The Dilemma and Efficiency Improvement of Government Governance in Digital Transformation

Haohan Wu
School of Government, Beijing Normal University, Beijing, 100000 China

Keywords: Digital technology, Digital government governance, Path promotion

Abstract: In the past decade, the new information technology represented by big data, cloud computing, Internet of Things, blockchain and other digital technologies has developed rapidly, and the government's governance methods and capabilities are undergoing rapid transformation and transformation. Digital government governance is of great significance to promote the modernization of national governance system and governance capacity. The transformation of big data has transformed government governance into a management mode that relies on data to speak, use data to make decisions and use data to manage. However, in the period of rapid development of digital government governance, there are still some areas to be improved, such as imperfect system construction, data sharing and privacy. The government governance in digital transformation should adhere to the digital governance thinking, improve the digital government governance framework, coordinate the development of various parties, improve the digital literacy of personnel, and better improve the efficiency of digital government governance.

1. Introduction

Since the rise of the digital technology revolution, the state has encouraged the development of emerging digital technologies such as 5G, blockchain, artificial intelligence and cloud computing as important tools to promote rapid economic development, government structure reform and social governance. Digital technologies empower government governance, and society has officially entered the digital era. Digital technology has become a solid force to promote social progress and change, gradually reducing the distance between people. At the same time, digital technology promotes the transformation and change of social governance. The report of the 19th CPC National Congress pointed out that to achieve the goal of modernizing the national governance system and governance capacity, we should accelerate the three strategies of building a network power, a digital China and a smart society. The Fifth Plenary Session of the 19th CPC Central Committee proposed to speed up the construction of digital government and improve government efficiency. At present, China's digital government construction is entering a rapid development period of deepening exploration and steadily advancing, and the digital government governance model featuring “people-oriented, scene traction, data-driven, intelligent and efficient” is about to enter the right track.

Technology and digital resources can promote the modernization of national governance system and capacity. The improvement of digital governance ability plays an increasingly important role. The Tenth Five-Year Plan points out that “speed up digital development and build digital China”, widely apply digital technology to government management services, promote government governance process reengineering and model optimization, and improve the scientificity and service efficiency of giant books. At the beginning of the new year in 2020, the global pandemic of COVID-19 is interwoven and multiplied, and the external environment is more complicated and severe. The tasks of COVID-19 prevention and control and economic and social development in China are arduous and arduous, and the construction of digital government gives full play to its value advantages. Relevant departments use big data, artificial intelligence and other means to predict the epidemic trend, real-time analysis of personnel flow, risk identification, etc., to effectively control the spread of the epidemic. Online business processing, inter-provincial health codes mutual recognition, and government service data play an important role in fighting the

  DOI: 10.25236/edssr.2022.019

epidemic.

2. Present Situation of Digital Government Governance

The digital economy era promotes the rapid improvement of technologies such as big data, Internet of Things and blockchain, and accelerates the speed and form of social progress. Government governance has also changed from e-government to digital government governance transition. Bao Jing and Jia Kai (2020) understand the concept of digital government from the three dimensions of "technology-structure-function", and deeply understand the governance characteristics of digital government. It is the all-round transformation brought by the information society to the economic and social operation that urges the government governance form to change along with the digital trend. Since the 19th National Congress of the Communist Party of China, China has attached great importance to the development and application of digital technology. From the early e-government to today's digital government governance, it has gradually changed from the traditional governance model to a new system. Zhu Ling (2019) analyzed from the goal point that digital government governance is the diversified development and technological change between digital government and other governance subjects, and it is moving towards common value creation. Guo Lei, Huang Ryan (2021) used regression analysis method to get the basic factors that affect the level of digital government governance, such as digital infrastructure, government investment, digital industry and public participation. Wang Weiling (2021) put forward that the top-level design of digital government is to promote the barrier-free circulation of digital government data, promote the transformation and upgrading of information infrastructure, build a collaborative innovation ecosystem of digital government, strengthen the implantation of concepts such as system, technology and humanities, and promote the top-level design of domestic digital government to enter a scientific and reasonable operation track.

Realizing digital government governance is to play the role of data empowerment. Digital government governance is the research goal of the integration of government governance theory and modern digital technology. CCID Institute of Industry and Information Technology released the "Evaluation Results of Digital Government Service Capability in 2020": By the end of November 2020, local governments in 23 provinces (accounting for 71.9%) and 31 key cities (accounting for 96.9%) in China had defined the overall management institutions of government affairs data and promoted the construction of local digital government. Sixteen provincial governments (accounting for 50.0%) and 10 key cities (accounting for 31.3%) have issued and made public the relevant planning plans and proposals for digital government construction. Beijing has achieved "one sign-on, all-network access". Standardize the service guide, refine the handling process, and open the postal service to solve the problem of "the last mile" for the masses. Zhejiang's "internet plus Supervision" is driven in two directions, and the application of digital technology and the coordinated development of government departments are strengthened. Fujian Province is committed to the construction of comprehensive information service system of government affairs. Fujian Province took the lead in publishing the basic management system of information resources. Plan the process of digital government governance from two aspects of platform construction and top-level design, optimize data resources, and promote the efficient and coordinated operation of government governance.

3. Government Governance Dilemma in Digital Transformation

Under the background of the new technological change, the government governance system, governance means, governance subjects, governance scope and governance ideas all show systematic changes. Huang Qisong, Qiangqiang Liu (2019) Big data reshapes the social governance environment and public life, changes the thinking and behavior of organizations and individuals, and promotes the gradual flattening and open sharing of government governance. Wan Xiangyu and Cai Yuezhou (2021) believe that the government improves the governance level through digital construction, and a higher level of economic development can provide guarantee for digital

government governance in terms of capital and technology. However, digital government governance still presents a fragmented and decentralized situation.

(1) The lag of government governance system. Although digital government governance has strong governance efficiency, there is still a problem of lack of relevant governance policies. With the rapid development of digital technology, the government has not yet established a matching governance framework and legal constraints, which leads to the slow or even stagnant development of local governments due to the lack of relevant laws and regulations in the process of promoting digital governance. In the context of digital governance, if there are no matching policies and regulations, information leakage and information island will not be conducive to the construction of digital government governance. At this stage, digital government governance has not yet formed a legal and policy system of overall planning and top-level design, without systematic overall planning and lack of perfect system construction.

(2) Application and security issues. The rapid development of digital technology and the lack of data application talents in the process of government governance lead to the delay and stop of digital governance. In the digital technology era, citizens and countries are virtually threatened by data leakage and abuse, information theft and trading. With the rapid development of digital economy and digital industry, the relevant legal systems such as the right to collect data, the right to know and the right to benefit have not been improved. The risks of personal information disclosure, trafficking and illegal collection are increasing. In the process of government governance, relevant legal provisions need to be strengthened.

(3) The passivity of network public opinion. In the digital age, the diversity of information sharing platforms and the rapidity of information transmission have caused the government to be interfered by network public opinion when dealing with public problems and solving public demands. Big data technology not only accelerates the sharing and transmission of information, but also makes public opinion widely concerned by the public. The government and other public parts are in a passive position and will even be influenced by public opinion. Digital government governance emphasizes the two-way interaction between citizens and the government, the transparency of the network environment, and the government's response speed and attitude are more critical.

(4) Information barriers. Yang Guodong (2018) thinks that digital government governance is the governance of data space based on big data, and digital technology can accurately locate human behavior and position and provide accurate data information. However, due to the lack of data information sharing mechanism, the integrated platform built by governments at all levels is not a real flat communication platform of digital government. In reality, the diversification of government levels and government departments leads to the hierarchical transmission and multi-party evaluation of data and information, and the inefficient solution of public problems. The foundation of digital government governance is multiple collaborative governance, and information barriers hinder the governance process.

(5) There is a shortage of talents in digital governance. At present, China's digital government governance talents are in short supply, and the talent training, introduction and performance mechanism are not perfect. In particular, it is difficult for local governments to introduce talents, and it is even more difficult to retain specialized talents, resulting in no progress in digital government governance. Digital talent is a necessary factor of government governance, which is closely related to the process of digital government governance. The knowledge reserve and information literacy of staff are urgent problems to be solved in China. Because ideology and ideas can not match the process of digital governance, governance is delayed and even new contradictions arise.

4. Ways to Improve the Efficiency of Government Governance

The promotion of government governance path in the digital era is helpful to speed up the construction of digital government. Use digital technology, digital thinking, data base to improve the institutional environment of government governance, work processes and other technological

changes inside and outside the organization. Therefore, through digital technology, we can accelerate the transformation of the government, optimize the market environment, gradually complete the 14th Five-Year Plan, steadily move towards a digital power, and enhance people's satisfaction and happiness.

(1) Improvement of digital governance system

While developing digital technology, we should pay attention to the binding force and legal policies of digital governance, so as to promote the legitimacy in the process of government governance and ensure that the relevant implementation process has laws to follow. According to the current progress of the government and other public departments, as well as the level of digital technology, make reasonable overall planning and top-level design, and formulate clear development opinions. Improving the digital government governance system makes local governments have more experience to learn from. Local governments should pay more attention to the construction of digital government governance, pay attention to the importance of governance modernization, and help the governance development of China's digital government. At present, the international situation is complex and network security is more important. Establish a conventional data management system to ensure the safety and standardized use of data.

(2) Constructing multiple participation in government governance

From the overall perspective, build a good government governance system at the central, provincial, city, county, township and village levels. Collaborative governance of government, non-profit organizations, private enterprises and citizens is an important factor to promote digital government governance. Enhance the theme of multi-governance, coordinate digital governance, and carry out linkage activities to realize digital governance and value creation. The government has increased the construction of digital governance platform, developed infrastructure, and advocated the active participation of multiple subjects. At the same time, the government has made overall planning, reasonably allocated resources, established a number of pilot activities such as inter provincial general offices and government services, and promoted the joint participation, governance and sharing of multiple subjects.

(3) Balanced sharing of data and information

Digital government governance is moving from traditional government governance to service-oriented governance. Digital government calls for coordinated development and co governance of multiple subjects. To build diversified platform governance, we should make full use of digital technologies such as big data, Internet of things and blockchain to achieve balanced data and information sharing among governments and departments at all levels. We should promote the compatibility and inclusiveness of digital government governance, take data as the center, use the network platform as the medium, publish the latest policy information of digital governance and publicize the awareness of digital governance, so that citizens can handle personal affairs and understand public information timely and accurately. And transfer offline processing to online, to achieve the management paradigm of “running once at most”, and form a unique path of integrated government governance with Chinese characteristics.

(4) Training digital government management talents

China has entered the “14th Five-Year Plan” period, and digital government governance has entered a high-speed development stage. Accelerating the training of professionals is the key link to implement digital government governance. The development of information and digital technology puts forward higher requirements for the skills of public officials, building a rational digital technology training system, cultivating public officials' data thinking, learning digital technology and innovating digital applications, and avoiding the digital divide. Relevant departments shall establish scientific and reasonable personnel training plans, such as digital knowledge training and relevant system application practice activities. First carry out the pilot practice of Digital Government Governance in developed areas, stimulate the learning enthusiasm and innovation power of personnel, combine theory with practice, improve the ability of knowledge transformation, and contribute to digital government governance.

References

[1] Bao Jing, Fan Ziteng, Jia Kai. Research on the Governance of Digital Government: Conceptual Analysis and Hierarchical Framework[J]. Electronic Government Affairs, 2020(11): 2-13.

[2] Zhu Ling. The Realistic Dilemma and Breakthrough Path of China's Digital Government Governance[J]. People's Forum, 2019(32): 72-73.

[3] Yang Guodong. Theoretical logic and practical path of digital government governance[J]. Changbai Academic Journal, 2018(06): 73-79.

[4] Guo Lei, Huang Zhengkai. An Empirical Study on the Influencing Factors of China's Digital Government Construction[J/OL]. Hunan Social Sciences, 2021(06):64-75

[5] Wang Weiling. Conceptual analysis and practical orientation of the top-level design of China's digital government[J]. Administrative Management Reform, 2021(06): 40-50.

[6] Wan Xiangyu, Cai Yuezhou, Zhang Chen. Can digital construction improve the level of government governance? [J]. Academic Research, 2021(10): 94-99.

[7] Huang Qisong, Liu Qiangqiang. Big Data and Government Governance Revolution[J]. Administrative Forum, 2019, 26(01): 56-64.