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Appendix

Appendix 1 List of Mediation Programmes (up to 2012)

No.	Programme Title	Channel	Location
1	Listener in the world (<i>zhiyin renjian</i>)	Channel Five	Zhengzhou
2	The true, the good and the beautiful (<i>Zhenshanmei</i>)	Public Channel	Hunan
3	The helpful lady assistant (<i>Zhenqing nv bangban</i>)	Law Channel	Jilin
4	True Feelings Mediation (<i>Zhenqing Tiaojie</i>)	Life Channel	Qingdao
5	Seeking true emotion (<i>Xunqingji</i>)	City Channel	Hunan
6	Seeking true emotion (<i>Xunqingji</i>)	News Channel	Hainan
7	New Elder Uncle (<i>Xin Laoniangjiu</i>)	Entertainment Channel	Shanghai
8	Mood (<i>xinqing</i>)	Life Channel	Liaoning
9	Secret Code of the Mind (<i>Xinling Mima</i>)	Life Channel	Beijing
10	Xiao Guo, your errand boy (<i>Xiao Guo paotui</i>)	Science and Education Channel	Shanxi
11	Xiao Guo, your errand boy (<i>Xiao Guo paotui</i>)	Satellite Television	Shanxi
12	45 minutes live on the scene (<i>xianchang 45 fenzhong</i>)	Movie and TV Channel	Inner Mongolia
13	Highlights in the night (<i>wanjian kandian</i>)	News Channel	Wuxi
14	Who is talking (<i>shui zai shuo</i>)	Youth Channel	Beijing
15	Emotion Search (<i>qinggan da sousuo</i>)	Financial Channel	Hubei
16	Touching 8pm (<i>qingdong 8 dian</i>)	Politics and Law Channel	Changsha

17	Qiantang Elder Uncle (Qiantang Lao Niang Jiu)	Life and leisure Channel	Zhejiang
18	Uncle the big stone (<i>Niangjiu da shitou</i>)	Finance and Life Channel	Ningbo
19	Golden Medal Mediation (<i>Jinpai Tiaojie</i>)	Satellite Television	Jiangxi
20	Black and White observation room (<i>hei bai guanchashi</i>)	Education Channel	Jilin
21	Mediator (<i>Heshi Lao</i>)	Pearl Channel	Hangzhou
22	Hangzhou old brother (<i>hangzhou lao dage</i>)	Life Channel	Hangzhou
23	Wide-angle of life (<i>Guangjiao Minsheng</i>)	Country Channel	Jilin
24	Unusual Help (feichang bangzhu)	Farmer Channel	Hebei
25	Ordinary People Got Trouble (<i>Fanren You Shi</i>)	City Channel	Chongqing
26	Mediating secret emotional code (<i>Tiaohe qinggan mima</i>)	Movie and TV Channel	Shijiazhuang
27	Mediation (<i>Tiao He</i>)	Movie and TV Channel	Shijiazhuang
28	The Third Mediation Court (<i>Disan Tiaojie shi</i>)	Education and sciences Channel	Beijing
29	Di long dao dao guai	Economics Info Channel	Chengdu
30	Loving Mediation (<i>Aixin Tiaojie</i>)	Public Channel	Henan
31	80's theatre (<i>80hou juchang</i>)	Channel Young	Shanghai
32	80's theatre (<i>80hou juchang</i>)	Education Channel	Shandong
33	80's theatre (<i>80hou juchang</i>)	Satellite Television	Ningxia
34	80's theatre (<i>80hou juchang</i>)	Entertainment Channel	Nanjing

		Entertainment	
35	80's theatre (<i>80hou juchang</i>)	Channel	Wuxi
36	80's theatre (<i>80hou juchang</i>)	Life Channel	Liaoning
		Satellite	
37	Man's world (<i>renjian</i>)	Television	Jiangsu
		General	
		Entertainment	
38	Don't lie to me (<i>bie dui wo shuohuang</i>)	Channel	Jiangsu
39	Help you till the end (<i>Yi bang daodi</i>)		Shandong
		Satellite Channel,	
40	Super Mediation (<i>Chaoji Tiaojie</i>)	Jiangsu	Jiangsu
		Channel Young,	
41	Both Parties (<i>jiafang yifang</i>)	Shanghai	Shanghai
	Here comes the litigant (<i>youqing</i>		
42	<i>dangshiren</i>)	Life Channel	Nanjing
		Dragon Satellite	
43	Magic cube of Happiness (<i>xingfu mofang</i>)	TV	Shanghai
		Satellite	
44	Mediation Scene (<i>Tiaojie xianchang</i>)	Television	Guizhou
	Meddler lady the Mediator (<i>xianshi po</i>		
45	<i>heshilao</i>)	News Channel	Wenzhou
	Face-to-face mediation (<i>Tiaojie</i>	Satellite	
46	<i>mianduimian</i>)	Television	Hubei
47	No.1 Mediation (<i>Di Yi tiaojie</i>)	City Channel	Shenzhen

Appendix 2 Observation Checklist

Observed Items	Yes ☒	No ☐	N/A ☐	Notes
Pre-production				
1) Is the issues selected through discussion among producer, editor and mediator?				
2) Are there any topics not selected? For what reasons?				
3) When they contact parties to a dispute to come to the studio, what do they say?				
4) How do producers and editors decide the running order of the programme?				
5) How do they decide which mediator will be in the programme?				
6) Is there a running order of the programme?				
7) How do the producer and the editors decide the order the programme?				
8) Does the mediator or the editor review relevant regulations in advance?				
Production				
1) Does the programme production team separate parties to a dispute before filming				
2) Does the mediator talk to both parties to a dispute before the filming and mediate their conflicts?				
3) Does the editor tell the parties to a dispute what to say and what not before filmin				
4) Does the editor/producer give instructions or hints to the presenter to investigate the conflict more deeply? If so, when?				
5) Does the editor/producer give instructions or hints to the presenter to change topic during the programme recording? If so, when?				
6) Does the editor/producer give instructions or hints to the presenter / mediator to change the topic in order to guide the participant's emotion?				
7) Is there a break during the filming?				
8) If there is a break, does the editor/mediator talk to parties to a dispute?				
9) Does any participant lose control of his/her emotions during the filming?				

- 10) What does the producer / editor do if the participant lose control of their emotion
- 11) Do both parties to a dispute accept the mediator's suggestions?
- 12) If any party refuses to accept the mediator's suggestions, will the producer/editor try to persuade him/her to accept?
- 13) If the mediation fails to reach an agreement, will the producer/editor ask participants pretend that they come to an agreement?
- 14) How long does it take to finish the programme filming?
- 15) Does the mediator continue to mediate after the filming?
- 16) After the programme filming, do the parties to a dispute leave together peacefully
- 17) What does the producer/editor say to the parties to a dispute after the filming?

Post-Production

- 1) Have any parts of the programme been cut out?
- 2) What kind of parts is cut out from the original recording tape?
- 3) Does the editor change the order of the topics / issues in the programme?
- 4) What has been added during the editing period?

Appendix 3 Interview Guide

Interview Guide I

Programme makers

- 1) Can you tell me something about your role in the mediation programme?
- 2) Can you describe the job function and responsibility of your job?
- 3) How long have you been working for this programme?

Mediators

- 1) Why did you decide to join?
- 2) Did you have experience in mediation before? (and how was that?)
- 3) Does the Shanghai Justice Bureau give you suggestions regarding your mediation style? (what kind of relationship do you have with the SJB?)

About: Production and Traditional Cultural Value

- 4) We know that China has a long history of mediation, in your opinion, what do you think are the differences between television mediation and traditional mediation?
- 5) In your opinion, why do people choose to come to the television programme for mediation rather than other options?
- 6) In this television programme, people talk about their family issues in public, which may be regarded as 'losing face' in our traditional culture. In this sense, this programme may look contrary to traditional culture value. What is your opinion about this? What do you think about the 'face' problem of these mediation seekers?
- 7) What kind of Chinese cultural values do you think is reflected in this programme?
- 8) What do you think of the role television plays in the mediation show? (In what ways does it affect or improve or entertainise the mediation effect?)

About: Social and Political issues

- 9) What issues do you think are mostly put forward for mediation?

- 10) Are there any special or unforgettable case / experiences in your past work?
What is it about?
- 11) Are there issues not being discussed? What are they about (probe: re the authorities, etc.?)
- 12) Who decides what issues are up for mediation (probe: influence by official mediation bureau, by TV authorities, others)?
- 13) In the programme there is a mediation agreement presented for both parties to sign. When did you prepare that agreement? Are the details in the agreement discussed in advance? And if so, with whom?

About: Entertainisation

- 14) What do you think about the rating of this programme?
- 15) What do you think attracts people to watch this programme?
- 16) From your point of view, what do you expect audiences to get out of this programme?

Interview Guide II

Audience Mediators

- 1) Can you tell me how you joined today's programme? (did you call the hotline to join or some episode editor selected you?)
- 2) Is this the first time you join this programme as an audience mediator?
- 3) Did you have experience in mediation before?

About: Traditional Cultural Value

- 4) We know that China has a long history of mediation, in your opinion, what do you think are the differences between television mediation and traditional mediation?
- 5) In your opinion, why do people come to the television programme for mediation?
- 6) In this television programme, people talk about their family issues in public, which is regarded as 'losing face' in our traditional culture. In this sense, this programme may look contrary to traditional culture values. What is your opinion about this? What do you think about the 'face' problem of these mediation seekers?
- 7) What kind of Chinese cultural values do you think is reflected in this programme?
- 8) What do you think the role that television plays in the mediation show? (Does it affect or improve or entertainise the mediation effect?)

About: Social and Political issues

- 9) What issues do you think are mostly put forward for mediation?
- 10) Do you think that there are some issues not being discussed? What are they about (probe: re the authorities, etc.?)
- 11) What issues do you think should be added or discussed more in this programme?
- 12) If your family or friends have disputes, will you recommend them to come to this programme for mediation?

About: Entertainisation

- 13) What do you think of this experience as an audience mediator?
- 14) What attracts you to watch this programme?
- 15) What do you think is the influence of this programme?

Appendix 4 Interviewee List

Date	Interviewee No.	Description
2010-12-10 & 2011-10-09	1	Producer
2011-10-23	2	Director (chief)
2011-10-13	3	Director
2011-10-13	4	Director
2011-10-23	5	Director (senior)
2011-10-13	6	Hotline Receptionist
2011-10-14	7	Show Presenter
2011-10-23	8	Cameraman
2011-10-17	9	Ordinary Mediator
2011-10-17	10	Ordinary Mediator
2011-10-17	11	Ordinary Mediator
2011-10-18	12	Ordinary Mediator
2011-10-20	13	Audience Commentator
2011-10-20	14	Hotline Receptionist
2011-10-18	15	TV Mediator
2011-10-21	16	Audience Commentator
2011-10-21	17	Audience Commentator
2011-10-14	18	TV Mediator
2011-10-22	19	TV Mediator
2011-10-21	20	Audience Commentator

Appendix 5 A Full List of XLNJ Episodes in 2013

Note: Special issues on national holidays are highlighted below.

Issue number	Date	Title	Ratings
1790	1.1	《新老娘舅》元旦特别节目	4.40
1791	1.2	我就是麻辣娘舅 万峰	4.30
1792	1.3	知心大姐暖人心 蔚兰	4.30
1793	1.4	聚少离多 情转薄	6.00
1794	1.5	结婚几十年为钱吵不停?	5.20
1795	1.6	女友要上“达人秀”(上)	5.40
1796	1.7	女友要上“达人秀”(下)	5.50
1804	1.15	结婚几十年 究竟谁出轨?	5.80
1805	1.16	老公遇到旧情人 我就去流浪!	6.10
1806	1.17	赌徒的最后忏悔能否留住亲情?	4.50
1807	1.18	花心老公的最后保证能否相信?	4.20
1808	1.19	父母偏心我就放煤气?	5.00
1809	1.20	孝顺孙子为何痛哭流涕?	6.40
1810	1.21	我爱妻子胜过我的生命	5.80
1818	1.29	90后女孩儿的叛逆“复仇”之路(下)	6.30
1819	1.30	30岁再婚夫妻为何又走离婚路?	5.20
1820	1.31	超生家庭遭遇煤气爆炸后	5.40
1821	2.1	“偷瞄”丈夫就挨打?	4.90
1822	2.2	我向婆婆吐口水!	5.40
1823	2.3	为何丈夫只顾父母却冷落我?	4.20
1824	2.4	妻子竟为打麻将不要这个家?	4.60
1832	2.12	老娘舅回娘家3 梁山伯与祝英台	3.00
1833	2.13	好赌前夫别烦我	4.90
1834	2.14	妻子为何不愿上班?	6.90
1835	2.15	产后抑郁症毁了我们的感情?	6.10
1836	2.16	大人小孩都任性 85后婚姻遭瓶颈	5.00
1837	2.17	我养了两个“白眼狼”? (上)	6.80
1838	2.18	我养了两个“白眼狼”? (下)	6.50

1846	2.26	丈夫十年不回家 我要跟他离婚！（下）	5.90
1847	2.27	“错误”的婚姻割裂母女情	4.00
1848	2.28	“歇斯底里”的丈夫毁了我们的家？（上）	4.70
1849	3.1	“歇斯底里”的丈夫毁了我们的家？（下）	7.20
1850	3.2	80 岁老公为何离家不归？	5.90
1851	3.3	男友为我离婚 为何又抛弃我？（上）	5.50
1852	3.4	男友为我离婚 为何又抛弃我？（下）	5.30
1860	3.12	“金龟婿”不懂“灰姑娘”的心（上）	5.20
1861	3.13	“金龟婿”不懂“灰姑娘”的心（下）	6.40
1862	3.14	花甲老公去了 KTV 之后（上）	5.80
1863	3.15	花甲老公去了 KTV 之后（下）	5.80
1864	3.16	坐拥千万家产为何守不住婚姻？（上）	6.60
1865	3.17	坐拥千万家产为何守不住婚姻？（下）	6.50
1866	3.18	为了孙子我与全家为敌（上）	4.60
1874	3.26	丈夫小气还是妻子太挥霍？（下）	6.00
1875	3.27	跟我谈恋爱为何前女友还要叫你去开房？	4.80
1876	3.28	叫你爸妈死 跟我去贵州？	4.40
1877	3.29	神秘骚扰短信幕后黑手究竟是谁？	4.90
1878	3.30	妻子曾为我自杀 如今为何变了心？	4.60
1879	3.31	调解前夜 仓促离婚为哪般？	4.60
1880	4.1	他老婆一走 就会娶我？（上）	4.70
1888	4.9	大年三十 小夫妻为何被妈赶出门？	5.14
1889	4.10	因为我的病 继父就要与母亲离婚（上）	5.54
1890	4.11	因为我的病 继父就要与母亲离婚（下）	4.57
1891	4.12	最爱的人爱上了别人？	4.83
1892	4.13	老婆的女儿我搞不定？	4.02
1893	4.14	妻子被强暴之后	5.04
1894	4.15	爸爸为何险将我的眼打瞎？（上）	5.18
1902	4.23	惨烈家暴妻子被打住院 丈夫身陷囹圄（上）	5.93
1903	4.24	惨烈家暴妻子被打住院 丈夫身陷囹圄（下）	5.66
1904	4.25	泼辣老婆为何逼得父母无家可归？	5.02
1905	4.26	丈夫难忘前女友	5.41

1906	4.27	每月 500 元 刚够吃饭不许乱花!	4.40
1907	4.28	丈夫为何教唆 6 岁幼女去讨债?	4.85
1908	4.29	“五一劳动节特别节目”买房卖房添烦恼 (上)	3.67
1916	5.7	儿子我要为你还几十万?	4.50
1917	5.8	我深爱的男人原来有老婆 (上)	6.69
1918	5.9	我深爱的男人原来有老婆 (下)	5.53
1919	5.10	还不了钱只能跳楼	4.37
1920	5.11	85 后小夫妻怀孕不久为何老公却要卖婚房?	4.07
1921	5.12	双胞胎姐妹花相煎何太急?	5.45
1922	5.13	妻子打丈夫 竟然打了 36 年?	4.32
1930	5.21	85 后小娇妻难忍硕士丈夫规矩多? (上)	4.18
1931	5.22	85 后小娇妻难忍硕士丈夫规矩多? (下)	5.54
1932	5.23	温柔洗脚妹婚后竟成“暴力狂”? (上)	3.83
1933	5.24	温柔洗脚妹婚后竟成“暴力狂”? (下)	5.16
1934	5.25	相好十年为何还不承认是我男友?	4.08
1935	5.26	与继母不合却逼继母与父亲复婚?	5.70
1936	5.27	好心做红娘为何还要被逼写检讨? (上)	4.46
1944	6.4	新婚之夜婆婆为何冲入洞房? (下)	4.36
1945	6.5	“强势”公公遭遇“敏感”丈人夫妻两家闹翻天 (上)	6.01
1946	6.6	“强势”公公遭遇“敏感”丈人夫妻两家闹翻天 (下)	5.35
1947	6.7	乖儿子结婚竟“逼疯”老母亲?	6.66
1948	6.8	泼辣儿媳为何不能容忍公公?	5.42
1949	6.9	小娇妻为何吃不饱饭还被丈夫赶走?	5.32
1950	6.10	妻子结婚时竟然就已怀孕孩子不是我的?	3.50
1958	6.18	“千万富婆”为何有一把辛酸泪?	5.77
1959	6.19	85 后新娘离奇淹死谁才是“凶手”? (上)	4.95
1960	6.20	85 后新娘离奇淹死谁才是“凶手”? (下)	6.17
1961	6.21	老婆不在身边你就偷偷找女网友?	4.05
1962	6.22	洗脚妹抢走了我老公?	4.15
1963	6.23	丈夫笑里藏刀竟要把我逼疯? (上)	5.79
1964	6.24	丈夫笑里藏刀竟要把我逼疯? (下)	5.17
1972	7.2	儿子在棋牌室认识了离过婚的女人之后	4.47

1973	7.3	妻子为啥扮“小三”丈夫竟然中了计（上）	4.50
1974	7.4	妻子为啥扮“小三”丈夫竟然中了计（下）	5.47
1975	7.5	妻子究竟为了什么神秘失踪？	4.98
1976	7.6	80 后小娇妻难忍 51 岁丈夫太严厉？	4.61
1977	7.7	大丈夫在家“买汰烧”为啥难讨女友欢心？	4.75
1978	7.8	老公签了一份神秘协议引发全家闹翻天（上）	5.20
1986	7.16	老婆你心里到底藏着什么秘密？	4.46
1987	7.17	有妈为何成“孤儿”母亲连弃三子为哪般？（上）	4.38
1988	7.18	有妈为何成“孤儿”母亲连弃三子为哪般？（下）	4.39
1989	7.19	为何我要带着现妻找前妻？	5.39
1990	7.20	30 年夫妻离婚容易复婚难？	3.87
1991	7.21	85 后美丽小妈妈为何要放弃幸福生活？（上）	4.69
1992	7.22	85 后美丽小妈妈为何要放弃幸福生活？（下）	4.93
2000	7.30	“美人”嫁给“英雄”后能收获幸福吗？（下）	5.22
2001	7.31	大我 35 岁的丈夫有了私生子？	5.10
2002	8.1	丈夫的前妻为何指控我“第三者”插足？	5.42
2003	8.2	老公你再这么惯孩子我就“跳楼”（上）	5.02
2004	8.3	老公你再这么惯孩子我就“跳楼”（下）	3.48
2005	8.4	老公和弟媳到底有没有关系？（上）	5.99
2006	8.5	老公和弟媳到底有没有关系？（下）	5.17
2014	8.13	男友竟然曾经非礼我？	5.41
2015	8.14	迎娶 90 后女友为何这么难？	5.60
2016	8.15	重症监护室里的“植物人”父亲到底谁来管？（上）	6.14
2017	8.16	重症监护室里的“植物人”父亲到底谁来管？（下）	5.16
2018	8.17	我要搬回家 弟媳妇就打我？	4.95
2019	8.18	到底是研究生丈夫不顾家还是妻子想太多？	4.90
2020	8.19	19 岁小妈妈竟被生母推入“火坑”？（上）	5.37
2028	8.27	80 后儿媳怒骂公婆只因对方管太多？（下）	5.59
2029	8.28	卖房给爱人换肾爱人去世却要继子赶走？（上）	5.78
2030	8.29	卖房给爱人换肾爱人去世却要继子赶走？（下）	6.46
2031	8.30	“抠门”老公让我实在无法忍受？	5.17
2032	8.31	这个女人是表妹还是情人？	3.49

2033	9.1	90 后美女淘宝店主为何恋爱父母都反对？（上）	4.74
2034	9.2	90 后美女淘宝店主为何恋爱父母都反对？（下）	4.96
2042	9.10	88 年女孩嫁给“富二代”真的幸福吗？（上）	4.51
2043	9.11	88 年女孩嫁给“富二代”真的幸福吗？（下）	6.34
2044	9.12	老公为何要和比自己小 22 岁的“富婆”离婚？	5.15
2045	9.13	深爱老婆的男人为何也会移情别恋？	3.80
2046	9.14	前夫究竟为何阻止女儿结婚？（上）	4.27
2047	9.14	前夫究竟为何阻止女儿结婚？（下）	5.14
2048	9.15	老夫妻为何复婚一年又闹离婚？	4.26
2049	9.16	妻子一周五天住娘家究竟有何“阴谋”？	4.95
2057	9.24	女婿为何将岳父打得满头是血倒在地？	3.88
2058	9.25	父母为何不喜欢这个外来媳？	5.82
2059	9.26	丈夫的“神秘录音”把我逼出忧郁症	3.67
2060	9.27	儿子要玩游戏就把我赶出门？（上）	4.59
2061	9.28	儿子要玩游戏就把我赶出门？（下）	4.23
2062	9.29	公婆管太多日子怎么过？（上）	5.39
2063	9.30	公婆管太多日子怎么过？（下）	4.77
2071	10.8	爷爷为何“不待见”刚出生的小孙女？（下）	6.53
2072	10.9	我已一无所有爱女竟“落井下石”？（上）	5.94
2073	10.10	我已一无所有爱女竟“落井下石”？（下）	4.21
2074	10.11	父亲为何只要女人不要儿子？（上）	3.89
2075	10.12	父亲为何只要女人不要儿子？（下）	5.60
2076	10.13	为何买瓶水还要被老公骂？	5.72
2077	10.14	老婆竟和别人“结婚”还发我喜帖？	4.90
2085	10.22	准丈母娘为何看不惯留洋硕士“毛脚女婿”？（上）	5.25
2086	10.23	准丈母娘为何看不惯留洋硕士“毛脚女婿”？（下）	4.23
2087	10.24	老父母被迫卖房逃命竟是女儿一手造成？（上）	5.57
2088	10.25	老父母被迫卖房逃命竟是女儿一手造成？（下）	5.57
2089	10.26	有爸有妈的孩子为何还要姑姑照顾？	5.13
2090	10.27	儿媳领了“离婚证”为何还没离婚？（上）	6.07
2091	10.28	儿媳领了“离婚证”为何还没离婚？（下）	5.19
2099	11.5	都是独生子女凭啥家务我多做？	5.30

2100	11.6	得了经适房还问我要 50 万？	6.38
2101	11.7	80 后小夫妻离婚两年男方为何还死缠？	5.27
2102	11.8	老公为何一喝酒就拿我撒气？	5.22
2103	11.9	离婚夫妻为何纠缠不休？	4.19
2104	11.10	妻子竟然把丈夫逼到浴室里过夜？	4.96
2105	11.11	不称职的爸爸娶了新媳妇之后	4.71
2113	11.19	离婚夫妻为何不好聚好散非要同一屋檐下？（上）	4.32
2114	11.20	离婚夫妻为何不好聚好散非要同一屋檐下？（下）	5.24
2115	11.21	时髦外婆爱上视频聊天引发老伴满腹怨言？（上）	4.87
2116	11.22	时髦外婆爱上视频聊天引发老伴满腹怨言？（下）	4.27
2117	11.23	母亲真的是被儿子逼死的吗？	5.86
2118	11.24	你要男网友我就要前女友	6.58
2119	11.25	18 岁妙龄女友难道只爱我的钱？（上）	4.59
2127	12.3	85 后小夫妻为何“冷战”已成家常便饭？（下）	4.89
2128	12.4	这位 86 岁的离休老干部为何不能安享晚年？	5.72
2129	12.5	十多年的痛苦婚姻令顾家丈夫挥起拳头	4.65
2130	12.6	亲爸爸为何要毁我爱情赶我走？	5.39
2131	12.7	我还是不是你最深爱的“小白龙”？	5.23
2132	12.8	弟弟竟然“黑心”虐待八旬老父？（上）	6.06
2133	12.9	弟弟竟然“黑心”虐待八旬老父？（下）	5.01
2141	12.17	母亲身患重病女儿为何“见死不救”？（下）	6.02
2142	12.18	小夫妻结婚半年竟从未同住亲家还大打出手？（上）	4.75
2143	12.19	小夫妻结婚半年竟从未同住亲家还大打出手？（下）	6.00
2144	12.20	忍无可忍离婚一个月为何还要给前夫一个机会？（上）	5.33
2145	12.21	忍无可忍离婚一个月为何还要给前夫一个机会？（下）	5.14
2146	12.22	大哥惹祸上身逼得我妻子要跳楼？（上）	4.62
2147	12.23	大哥惹祸上身逼得我妻子要跳楼？（下）	6.00

Appendix 6 Questionnaire for online survey

1. Please indicate your gender:

- 1) Male
- 2) Female

2. When were you born?

Year 19____

3. What is the highest education that you have attained? If you are a student, please indicate the highest level you expect to complete

- 1) No formal education
- 2) primary school
- 3) secondary school
- 4) senior high school
- 5) university or colleges
- 6) master's degree and above
- 7) other (please indicate)____

4. a. In which Province / Municipality / Autonomous Regions are you living now?_____

b. And how long have you been living there? ____ year

5. What kind of hukou do you have?

- 1) Urban Hukou
- 2) Rural Hukou

6. In the last week, you have watched ____days TV.

7. Yesterday, how many hours did you spend watching TV? ____ hours

8. How often do you watch the following types of television programmes?

	Always	Sometimes	Rarely	Never
a. Fashion / Music / Arts / Celebrities	1	2	3	4
b. Sport (e.g. sports news; sports competition)	1	2	3	4
c. Reality television and talent shows	1	2	3	4
d. News / Information programme	1	2	3	4

e. Programme about people's life in society (e.g. XLNJ; Bang NvLang)	1	2	3	4
f. Crime / Law (e.g. Jinri Shuo Fa/ Law today; Anjian Jujiao/Focus)	1	2	3	4
g. TV Drama / Soap Opera	1	2	3	4

9. Have you heard of XLNJ television programme?

- 1) Yes (continues to Q10)
- 2) No (ends here)

10. Have you watched XLNJ before?

- 1) Yes (continues to Q10a)
- 2) No (continues to Q10b)

10a. if yes, how many times did you watch this programme in the last week? _____ times. (Continues to Q11.)

10b. if no, why do you not watch this programme? The following statements are some reasons; please indicate how much these reasons are like your own reasons for not watching XLNJ:

	Very much like me	Like me	Some -what like me	A little like me	Not like me	Not at all like me
a. Because I think it is staged and exaggerated.	1	2	3	4	5	6
b. Because it is wasting time and I have better things to do.	1	2	3	4	5	6
c. Because nobody I know watch this programme.	1	2	3	4	5	6
d. Because it is not useful to me at all.	1	2	3	4	5	6

11. Why do you watch XLNJ? The following statements are some reasons, please indicate how much these reasons are like your own reasons for watching XLNJ:

	Very much like me	Like me	Some -what like me	A little like me	Not like me	Not at all like me
a. Because it's interesting and it entertains me.	1	2	3	4	5	6
b. Because my family member or other people I know watch it, so I can discuss it with them.	1	2	3	4	5	6
c. Because it's a habit, and I have nothing better to do.	1	2	3	4	5	6
d. Because it shows how other people deal with the same problems I have, so I could learn about what could happen to me.	1	2	3	4	5	6

12. When you watch XLNJ, what parts are you interested in?

	Very inter- ested	Fairly inter- ested	Not so inter- ested	Not inter- ested at all	Do not know
a. Causes or reasons of the disputes	1	2	3	4	8
b. The procedure of mediation	1	2	3	4	8
c. Audience mediators' comments	1	2	3	4	8
d. Other parts (e.g. Bai wanqing harmony hotline; Guoliang zuizong. Etc.)	1	2	3	4	8

13. The following statements listed some different opinions towards this programme, please indicate to what extent you agree or disagree with these statements:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
e. Civil mediation is serious and should not be made into entertainment on TV.	1	2	3	4	8
f. I think this programme helps resolve some people's family disputes.	1	2	3	4	8
g. I will not choose mediation on TV myself, but it is fun to watching others' disputes.	1	2	3	4	8
h. I think such mediation programme to some extent helps reduce the number of lawsuits.	1	2	3	4	8
i. This programme evokes moral considerations in society, such as issues regarding the	1	2	3	4	8

respect for the elderly; loyalty in marriage, etc.					
j. The audience mediators say what I want to say.	1	2	3	4	8
k. This mediation show tells people to be understanding and forgiving, which is a part of Chinese traditional virtue.	1	2	3	4	8
l. I think telling your family disputes on TV is losing face and damages the family reputation.	1	2	3	4	8

14. The following are some different types of disputes; will you be interested if these kinds of disputes are shown in the mediation programme?

	Not interesting at all	Not so interesting	Fairly interesting	Very interesting	Do not know
a. Neighbour disputes (e.g. Regarding the use of public places)	1	2	3	4	8
b. Disputes regarding the dividing and inheriting of house properties.	1	2	3	4	8
c. Disputes between	1	2	3	4	8

residents living in aging buildings in old urban areas and local authority regarding relocation					
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15. Please indicate for each statements do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree?

	Strongl y agree	somew hat agree	somew hat disagre e	Strongl y disagre e
a. If any conflict occurs, we should ask senior people to uphold justice.	1	2	3	4
b. Even if parents' demands are unreasonable, children should still do what they ask.	1	2	3	4
c. When a mother-in-law and a daughter-in-law come into conflict, even if the mother-in-law is in the wrong, the husband should still persuade his wife to obey his mother.	1	2	3	4
d. A person should not insist on his own opinion if people around him disagree.	1	2	3	4
e. When interest groups operate and compete in a locale, they will damage everyone's interests.	1	2	3	4
f. The state is like a big machine and the individual a small cog, and	1	2	3	4

thus should have no independent status.				
g. People like me have no say in politics and government affairs.	1	2	3	4
h. Government officials don't care too much about what people like me think.	1	2	3	4
i. I feel that I have a pretty good understanding of the important political issues facing our country.	1	2	3	4
j. I consider myself to be well qualified to participate in politics.	1	2	3	4
k. Politics and government are so complicated that I cannot really understand what is going on.	1	2	3	4

16. Last month, did you hear anything through the 'grapevine' concerning economics, political affairs, or society?

1) Yes

2) No

8) Don't know

17. Do you talk about political issues and national affairs with other people?

Often	Sometimes	Occasionally	Never	Don't know
1	2	3	4	8

18. How satisfied are you with the following aspects of Chinese society?

	Not satisfied at all	Not so satisfied	Fairly satisfied	Very satisfied	Do not know
a. The economy (stable and high level of growth)	1	2	3	4	8
b. Public safety	1	2	3	4	8
c. The social	1	2	3	4	8

welfare situation					
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19. Have you experienced mediation before?

- 1) Yes
- 2) No

19a. If yes, were you satisfied with the outcome of the most recent mediation?

Very satisfied	Fairly satisfied	Not so satisfied	Not satisfied at all	Don't know
1	2	3	4	8

20. Ms. Wang, about 50 years old, is the second eldest in her family. Recently she has been caught up in a family dispute with her two siblings regarding the distribution of family properties and who should take care and support their 80-year-old mother. Their mum has a small flat in the old urban area where has been recently included in a relocation program. Thus their mum is expected to receive an amount of compensation, which is about 2 million RMB. Ms. Wang says that the one who is willing to take care of their old mum should get a little bit more of the heritage. But her younger sister insists that the heritage should be divided equally, while the elder brother says he should get more because he is the only son in the family. They have several arguments about this issue and the dispute is getting more and more serious.

20a. which action you would suggest Ms. Wang to take in the face of such dispute?

- 1) Mediation through People’s mediation committee in your local community
- 2) Go to court, initiating a lawsuit
- 3) Petition
- 4) Protest
- 5) Other (please indicate_____)

20b. what is your reason for the above choice? (maximum 3 choices)

- 1) I trust in the court
- 2) They have higher authority

- 3) fairness of the court process
- 4) low costs of money
- 5) I trust in the mediator
- 6) effectiveness
- 7) good reputation
- 8) geographically closer
- 9) it takes less time, quicker
- 10) Other (please indicate_____)

21. Mr. Zhang established labour relation with a branch stock exchange office Shanghai in 2000. On a working day in February last year, Mr. Zhang and two colleagues went to the manager's office reporting work progress. At that time, a client was in the office and refused to leave, claiming that has business to discuss with the manager. Zhang and his colleagues were in a hurry to see the manager and argued with the client. The dispute culminated in both parties throwing chairs to each other. Later that night, the client went to the hospital, claiming that he had a heart attack. The stock exchange office paid the client 50,000 RMB compensation for medical expenses, nutritional costs and other expenses. Three months after this incident, the office dismissed Zhang for serious violations of principles and terminated labour contracts with the other two colleagues on an agreement. Mr. Zhang refused to accept this decision and appealed it to the higher authorities in the company, asking for an investigation. He said that the client appeared in the manager's office very frequently, which affect their normal work. The dispute started because he wanted the client to leave so he can do his work. He argued that the manager should take the main responsibility for this and asked for restore the labour relations. The branch office refused his appeal. Zhang then sent letters to every staff in the company and also report the case to the relevant district department. He believed that the stock exchange office illegally terminated the labour relationship and asked for an amount of 220,000 RMB compensation.

21a. which action you would suggest Mr. Zhang to take in the face of such dispute?

- 1) Mediation through People's mediation committee in your local community
- 2) Go to court, initiating a lawsuit

- 3) Petition
- 4) Protest
- 5) Other (please indicate_____)

21b. what is your reason for the above choice? (maximum 3 choices)

- 1) I trust in the court
- 2) They have higher authority
- 3) fairness of the court process
- 4) low costs of money
- 5) I trust in the mediator
- 6) effectiveness
- 7) good reputation
- 8) geographically closer
- 9) it takes less time, quicker
- 10) Other (please indicate_____)

22. Are you?

- 1) a member of CPC
- 2) a Youth League member
- 3) a member of the United Front (minor parties)
- 4) common people

23. What is your current employment situation?

- 1) Employed
- 2) Self employed
- 3) Retired/pensioned
- 4) Housewife/househusband not otherwise employed
- 5) Student
- 6) Unemployed
- 7) Other (*write in*): _____

24. What is your current/before retired profession? _____

25. Are you working for the government or public institution, for private business or industry, or for a private non-profit organization? If you do not work currently, characterize your major work in the past.

- 1) Party/State Unit

- 2) State-owned enterprise
- 3) Private business or industry
- 4) joint venture/foreign
- 5) Private non-profit organization
- 6) None of above
- 7) Don't know

26. What is the average monthly income of your family?

- 1) under 2000 RMB
- 2) 2000-4999 RMB
- 3) 5000-7999 RMB
- 4) 8000-10999 RMB
- 5) 11000-13999 RMB
- 6) 14000 RMB and above
- 7) Not sure

Appendix 7 Focus Group Question Guide

Entertaining appeal and the show

The goals

1. What is the entertaining appeal of the show (Participants' views on the entertainment provided by the show)
2. Participant's uses and gratifications of the show

Qs asked in Focus Group

- 1) As we know, the XLNJ aired at 6:30p.m. and there are other programmes broadcasted at this prime time period, such as news programme, why you choose to watch this mediation show over other programmes?
- 2) Is there any other programme you think is similar/comparable to the XLNJ show?
- 3) What label would you give to XLNJ show, for example news, entertainment, information, talk show, reality show, etc.?
- 4) There is one programme called XLNJ broadcasted on the Entertainment channel, have you watched this programme? and how often do you watch this show in a week?
- 5) In your leisure time, will you discuss with others about those cases that impressed you?

For less-frequent viewers group:

- 6) Can you talk about your impression of the XLNJ show? for example, what kind of show it is, and what is the target audience of the show, in your opinion?

Social and political aspects

The goals

3. Participants' opinions on dispute issues on the show
4. How do they perceive the aim of the show (while the audiences learn about legal and mediation knowledge from the show, whether do they consider it as a goal set by the programme makers)

5. Participants' views regarding the social and political influence of the mediation show

Qs asked in Focus Group

- 7) Since you might have watched a lot cases on XLNJ, in your memory, what kind of issues were often discussed on TV?
- 8) Do you think these kind of issues common in the real life in society?
- 9) Among the episodes you have watched, which one impressed you a lot?
- 10) What influence do you think that the televised mediation of conflicts will have in society?
- 11) Do you think whether the televised mediation can be a useful solution for family disputes?
- 12) What influence do you think that the televised mediation of conflicts will have in society?
- 13) In your neighborhood, what do you normally do when there is dispute?
- 14) In your opinion, why do people go on television for solutions?

Cultural implications

The goals

6. Attitude towards discussing personal issues on TV, i.e. face-saving/losing issues.
7. Whether participants find the show promoting traditional cultural values?

Qs asked in Focus Group

- 15) When you discuss with your friends or relatives, would you talk about the disputant go on TV?
- 16) What do you think about discussing family disputes on television? (losing face? Or acceptable?)
- 17) In your opinion, why do people go on television for solutions?
- 18) Do you think whether the televised mediation can be a useful solution for family disputes?

Appendix 8 ANOVA Analysis for Watching Frequency of XLNJ between Education Groups

How many times watch XLNJ in a week				
Education Groups	Mean	College	Bachelor's Degree	Master's degree or above
		Mean Difference (S.E.)	Mean Difference (S.E.)	Mean Difference (S.E.)
Senior higher school and under	4.98	0.977* (0.415)	1.301*** (0.396)	0.977 (0.725)
College	4.00	- -	0.324 (0.362)	0.000 (0.707)
Bachelor's Degree	3.68	- -	- -	-0.324 (0.695)
Master's degree or above	4.00	- -	- -	- -
Tukey HSD				
Note: N=185, *p<0.1; **p<0.05; ***p<0.01				

Appendix 9 ANOVA Analysis for Watching Frequency of XLNJ between Income Groups

How many times watch XLNJ in a week				
Income Groups	Mean	¥2,000-¥4,999	¥5,000-¥7,999	¥8,000 and above
		Mean Difference (S.E.)	Mean Difference (S.E.)	Mean Difference (S.E.)
Lower than ¥2,000	5.42	1,119 (0.642)	1.763** (0.666)	1.676* (0.721)
¥2,000-¥4,999	4.30	-	0.644 (0.557)	0.557 (0.460)
¥5,000-¥7,999	3.65	-	-	-0.087 (0.493)
¥8,000 and above	3.74	-	-	-
Tukey HSD				
Note: N=175; *p<0.1; **p<0.05; ***p<0.01				

Appendix 10 Correlations between Political Efficacy, Political Interest, and Satisfaction with Society

Pearson Correlations				
Variables	External Political Efficacy	Internal Political Efficacy	Satisfaction with society	Political Interest
External Political Efficacy	1	0.156*	0.097	0.132*
Internal Political Efficacy	-	1	-0.011	0.324***
Satisfaction with society	-	-	1	-0.239***
Political Interest	-	-	-	1
Note: *p<0.1; **p<0.05; ***p<0.01				

Appendix 11 ANOVA Analysis for U&G between Income Groups

Uses and Gratifications between Income Groups						
U&Gs		Sum of Squares	df	Mean Square	F	Sig.
Entertainment	Between Groups	1.181	3	.394	.186	.906
	Within Groups	362.796	171	2.122		
	Total	363.977	174			
Social utility	Between Groups	2.369	3	.790	.396	.756
	Within Groups	340.751	171	1.993		
	Total	343.120	174			
Pass time	Between Groups	.369	3	.123	.060	.981
	Within Groups	353.345	171	2.066		
	Total	353.714	174			
Information seeking	Between Groups	4.460	3	1.487	.681	.565
	Within Groups	373.334	171	2.183		
	Total	377.794	174			
Perceived closeness	Between Groups	1.692	3	.564	.305	.821
	Within Groups	315.657	171	1.846		
	Total	317.349	174			

Appendix 12 ANOVA Analysis for U&G between Education Groups

Uses and Gratifications between Education Groups						
U&Gs	Sum of Squares	df	Mean Square	F	Sig.	
Entertainment	Between Groups	12.414	3	4.138	1.983	.118
	Within Groups	377.727	181	2.087		
	Total	390.141	184			
Social utility	Between Groups	5.590	3	1.863	.921	.432
	Within Groups	366.388	181	2.024		
	Total	371.978	184			
Pass time	Between Groups	3.953	3	1.318	.637	.592
	Within Groups	374.295	181	2.068		
	Total	378.249	184			
Information seeking	Between Groups	32.262	3	10.754	5.086	.002
	Within Groups	382.690	181	2.114		
	Total	414.951	184			
Perceived closeness	Between Groups	8.623	3	2.874	1.522	.210
	Within Groups	341.777	181	1.888		
	Total	350.400	184			

Appendix 13 ANOVA Analysis for U&G between Age Groups

Uses and Gratifications between Age Groups						
U&Gs	Sum of Squares	df	Mean Square	F		Sig.
Entertainment	Between Groups	2.109	4	.527	.245	.913
	Within Groups	388.031	180	2.156		
	Total	390.141	184			
Social utility	Between Groups	7.747	4	1.937	.957	.432
	Within Groups	364.231	180	2.024		
	Total	371.978	184			
Pass time	Between Groups	22.918	4	5.730	2.902	.023
	Within Groups	355.330	180	1.974		
	Total	378.249	184			
Information seeking	Between Groups	14.585	4	3.646	1.639	.166
	Within Groups	400.366	180	2.224		
	Total	414.951	184			
Perceived closeness	Between Groups	16.236	4	4.059	2.186	.072
	Within Groups	334.164	180	1.856		
	Total	350.400	184			

Appendix 14 Description of Focus Group Participants

Number	Surname*	Gender	Age	Education level
1	Zhang	Male	33	Master
2	Huang	Male	31	Bachelor
3	Yang	Male	37	Bachelor
4	Li	Female	27	Bachelor
5	Kong	Female	58	Bachelor
6	Cheng	Female	23	Bachelor
7	Zhao	Male	53	Senior High School
8	Xiong	Male	38	College
9	Tang	Male	31	Vocational School
10	Luo	Female	20	College
11	Liu	Female	69	Junior high School
12	Sun	Female	30	Vocational School
13	Yang	Male	53	Bachelor
14	Mi	Male	46	Bachelor
15	Shi	Male	28	Master
16	Liu	Female	33	Bachelor
17	Du	Female	42	Bachelor
18	Yang	Female	61	Master
19	Zhang	Male	49	Senior High School
20	Luo	Male	26	College
21	Cai	Male	50	Senior High School
22	Huang	Female	28	Vocational School
23	Zhao	Female	23	Vocational School
24	Ji	Female	25	College

Note:

* Pseudonyms are provided here to protect the confidentiality and anonymity of participants.

#1-#6 participants, conducted on Saturday, 28 sept. 2013, frequent-viewers (higher education)

#7-#12 participants, conducted on Saturday, 28 sept. 2013, frequent-viewers (lower education)

#13-#18 participants, conducted on Sunday , 29 sept. 2013, non-frequent-viewers (higher education)

#19-#24 participants, conducted on Sunday , 29 sept. 2013, non-frequent-viewers (lower education)