

Analysis on the Influencing Factors and Countermeasures of Public Service Ability of Grass-roots Government

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Abstract: The main duty of the grass-roots government is to bring services to the masses, and it is also the closest to the people and knows their demands best. Therefore, when developing social public services, it should be regarded as the main undertaker and undertake the implementation task of the whole service. At present, the public services provided by the grass-roots government in China are obviously insufficient, which is closely related to factors such as public service awareness, the transformation of government functions, government financial resources, personnel, government interests and assessment mechanism. To improve the public service ability of grass-roots government, it is necessary to establish the concept of service-oriented government, accelerate the transformation of government functions and accelerate the construction of grass-roots government performance evaluation system.

1. Introduction

Equalization of public services means that all members of society can enjoy basic public services at roughly the same level, so as to guarantee the basic survival and development rights of every member of society and promote social fairness, justice and harmony. With the upsurge of building a people-friendly service-oriented government all over the country, local grass-roots governments have attached importance to and accelerated the process of improving the government's public service capacity [1]. It is of great strategic significance to increase investment in public services, improve the financial system below the provincial level, enhance the ability of grass-roots government to provide public services, and strengthen the construction of grass-roots government's public service capacity.

2. An analysis of the present situation of public service ability of grass-roots government in China

In recent years, with the continuous advancement of China's political system reform, service-oriented government has become the target orientation of government reform at all levels. In the process of building a socialist harmonious society, the overall service capacity of grass-roots governments has been continuously developed and strengthened. But on the whole, there are still the following problems:

2.1. The total supply of public services is insufficient

At present, the total supply of public services is insufficient, and there is still a big gap with the public demand generated by rural economic and social development. From the perspective of public services related to the sustainable development of rural society: First, the supply of compulsory education is insufficient. Children's enrollment rate, educational facilities, teachers' quality and per capita education funds are far behind those of cities, which seriously restricts the improvement of rural people's cultural quality. Second, environmental governance is backward. Rural environmental pollution has become increasingly serious in recent years, and many villages and towns lack planning and capital investment for environmental protection, which leads to the deterioration of air quality in some rural areas. The agricultural science and technology service ability of many township governments is also very weak, and professional service institutions are

ineffective, which makes it difficult to achieve the purpose of promoting rural economic development; From the perspective of welfare public services, in quite a few rural areas, the township government has paid little attention to cultural facilities, health and epidemic prevention, and social assistance, and such affairs are basically in a laissez-faire situation.

2.2. The division of government responsibilities is not clear

The specific duties of grass-roots public service workers are not clear, the standardized system is not established, and the responsibilities of grass-roots public service workers are not clear between the central and local governments, as well as between local and local governments and villagers' organizations, which often leads to mutual shirking of responsibilities. To put it simply, it is the dislocation of functions, and the work that should have been carried out by the higher authorities is handed over to the lower authorities. When implementing the grass-roots services, the grass-roots government actually simply executes the instructions of the higher authorities and does not have much say, which makes the grass-roots government's finances tend to deteriorate [2-3].

2.3. The evaluation mechanism is unreasonable

At present, the higher-level government implements target management evaluation for the town, and the indicators mainly include fiscal and taxation, safe production, investment attraction, family planning, social stability and so on. In order to complete these indicators, the town government bears great pressure, and has less time, energy, manpower and material resources to invest in public service projects that are actually related to people's livelihood.

2.4. Lack of service awareness

In fact, public service consciousness refers to the concept, consciousness and cognition of service adhered to by grass-roots public servants in their activities, ensuring the maintenance of public interests, providing services and taking responsibility for the public. Strengthening public servants' service awareness can improve the functions of grass-roots government and improve the service level and quality [4].

In the face of interests, many grass-roots civil servants even forget their official status. In order to maximize their personal interests, they often neglect the interests of rural areas and farmers and abuse their powers. Many grass-roots employees' ideological cognition is not clear enough, and they usually have resistance to providing public services for rural people. They think that the provision of public services requires a lot of time and money. Therefore, public servants usually passively provide services to citizens, which makes the provision of public services only formal, and cannot really be implemented.

3. Analysis of influencing factors of public service ability of grass-roots government

3.1. Restriction on the function orientation of grass-roots government

The main task of our government is to develop the economy. The main task of governments at all levels, whether central or local, is to improve the level of economic development. The central government, provincial and municipal governments give more support to districts and counties with better economic development, and the level of economic development has become a benchmark to measure the work level of grass-roots governments to a great extent. Therefore, in order to achieve better performance, the grass-roots government has devoted most of its energy to economic development, and has not invested much in public services.

3.2. The transformation of grass-roots government functions is not in place

Under the environment centered on economic construction, the government often locates its functions in economic development, but the public services that should be provided by the government have not attracted enough attention [5]. Some grass-roots governments, ignoring the local objective reality, blindly borrow money to run enterprises, build projects and set up economic development zones, which not only did not benefit farmers, but increased the difficulties and

burdens of farmers to repay their debts, resulting in serious losses. These problems are just out of line with the functional requirements of the rural grass-roots government in the new rural construction. However, various public services, such as education, culture, medical care, transportation, agricultural information, training and transfer of surplus labor, which should have been provided by the grass-roots government, have not been provided or have not been provided enough.

3.3. The income and expenditure of grassroots governments are not equal

With the development and transformation of our government functions from "construction-oriented government" to "service-oriented government", the social service content and service scope of grass-roots government are also expanding, and it undertakes the important tasks of social public services such as grass-roots compulsory education, grass-roots public health, water supply and heating, highway maintenance, social security and welfare relief for natural disasters.

The financial resources of grass-roots governments will determine their ability to provide social services. However, at present, China implements transfer payment and tax-sharing system. This distribution method and other sources of funds can no longer meet the increasing demand of grass-roots social public service construction, which leads to the fact that most grass-roots governments become "begging finance", which invisibly seriously weakens the ability of grass-roots governments to provide social public services and makes it difficult for many grass-roots social public service projects to be carried out.

3.4. Factors of ideological and cultural level of township people

Because the public service supply ability of the township grass-roots government is also reflected by the process of export with the government as the carrier, this determines that the masses as importers are bound to have an impact on the government's public service ability. Among many elements of individuals, education is most closely related to political participation. This is because the ideological and cultural level of the masses has an important relationship with the consciousness, interest and sense of responsibility of citizens' political participation. At the same time, a higher cultural level can cultivate the masses' self-confidence, self-control and ability to express their thoughts. This shows that the ideological and cultural level of the masses has a great influence on the public service supply capacity of the township government.

3.5. The existing political system creates monopoly and affects the improvement of public service level

At present, most of the grass-roots public service departments are invested, built and managed by the government, which equates the supply function of government public services with direct production by the government [6]. The government functions are too large, and there is no distinction between management and administration, which occupies the space for enterprises, non-profit organizations and individuals to play their roles, which not only affects the raising of multi-channel construction funds, but also affects the service efficiency of public service departments.

Because the government monopolizes the production of public services, the government should not only take money to run the business, but also support a large number of service personnel, and implement the concept of "supporting the business by supporting people". As a result, public service departments have no budget pressure, and service personnel have no work pressure, which will eventually make people lazy and cause no development. Affected by factors such as matching up and down, underdeveloped economy and few employment opportunities, the personnel of county and township administrative institutions are overstaffed and inefficient.

4. Countermeasures and suggestions on improving public service ability of grass-roots government

4.1. Transforming government functions and clarifying government supply responsibilities

At present, the difference between the input of public services and the actual needs of the people

is too large, and the service is not in place, which makes the contradiction between the government and the people more and more tense. Based on this, governments at all levels need to base themselves on the actual needs of social development to promote government development, promote the transformation of government into a service-oriented government, and gradually realize the equalization of basic public services as the main task, so as to promote the rapid and comprehensive development of economy and society.

First of all, improve the system of deputies to people's congresses at all levels, so as to promote the real needs of the public to be truly reflected. Secondly, we need to further standardize the organization mechanism of non-governmental organizations and enhance their degree of organization, so as to promote their active participation in government decisions on public services. At the same time, it is necessary to establish and improve the legal mechanism that can protect the public's rights and interests in public services, improve the public's right to speak in this respect, and on this basis, effectively strengthen the authority and leading role of the government and relevant departments in the supply of public services.

4.2. Establish the concept of service-oriented government

In order to improve the public service capacity of grass-roots government, we must solve the problems existing in ideas and ways of thinking, improve the understanding and recognition ability of service-oriented government, and establish the concept of service-oriented government, which is the primary link in the construction of public service capacity of grass-roots government.

Grass-roots government and its civil servants should adhere to the democratic orientation and responsibility orientation of public service-oriented government. The democratic value orientation of public service-oriented government should solve the fundamental problem of who and how the government serves, which fully embodies the value of modern democratic politics [7]. As far as the essence of public service-oriented government is concerned, it must be a democratic government. Under the framework of the democratic order of the whole society, we should undertake the responsibility of public service through legal procedures. Therefore, the grass-roots government and its civil servants must establish the consciousness of people-oriented, society-oriented and rights-oriented, serve the people wholeheartedly, and realize the maximization of public interests.

4.3. Improve the comprehensive quality of grass-roots government workers

The comprehensive quality of grass-roots government workers is an important internal cause that directly affects the quality of public services. We must attach importance to and improve their comprehensive quality, so as to lay a solid foundation for improving the quality of public services.

To improve the ability of social public service, first of all, grass-roots government workers should change their ideas and enhance their sense of service. Every grass-roots government worker must always regard himself as a public servant of the people and establish a strong sense of serving the people. Secondly, the grass-roots government should take the scientific development view as the guide, conscientiously implement scientific administration, democratic administration and administration according to law, and take improving service level as the key work. Thirdly, more high-level and high-quality talents should be selected to work in grass-roots government; At the same time, we will continue to create opportunities, organize existing grass-roots government workers to participate in various forms of job study and training, and improve their theoretical level and working ability. Finally, on the premise of improving service efficiency, the salary of grass-roots government staff should be appropriately improved.

4.4. Strengthen system construction

(1) Establish an information disclosure system

The public service information of the township government has an important influence on the local people's production and life, especially in the information economy era, the information is money and productivity to a certain extent, and its role has become increasingly prominent. Township grass-roots government should provide all kinds of service information to the public in a timely, accurate and comprehensive way through newspapers, websites, government affairs open

columns, etc., so that the masses can understand the contents and procedures of government services.

(2) Perfecting the financial guarantee mechanism of township public service supply

First of all, it is necessary to pilot and popularize the financial system at the township level, so that the township government can truly have the function of public finance. The finance of the township grass-roots government is the blood of its normal operation and work, which is closely related to the government's public service ability. Secondly, establish a system of "income moving down and expenditure moving up". In accordance with the requirements of coordinating urban and rural development, by clearly defining the scope of responsibilities and obligations of township grass-roots governments in providing public services, a system of "income moving down and expenditure moving up" should be established, so that the financial rights and powers of township governments can be balanced and consistent. In addition, it is necessary to establish a perfect top-down transfer payment system to increase the input of national finance to rural public services, and finally achieve the goal of bringing rural public service supply into the planning and budget system of national economic and social development.

(3) Implement and improve the service system

First, the implementation of public service commitment system. With the system and policy, all departments and industries that undertake social public service functions should openly make periodic or long-term commitments to the whole society and accept the supervision of the society [8]. Second, implement and improve the system of "one-stop" service.

4.5. Establish a scientific and reasonable public service performance evaluation mechanism

According to the requirements of building a service-oriented government, we should improve the performance evaluation mechanism of public services and improve accountability. First, continuously improve the performance evaluation index system of government public services, focus on the provision of public services, and increase the proportion of performance evaluation indexes of public services. The second is to establish a multi-evaluation system, taking public participation and satisfaction as the main dimensions of government public service performance evaluation, gradually establishing special public service performance evaluation institutions, constantly improving evaluation methods, and combining quantitative analysis with qualitative analysis; The third is to standardize the evaluation process, ensure the standardization and institutionalization of performance data and information, and standardize the content and form of performance evaluation to ensure the accuracy, effectiveness, fairness and transparency of evaluation.

5. Conclusions

In the long-term development of our country, the functions of grass-roots governments in various regions are particularly critical and play a decisive role in national construction. Therefore, it has certain social value to improve the research on public services of grass-roots government. Combined with the actual development situation, it can not only promote social harmony in our country, but also accelerate the efficiency of democratic construction, which has certain practical significance and is also an inevitable measure to promote the development of new countryside. The research on grass-roots government public service will not only promote the application of advanced public service concepts at home and abroad, but also enrich the research on government service.

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