity to bias, and emphasizing that not only citizens themselves may be harmed, but also surrounding friends and family, even elders may be harmed—for example, through short videos, interactive experiences with rewards for promotion, transforming AI education into highly attractive participatory experiences, and encouraging citizens to promote to friends and elders, enhancing overall participation and learning effectiveness. Simultaneously, cultivating users' judgment of AI misinformation and verification habits, allowing people to maintain critical thinking capabilities while enjoying AI convenience.

Most Taiwan Citizens Support Legal Regulation of Generative AI

This survey asked Taiwan citizens about attitudes toward legally regulating generative AI, helping understand whether citizens support related regulations, enabling administrative and legislative bodies to discuss legal amendments across expertise and party lines. According to this year's (2025) Taiwan Internet Report results (internet user samples, excluding refusals and those without usage experience), currently Taiwan citizens show high support for legal regulation at 82.74%, with strong support accounting for 44.56%, highlighting that most Taiwan citizens hope for relevant legal control of generative AI. Compared to last year's (2024) survey results, respondents tending to support increased by 9.64%, those tending to oppose decreased by 10.31%.



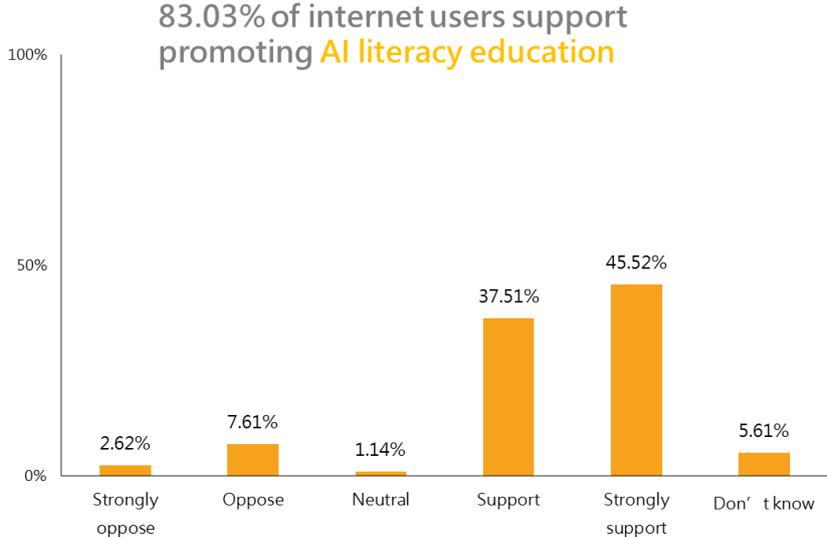
Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,891 (dual-frame sampling, internet users, excluding refusals).

From demographic variables, gender, age, and education level are key factors. Regarding gender, females (84.51%) support more than males (80.90%). Regarding age and education level, regardless of old, middle, young, or education level, all show considerably high proportions (vast majority of variables exceed 80%, only sporadic variables above 70%) supporting government more actively adopting legal approaches to regulate generative AI products or services.

From the EU's first AI regulatory law in 2024 to the Executive Yuan's passage of the "Artificial Intelligence Basic Law" draft in late August 2025, aiming to clarify regulations, protect intellectual property, implement public-private collaboration with the Ministry of Digital Affairs promoting risk management frameworks, AI regulation has undoubtedly become a globally focused issue, with public opinion more urgently hoping legislative bodies can take action. Therefore, government's next key focus should be how to make citizens "feel" generative AI-related regulations in daily life, such as effectively solving deepfake forgery, fake news, and job replacement problems, thereby protecting citizens' interests.

Most Taiwan Citizens Support Promoting Generative AI Literacy Education

This survey asked Taiwan citizens about attitudes toward promoting related literacy education, enabling government to improve existing policies and adjust directions to balance various interests. According to this year's (2025) Taiwan Internet Report results (internet user samples, excluding refusals and those without usage experience), currently Taiwan citizens tending to support that when using generative AI products or services, they should receive AI literacy training or courses account for 83.03%, with strong supporters accounting for 45.52%. In other words, over half of those tending to support express strong support, highlighting that most Taiwan citizens hope that when using generative AI products or services, they should receive related training and courses.



Source: 2025 Taiwan Internet Report, conducted from July 28 to September 1, 2025, weighted values. Sample size: 1,894 (dual-frame sampling, internet users, excluding refusals).

From demographic variables, gender, age, and education level are key factors. Regarding gender, females (85.45%) support more than males (80.48%). Regarding age, the 18-59 age groups show support proportions all above 80%, with the 50-59 age group showing highest support proportion (86.32%), followed by 18-29 (86.01%), 30-39 (85.92%), and 40-49 (84.60%); while 60-69 (78.22%) and 70 and above (69.46%) show decline, with overall distribution resembling the Zhuyin symbol " ㄣ " shape. Overall, Generation X (born 1965-1980), Generation Y (born 1981-1996), and Generation Z (born 1997-2012) citizens more positively affirm AI literacy's potential benefits, presumably due to more usage experience with AI technology and greater familiarity with its pros and cons. For those over 60, support numbers are relatively reduced, possibly because they find generative AI learning difficulty high, with low opportunities for active daily use, thus having less basis for judging AI literacy training necessity and benefits. Regarding education level, those with university education show highest support proportion (87.50%), those with elementary school education or below (50.55%) show lowest proportion, basically showing that as education level decreases, respondents' support for AI literacy training proportions decrease.

From government's perspective, implementation can start with national education, enabling adolescents to learn correct AI literacy perspectives from young age. For example, students below high school level can promote through school computer courses, civics courses, and related information-oriented clubs; university level and above can strengthen practical and academic applications through workshops and information elective courses to ensure correct usage ethics and efficiency, thereby enhancing AI literacy learning capabilities. On the other hand, consideration must also be given to how to advocate AI literacy importance to elderly people, exploring possible difficulties elders face in accepting AI literacy training, even designing topics suitable for elders to learn, with helping elderly people avoid AI rights violations as primary consideration—for example, deepfake or voice print technical fraud, fake celebrity investment groups, and fake news short videos. Therefore, content identification can be a skill elders can currently learn.



Expert Interviews: Digital Empowerment and Reflections in the Age of Artificial Intelligence

In the wave of global digital transformation, the integration and application of technology has become a key force driving organizational progress, social advancement, and economic innovation. To understand the impact created by digital technology at the individual, organizational, and social levels, this research invited five scholar-experts to participate in discussions. The invited experts include academic researchers (Professor Fu-Ren Lin, Professor and Director of the Institute of Service Science at National Tsing Hua University; Professor Wen-Wei Shiu, Professor and Dean of the College of Liberal Arts at National Taiwan Normal University), industry practitioners (Pei-Jun Ho, Founder of Townway Cultural and Creative Corporation; Eric Chang, COO of Taiwan AI Labs), as well as technology practitioners spanning both industry and academia (Ren-Hao Pan, Founder of WaCare Telehealth and Adjunct Assistant Professor at National Yang Ming Chiao Tung University). They specialize in different fields of digital technology development and share professional insights on digital empowerment from diverse perspectives including their own experiences and research.

The interviewed experts unanimously pointed out that the rise of AI has profoundly influenced the landscape of digital empowerment. AI's rapid development relies not only on the accumulation of algorithms and data training, but also on the maturation of cloud computing, Internet of Things, big data, and high-speed communications. Therefore, although this report centers on AI, the interview content actually demonstrates that AI's progress is not a miracle of a single technology, but the result of multiple technologies resonating together. Its popularization symbolizes not only technological advancement, but also the expansion of human intelligence boundaries and the redefinition of capabilities.

Overall, the interviewed experts generally believe that the rise and rapid development of AI has deepened the practice of digital empowerment in Taiwan

society. For example: in the education field, students use it as a learning partner while teachers leverage it to advance teaching and research efficiency; in daily work, AI helps spark inspiration and generate content; in business decision-making, AI extracts key content from complex data to assist humans in making more precise judgments. These changes enable individuals to better master information, organizations to become more innovative, and society to move toward a more equitable and inclusive direction. In fields such as education, business, healthcare, industrial upgrading, or public governance, AI has redefined the relationship between humans and technology and accelerated the popularization of intelligent technology.

However, such development remains full of variables. The interviewed experts, from individual, organizational, and social perspectives, offered their insights on AI development and raised many profound reflections.

Individual Level: From Users to Collaborators

AI's rapid development has brought technology closer to daily life. Especially with the popularization of generative tools, technology has become democratized and conversational. Through natural language interaction, multimodal learning, and prompt engineering, individuals are no longer merely users pressing buttons or operating interfaces, but collaborators working alongside AI: students use it to explore knowledge and formulate questions; creators leverage it to generate inspiration and produce drafts; workers use it to organize information and extend thinking. Technology has become an entity for collaborative thinking.

However, interviewees also noted that this convenience comes at a cost. Does increased reliance on AI potentially weaken human creativity and judgment? Does greater dependence on digital technology more easily lead to social alienation and anomie? This so-called "AI Paradox" centers on the core issue that while AI extends human capabilities, it may simultaneously redistribute agency between humans and technology, potentially affecting the autonomy and depth of human thinking in the long term.

Organizational Level: From Process Automation to Innovation Ecosystems

AI has become a key driver of digital transformation for enterprises and organizations. It enhances the immediacy and precision of decision-making, promotes cross-departmental collaboration and knowledge circulation, and shifts organizational culture toward innovation models centered on data and intelligence. On the industry side, the software-hardware integration of Edge AI, cross-organizational federated learning, and predictive analytics for business decisions are accelerating. In education, AI-assisted teaching makes individualized learning more feasible. In society, AI also supports rural communities in establishing their own local resource platforms. AI is becoming an important engine driving value innovation.

However, organizations simultaneously face another challenge: AI's black-box computing limits our understanding and oversight of its results. When models cannot be fully explained, how should practical applications and responsibilities be defined? How can transparency and accountability mechanisms become future governance models? AI provides efficiency but also requires organizations to rethink governance structures and ethical boundaries.

Social Level: From Technical Enhancement to Intelligent Shared Prosperity

At the public service and social development level, AI demonstrates greater and broader possibilities. Combined with IoT and data analytics, healthcare becomes more preventive and immediate; generative and multimodal technologies assist language revitalization and cultural preservation; accessible communication tools enable people with disabilities to express themselves and participate more freely. From the perspective of societal impact, it becomes an emerging carrier of public value.

However, this development direction remains full of uncertainty. Interviewees raised many thought-provoking questions: Does AI popularization still only benefit the minority with capabilities or resources? If education overly emphasizes AI skills, does it reduce students' willingness and possibility to

explore other talents? If corporate resources are heavily invested in AI, does it squeeze other industries' survival space? Could the centralization of computing power and datasets create a new "digital feudalism" phenomenon?

While AI opens infinite possibilities, it also reflects deep challenges. In these interviews, expert interviewees discussed not only technological development but also contemplated what kind of AI society we want to become. What kind of existence do we want AI to be in order to form a prosperous and harmonious society? They offered valuable recommendations.

Bridging the Digital Divide: Making Technology a Force for Everyone

If AI belongs only to a few, technological progress will widen the existing digital divide and become a new form of inequality. School and social education, along with corporate training, must keep pace with technological advancement, enabling everyone to have the capability or imagination to participate in this transformation. Digital learning cannot be merely knowledge input on screens, but must grow through human-to-human interaction in real-world contexts. Only when AI application aligns with organizational culture can organizational digital transformation truly become an extension of humanity rather than new pressure, with organizations pursuing process changes where AI and employees thrive together. Building AI as "borderless digital penetration" enables urban-rural mobility and intergenerational shared prosperity, making technology not a divide of knowledge or geography, but a connection.

Confronting the AI Paradox: Reawakening Human Thinking and Critical Capacity

Greater reliance on AI deepens our doubts and concerns. Experts remind us that only by re-cultivating individual human agency can we maintain authentic happiness in the digital world. When people reconnect with real communities and self-worth, digital isolation and addiction can be reduced. The more courageously people engage with strangers and the more capable they are of authentic self-expression, the greater the opportunity to dissolve invisible alienation.

Meanwhile, they also call for recognition that while AI technological development is important, it should not be the only path to success. Education should provide more diverse pathways and choices, allowing young people to still see other possibilities when facing setbacks.

Responsible AI: Allowing AI to Mature Through Transparency and Accountability

Data privacy and ethical governance are core issues in AI applications. AI model training relies on vast amounts of personal and organizational data. If data acquisition, usage, and storage processes lack transparency, trust crises will result. To avoid algorithmic bias and ensure decision-making fairness, experts believe traceable regulatory and review mechanisms must be established to positively enhance user acceptance and trust in AI. Developing "explainable AI" and "responsible AI" is not only a global consensus but also an imperative Taiwan cannot ignore when facing an intelligent society.

This in-depth dialogue with five expert scholars is not merely an observation of digital technology development, but a reflection on humanistic values. What they see is not simply a technological wave, but reflexive thinking triggered by technology: When AI enables us to act faster, how do we ensure we don't become weaker as a result? While relying on AI's autonomous computational capabilities, how do we maintain independence and freedom of thought? When AI brings us closer to the world, how do we avoid moving toward social alienation?

The experts collectively point out that only when AI development proceeds in parallel with education, humanities, and ethics will technology not transform into a new burden. We need not fear unknown technological changes. When technology can be rooted in humanistic care, artificial intelligence can truly become a force leading Taiwan society forward—not replacing humans but enabling them, not deepening distance but creating connections.



Key Insights

Digital Empowerment Beyond Access Rates: From Pursuing Universality to Ensuring Inclusion

Taiwan's internet usage rate reached 88.75% in 2025, remaining nearly flat with the previous year, indicating growth has entered a plateau phase. However, it's crucial to note that learning willingness among non-internet users plummeted from 8.23% in 2024 to 4.45% in 2025, a decline as high as 46%. Combined with analysis of reasons for non-use reveals that non-internet users face dual dilemmas of "capability barriers" and "low need perception": "unfamiliar with devices" (39.61%) and "too old" (32.20%) reflect capability limitations, while "no need" (35.09%) and "no interest" (24.90%) indicate need disconnection. When citizens assess that learning costs are high and expected benefits limited, abandoning learning becomes a rational choice.

Particularly noteworthy is that the "age" factor may have been internalized from an objective limitation to a psychological barrier for non-internet users. As many as 26.30% of non-internet users indicate they "don't want to use the internet because of old age," far exceeding any single incentive (online medical 7.86%, government services 7.56%, online shopping 7.55%). This situation not only reflects individual lack of confidence but may also be reinforced by social stereotypes. Meanwhile, 6.52% of those "with needs but without assistance" are in the most vulnerable position, facing systemic exclusion in critical areas such as healthcare, finance, and government services.

These survey results remind us that policy thinking must shift from "how to increase internet usage rates" to "how to ensure everyone can fairly participate in digital society." The foremost priority is acknowledging that "Digital-First" does not equal "Digital-Only." When government and enterprises promote digital

transformation, physical service channels should be positioned as necessary infrastructure ensuring digital inclusion, not transitional options. For critical public services such as medical appointments, tax filing, and social welfare applications, legal requirements must mandate preservation of non-digital alternatives, ensuring non-internet users are not excluded from basic services due to digitalization.

Simultaneously, dual-track intervention is needed for "age," the greatest barrier. At the technical level, reduce thresholds through age-appropriate design, developing simplified interfaces and learning materials specifically designed for elderly people, making "can or cannot use" no longer an issue. At the psychological level, promote intergenerational co-learning programs, training youth volunteers as digital companions, rebuilding elderly confidence in learning through companionship, challenging the stereotype that "elderly can't use technology." More importantly, approaches should start from need orientation, focusing on developing digital services closely related to non-internet users' lives, such as telemedicine consultations, online shopping, and community activity information, allowing them to see concrete learning value.

Additionally, current assistance for non-internet users mainly comes from informal support systems such as family members, neighbors, community volunteers, or care workers, but such support is unstable and limited in coverage, making it difficult to reach vulnerable groups most in need of assistance more broadly. For vulnerable groups with internet needs but lacking assistance, establishing community-level digital service stations providing proxy and teaching services is recommended. Such service stations should integrate existing community resources (such as neighborhood offices, community activity centers, libraries, etc.) and be staffed with trained digital service personnel, not only providing temporary proxy assistance (such as online appointments, bill payments, subsidy applications) but more importantly, gradually cultivating users' digital capabilities through one-on-one teaching, filling gaps in family and social support to ensure digital inclusion policies truly reach those most in need.

AI Empowerment Leap: From Novelty to Utility Tool, Yet "AI Mastery" Literacy Becomes Critical Gap

In the wave of enhancing digital capabilities, generative AI is one of the most critical emerging tools. Generative AI technology has evolved rapidly and diversified over the past year or two. Services such as ChatGPT, Gemini, and Copilot can automatically generate various types of content according to user prompts, covering text, images, audio, video, and code with extremely broad application ranges, profoundly impacting people's lifestyles and work patterns. The 2024 Taiwan Internet Report surveyed that 26.79% of Taiwan citizens used ChatGPT in the past three months, while this year's (2025) related survey results show that over 40% (43.19%) of Taiwan citizens used generative AI such as ChatGPT, Gemini, Copilot, or similar services in the past three months, showing obvious increase in usage experience. From demographic characteristics, those who frequently or always use generative AI technology are mostly younger groups, with higher education levels, and residing in northern cities and counties.

Survey results also show that once citizens cross the usage threshold, their "self-efficacy" grows significantly. Among AI users, as many as 70.19% believe they have the ability to "perceive" AI, and 79.25% believe they have the ability to "evaluate" AI's advantages and disadvantages. This reflects users generally hold high confidence in AI, believing they can control rather than be passively controlled. The strongest positive signal comes from the leap in "usage literacy." Among AI users, the proportion agreeing "I am capable of using AI products or services to accomplish what I want to do" increased by 7.85 percentage points within one year, reaching 66.23%. This data is extremely significant—it represents that AI is no longer just a novelty but has rapidly transformed into a practical tool users "confidently" use to solve problems and achieve goals. This rapid establishment of "self-efficacy" is the core psychological foundation for digital capability development.

On the other hand, as generative AI becomes increasingly prevalent in citizens' lives, digital divides may also emerge. From the government's

perspective, attention should be paid to achieving "substantive equality," avoiding groups adversely affected (such as those with lower education, middle-aged to elderly people, etc.) being harmed rather than benefited in daily life due to unfamiliarity with generative AI technology characteristics, advantages, and limitations. For citizens, how to become a "smart user" in the AI era has become an important issue. In the short term, government can assist through AI digital transformation courses or workshops; in the long term, AI learning should be fully implemented in compulsory national education to help citizens adapt to rapidly changing information and ever-evolving technological social environments.

Enhancing Public AI Risk Literacy: How Communication Framing Affects Vigilance Toward Misinformation and Privacy Breaches

This research explores two types of risks that generative AI may bring: misinformation and privacy breaches. According to analysis results, citizens indicate generative AI privacy breach risks have greater self-impact, representing that citizens are more concerned and worried about information privacy issues compared to being deceived by misinformation. For government, the corresponding action is effectively combating fraud and safeguarding citizens' property and personal safety.

Additionally, this research also adopts an experimental approach to measure whether different advocacy tones affect citizens' judgment of risks caused by generative AI. Results found that when asking citizens about "misinformation" risk attitudes toward self-impact through "certainty framing" (i.e., generative AI "will" produce bias or misinformation), 20.14% of AI users consider self-impact risk greater; while using "possibility framing" (i.e., generative AI "may" produce bias or misinformation), only 17.02% of AI users consider self-impact risk greater. However, regarding "privacy breach" risk, when described with "certainty framing," 36.60% of AI users consider self-impact risk greater (i.e., generative AI "will" leak private, sensitive personal data); but when using "possibility framing" (i.e., generative AI "may" leak private, sensitive personal data), the proportion of AI users considering greater self-impact risk is slightly higher at 39.47%.

These results show that when advocating about generative AI producing misinformation risks, certainty framing's definitive tone better strengthens citizens' self-risk perception, but when advocating about generative AI causing privacy breach risks, possibility framing tone with probability components has slightly better effect. Speculation suggests that privacy breach risks are generally personally relevant, so merely triggering "suspicion" suffices to generate considerable risk perception, while misinformation, if not easily distinguishable, often depends on personal usage experience and judgment, requiring clear tone reminders to better trigger citizens' risk perception.

Dual-Track Empowerment Consensus in AI Governance: Regulations and Literacy Education Need Parallel Implementation

AI technology has widely developed and progressed in recent years, with impacts—both advantages, disadvantages, benefits, and harms—on human life gradually emerging, making AI accountability one of the important issues of concern for international organizations (such as the EU, OECD) and academia. This year's survey also focuses on citizens' views on generative AI management and governance from two dimensions: legal regulation and literacy education. Survey results show that among Taiwan internet users, the proportion tending to support generative AI technology being subject to legal regulation reaches as high as 82.74%, with strong support accounting for 44.56%, highlighting that most Taiwan internet users hope for relevant legal control of generative AI. Among them, regardless of age differences—old, middle, young—or education level, considerably high proportions (vast majority of variables exceed 80%, only sporadic variables above 70%) support government adopting legal approaches to regulate generative AI products or services. This public opinion may reflect recent unscrupulous individuals using AI for fraud (such as voice print forgery), or events of inappropriate use of generative AI for fake information continually emerging, deepening citizens' negative impression of generative AI technology causing personal and corporate property losses. Therefore, government should consider how to protect citizens' interests and make people feel safe through formulation of relevant laws or regulations.

Similarly, Taiwan internet users also largely support promoting AI technology literacy education courses or training, revealing that beyond policy, regulatory, and other "external regulation" measures, they hope to accumulate and refine their own literacy to learn to cope with adverse impacts and consequences of generative AI. Overall, the proportion of Taiwan internet users tending to support receiving AI literacy education is 83.03%, with females (85.45%) supporting more than males (80.48%). The younger the age and higher the education level, the more they agree that when using generative AI products or services, they should receive related training. These results can provide government reference for including related literacy and competency courses in national education; university level and above can strengthen practical and academic applications through workshops and information elective courses, or private educational institutions can promote AI literacy training related to career development. On the other hand, although elderly and lower-educated people show lower proportions supporting literacy education, this may also be based on subjectively perceived higher barriers to AI technology usage thresholds or difficulty perceiving adverse impacts brought by AI technology. Therefore, government and private educational institutions should also consider how to design easily understandable or personally relevant literacy advocacy topics for these groups, enhancing interest in understanding and willingness to engage.

Particularly noteworthy is that as Taiwan's internet usage rate enters a plateau phase, the core issue of digital divide has shifted from "having or not having internet" to "knowing how to use it and using it well," especially with rapid development of emerging technologies such as generative AI. It should be particularly emphasized that as Taiwan's internet usage rate enters a plateau phase, the core issue of digital divide has shifted from "having or not having internet" to "knowing how to use it and using it well," especially with rapid development of emerging technologies such as generative AI, causing gaps in "substantive access" and "application capabilities" between different regions and groups to further widen. Therefore, when promoting policies to bridge rural digital divides and digital equality, government should not only continue improving

infrastructure but also significantly shift policy focus to cultivating information literacy, AI literacy, and advanced application capabilities. Particularly for rural and resource-disadvantaged regions, providing more abundant digital education resources and teacher support through diverse channels such as mobile teaching stations, distance training courses, and local digital seed teacher cultivation, ensuring citizens in different regions all have substantial opportunities to enhance digital capabilities. Only by extending from infrastructure to capability building can digital equality be truly realized, avoiding the AI era exacerbating existing urban-rural and regional gaps.

Challenges to Autonomous Empowerment: Short Videos Bring Positive Experiences But Also Erode Time Autonomy

Survey data shows as many as 56.09% of short video users admit time spent scrolling short videos often exceeds original expectations, and 56.38% of users indicate they start scrolling short videos unconsciously, showing short video use has formed habitual behavior for considerable proportions of users. However, despite users being aware of time control difficulties, only about 8% of users indicate they frequently or always feel regret after use, with over 70% indicating they rarely or never feel regret.

This contradiction of "knowing loss of control but no regret" reflects the complexity of short video usage experience. On one hand, short video design mechanisms, including autoplay, seamless switching to next video, and precise algorithmic recommendations, effectively capture and extend user attention, making it difficult to stop using according to expectations. This design is not coincidental but a deliberate "attention economy" strategy by platforms to maximize user dwell time. On the other hand, most users do not generate strong negative emotions after use. Nearly 70% (69.17%) of users even agree short videos allow them to encounter novel things they never thought of, showing short videos indeed provide exploratory value and positive experiences.

Although most people have no regrets, over 30% (36.22%) of users still admit to delaying other matters due to short videos. This group of users may face more

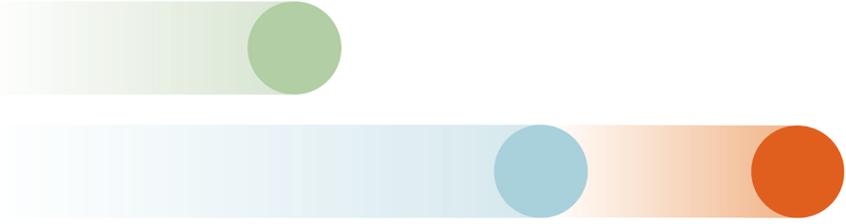
serious problematic usage tendencies, requiring more targeted intervention strategies, such as helping them establish usage time management mechanisms, cultivating self-awareness capabilities, or providing alternative emotional regulation methods.

Crisis of False Empowerment: Most Citizens Believe They Can Identify Fake News, Yet Nearly 66% Never Verify

This survey results reveal a worrying systemic predicament in Taiwan citizens' digital defense. First, citizens generally perceive high threats, with as many as 65.86% considering cognitive warfare threats "serious" or "very serious," showing society already has high awareness of this issue. However, this strong threat perception has not translated into effective defense capabilities.

The core contradiction lies in the huge gap between "high confidence and low action." As many as 57.11% of internet users have confidence in their ability to verify fake news or misinformation. However, this confidence has not translated into actual verification actions. Data shows over 65.91% of internet users "never" or "rarely" proactively use articles, videos, verification tools, or discuss with others to determine information authenticity, while those frequently or always verifying account for only 13.60%. This shows citizens may overly trust their intuition while neglecting to internalize verification as a digital habit.

The disconnect between "confidence" and "action" likely stems from citizens' "risk awareness" not yet catching up with threat evolution. Citizens' confidence is likely built on experience identifying crude fake news from the past, yet they don't understand that much false information is now cleverly embedded in seemingly neutral entertainment or knowledge-type content, thereby lowering verification vigilance. On the other hand, citizens' "low action" may also stem from general "resource scarcity perception"—believing they lack effective, accessible tools, or doubting existing fact-checking platforms' efficacy, abandoning verification motivation. This systemic gap among cognition, awareness, action, and resources constitutes a rather severe resilience challenge under digital empowerment.



Research Methodology

Computer-assisted telephone interviews

Survey Area and Target	Adults aged 18 and above across Taiwan (including 6 metropolitan areas and 16 counties/cities)
Survey Population	20,057,835 (as of December 2024, Ministry of Interior)
Survey Period	July 28 – September 1, 2025 (36 days)
Survey Sample Size	Concurrent landline and mobile phone surveys yielded 2,142 valid samples (1070 landline, 1072 mobile), with a margin of error of $\pm 2.99\%$ at 95% confidence level.
Sampling Design	Landline survey used stratified random sampling based on 22 counties/cities according to household proportions. Mobile survey employed random sampling through random dialing.
Weighting Method	Post-stratification combination estimation method (16 groups) applied for questions common to both landline and mobile surveys.

Expert Interviews

Interviewee	Experts in digital empowerment from industry and academia <ul style="list-style-type: none">• Fu-Ren Lin Professor and Director, Institute of Service Science, National Tsing Hua University• Wen-Wei Shiu Professor and Dean of College of Liberal Arts, Department of Chinese, National Taiwan Normal University• Ren-Hao Pan Founder, WaCare Telehealth; Adjunct Assistant Professor, National Yang Ming Chiao Tung University• Pei-Jun Ho Founder, Townway Cultural and Creative Corporation• Eric Chang COO, Taiwan AI Labs
Interview Date	August 12 – September 12, 2025
Interviewers	Prof. Joyce Yi-Hui Lee (Department of Management Information Systems, National Chengchi University), Prof. Shu-Fen Tseng (Department of Information Management, Yuan Ze University)

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