

Construction of Service Platform for Science and Technology Workers from the Perspective of Service-oriented Government

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Abstract: To establish a stable open two-way communication channels between the government and science and technology workers, science and technology policy and decision making for the government, provided a reference for building science and technology workers service as the goal, embarks from the perspective of service-oriented government, through investigation and research 160 in Wuhan science and technology workers, and the senior titles of technical personnel 50 people in-depth interviews, the research results can be displayed, the workers from the policy of science and technology, funds, technology and platform services aspects put forward real appeal, the government should transform function, reflect on science and technology workers of different dimensions required accurate service.

1. Introduction

Scientific and technological progress is an important embodiment of the progress of the country's scientific and technological hard power and cultural soft power, and an important symbol of the country's scientific and technological strength. Science and technology personnel pay provided strong impetus to the development of science and technology innovation, cultivate excellent talents of science and technology to promote the national science and technology innovation system construction, improve the initiative control of science and technology, deeply involved in the global governance of science and technology, approached the world science and technology centre stage, become the center of the world's leading science and innovation highland has important strategic significance. Wuhan district are actively exert their own advantages, in hongshan district wuhan as an example, the area has been sticking to promote the scientific spirit, in promoting school merge closely around the "university city" construction, promote the fusion zone depth of school resources, arouse the enthusiasm and creativity, innovation of the whole society should make full use of its advantages in system in wuhan city, talent advantage, technological advantage, as a whole, the global system ShiCe, fill the short board, flicking focus on cracking system mechanism and policy bottlenecks in the development of science and technology workers, better service to science and technology workers, building workers of science and technology service platform has been imperative. In order to more deeply understand the current situation of wuhan university of science and technology workers, in 2018, this study in hongshan district association joint under the guidance of the relevant experts and scholars carried on the thorough careful research and related institutions, through a comprehensive, objective and accurate analysis under the new situation of science and technology workers of basic conditions, dynamic life, rights and interests safeguard, demand trend to research new situations, in order to establish stable smooth two-way communication channels between the government and science and technology workers, science and technology policy and decision making for the government, set up service to provide the reference basis of science and technology workers[1].

2. Location and Objects of Investigation

2.1 Data sources of scientific and technological workers in hongshan district, wuhan

In order to ensure the objectivity and accuracy of the survey data, the questionnaire items are set in close combination with the research background. Under the guidance and supervision of hongshan science and technology association, the research has experienced scientific and standardized planning and strict implementation. This study selects two representative universities, Wuhan Technology and Business University, Huazhong University of Science and Technology. 170 scientific and technological workers' questionnaires were collected in hongshan district, and 160 qualified questionnaires were collected after eliminating invalid samples. The effective recovery rate of the questionnaires was 94.1%. There were 50 in-depth interview questionnaires. In the later stage, the questionnaire items are classified and summarized, which are divided into four dimensions: background index, life satisfaction, personal value realization, willingness to contribute to scientific and technological activities, and personal scientific research appeal.

2.2 Basic information of the interviewees

(1) Among the interviewees, those with a master's degree or above account for the largest proportion, and those with a doctor's degree account for 25% of the interviewees. Intermediate and secondary high - tech workers accounted for the largest proportion.

(2) Working income has a direct impact on the life satisfaction of scientific and technological workers, with 44.38% of respondents believing that their income is in the middle and lower levels. The social status and incentive mechanism of scientific and technological workers in colleges and universities are also indicators to evaluate their satisfaction. The survey data showed that among the respondents, 4 were very satisfied, 3 were relatively satisfied, 97 were generally satisfied, and 26 were dissatisfied.

(3) Personal value realization and willingness to participate in scientific and technological activities of scientific and technological workers in colleges and universities. This research mainly reflects the realization of individual value of scientific and technological workers from the types of scientific and technological projects they participate in. Meanwhile, this research combines the realization of social value of scientific and technological workers with their willingness to contribute to society to conduct research. In to the university of science and technology workers participate in the government or society transverse longitudinal attitude of scientific research subject, 34.38% said to take the initiative to help win, 41% said in a team to participate in, 33.75% said is equivalent to no platform, 33.75% said it doesn't matter, asked the enterprise by science and technology innovation space how to improve operation effect, 42.5% said a lot, 42.5% said is small.

(4) The biggest difficulty and confusion in participating in scientific research projects, transformation of scientific and technological achievements, and scientific and technological innovation. Regarding the establishment of the research platform for scientific researchers, the number of teams with the same research direction was the largest, accounting for 71.25%.

3. Service Demand Analysis of Scientific and Technological Workers in Colleges and Universities

Based on the analysis of 160 questionnaires and the results of in-depth interviews with 50 respondents, it is found that the information provided by respondents to the government mainly includes funds, policies, technologies, platforms and life services (Table 1).

(1) The low income level of scientific and technological workers in colleges and universities, the small degree of incentive effect generated by incentives, has a common demand for the government to increase funding support for scientific research and accelerate scientific research output. Discuss from individual income and social position. Pay against workers of science and technology work and life, the most direct influences on the discretion of the salary is one of the flow of talent, wuhan economic rapid development in recent years, but the income of common scientific and technical

workers in colleges and universities generally is not high, especially in private colleges, low standard of living and economic income growth rate far less price rises, this directly led to the scientific and technical workers in the material life satisfaction is declining. Some respondents have a strong voice for the government to increase the funds for team construction, project construction and hardware construction.

Table 1 Statistics of Assistance Information Provided by Government Agencies

Required government service information	Primary service orientation	Secondary service orientation	Required government service information
Funding	Funding support		Increase funds for team building
			Increase funds for project construction
			Increase construction funds for hardware and software
Policy	Complete supporting policies	Project declaration policy	Enlarge the proportion of project
			Simplify the filling process
			Adjustment of management measures of funds
		Achievement recognition policy	Shorten the production cycle and increase flexibility
			The forms of achievement recognition are diversified
		Achievement conversion policy	Policies to protect the rights and interests of scientists and technologists in the transformation of achievements
Technology	Technical support		Software support
			Hardware support
Platform	Set up an industry-university-research exchange platform		School communication platform
			School enterprise exchange platform
			International exchange platform
	Support the establishment of scientific research team platform		Provide scientific research expert guidance
			Set up cross-unit scientific research teams in the same industry and field to promote resource sharing of laboratory experiment platform
	Legal platform for safeguarding rights		Legal platform construction in the process of scientific and technological achievements transformation
Life Service		Personal service	To build a relaxation platform to relieve the pressure of scientific research
		Family life services	Child care institutions give preferential policy support

(2) The majority of scientific and technological workers in colleges and universities have a positive attitude towards participating in various scientific and technological activities and popularizing science, but they put forward certain opinions on the government's project application policies, achievement recognition policies and transformation of scientific and technological achievements. Some respondents put forward Suggestions on the improvement of supporting policies. Project application policies include the need for government agencies to expand the proportion of project approval, simplify the reporting process and constantly adjust the funds management methods in combination with the actual situation. The policy of achievement recognition includes shortening the period of achievement, reducing the number of assessment and increasing the flexibility of assessment. The final form of achievement recognition can be diversified. Transformation of scientific and technological achievements is one of the concerns of science and technology workers, was put forward, the enterprise to profit as the goal, scientific and technical workers in scientific research and production as the goal, in many cases both the starting

point and ultimate goal is not unified, scientific and technological work and enterprise cooperation process with property rights, property rights and other rights liability disputes, entity, directly led to the transformation of scientific and technological achievements abortion, intensified the contradiction between science and technology research and development personnel and cooperation between enterprises, need the government policy support protection.

(3) There is a strong demand for the platform of scientific research teams and the government's support and assistance. Discussion on personal research demands. Among the biggest difficulties and perplexities in scientific research projects, scientific and technological achievements transformation and scientific and technological innovation, 119 people chose to set up a team with the same research direction, followed by the establishment of a school-enterprise cooperation platform. Eighty people felt that teaching, administrative or professional work was heavy, there was no concise research direction, and there was no enterprise cooperation platform. 70% of the interviewees in the in-depth interview strongly need the school-school communication platform, school-enterprise communication platform, international communication platform and other platforms. At the same time, they need to provide guidance of scientific research experts, and the government should coordinate the establishment of cross-unit scientific research teams in the same industry and field to promote the resource sharing of laboratories and experimental platforms.

4. Conclusions and Relevant Suggestions

(1) Explore new ways to increase funds and rewards for scientific research construction at all levels, stimulate the enthusiasm of scientific and technological workers in colleges and universities for innovative research and development, and consolidate the funding guarantee foundation for scientific and technological workers. The government needs to further improve the financial subsidy for scientific and technological personnel and create a typical policy path to explore and support the development of scientific and technological workers. First, in the income distribution mechanism of scientific research, the competent departments shall adhere to the principle of fair and equitable distribution and establish effective incentive means and safeguard measures. Second, we will make full use of funds to support scientific and technological workers in their innovation in scientific research activities, establish a reward fund for scientific research and innovation, and in particular give large material rewards to scientific and technological workers who have made outstanding achievements in scientific research. Third, through policy guidance and demonstration and promotion, we should focus on cooperation between enterprises to promote the transformation of scientific and technological achievements and encourage and guide the increase of such scientific and technological awards.

(2) The government and relevant departments shall improve the supporting policy guarantee system to adapt to the new situation, timely adjust various policies for scientific research and meet the timely needs of scientific and technological workers. Government concern is a kind of political ethics, and the policy mechanism is the effective backing of political ethics. Accordingly, policy form a complete set mechanism must fair perfect. On the government's science and technology management in the future, the government led by encouraging innovation policy, innovation management service mode, established in line with international standards of scientific and technological achievements performance evaluation mechanism, establish a sound scientific achievements reward mechanism, both results creator returns, and pay more attention to provide guarantee for further research, such as making relevant laws and regulations and deep understanding of current policy to facilitate the social from all walks of life, also can draw lessons from the advanced experience of other provinces and cities, using the investment policy to attract more foreign capital, promote the development of itself.

(3) Strengthen the construction of scientific and technological service institutions, create new cross-domain layout mechanism and platform, guide the r&d and service co-generation and development of scientific research teams, and promote the scientific and technological consulting services, evaluation and reward of scientific and technological achievements and transformation of scientific and technological achievements in wuhan. We will give priority to fostering competitive

research teams, cultivating innovative personnel, and forming a high level of talent agglomeration. We will introduce more vigorous policies for the introduction of high-level personnel from all fields and promote the development of discipline teams at all levels, encourage the agglomeration of new talent and high-level innovative research and development activities, and further serve local economic and social development. Can be seen from the survey data: one is science and technology workers demand for scientific research platform options, proved once again, need to add all kinds of science and technology service organization construction, aiming at all kinds of scientific and technical workers to provide professional, personalized service, help researchers from multifarious affairs and professional degree is not strong business freed, focus on scientific research undertakings; Second, this research workers to participate in social science and technology popularization of science and technology are positive, therefore, hongshan district in wuhan city in the future work of science and technology service around as the space is large, suggest wuhan local government should publish relevant policy, effectively solve the various problems affecting the development of youth science and technology workers, for science and technology workers personal development space, consider comprehensive, precise support the team building of science and technology of different disciplines.

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