Analysis of the Constraints of the Construction of E-Government on the Construction of Service-oriented Government in China

Chuanli Wei [1, a *]

[1]Harbin University of Commerce, Harbin, China, 150028

[a]weichuanli1975@163.com

Abstract. Service-oriented government is relative to regulatory government. It replaces the traditional values of "official-based, government-based and power-based". The value orientation of "citizen-based, social-based and rights-based" is a modern government management mode which is completely different from the traditional government management mode. It is the future development direction of Chinese government. The basic way to build a service-oriented government is to carry out government innovation. The construction of a service-oriented government requires a comprehensive innovation in the management concept, system and methods of the government.

Introduction

After decades of development, China's E-government has made some achievements. For example, the infrastructure construction of e-government construction in China is constantly strengthened, the legal guarantee of e-government development is constantly improved, and e-government also plays a certain role in government management and service innovation. However, in light of the important goal of building a service-oriented government in an all-round way through the development of e-government to promote the transformation of government functions, innovate the government management system, and compare with the advanced practice of foreign service-oriented e-government construction, there are still many problems in the construction of E-government in China. As a developing country, China's e-government construction is facing the common problems of global e-government construction, on the other hand, there are also profound problems caused by China's specific national conditions. To some extent, these problems restrict the process of building service-oriented government in China.

Institutional Obstacles to the Development of E-Government

Our country's administrative management system was formed in the planned economy period. With the development of economy and society, more and more problems are gradually exposed. For example, the unreasonable establishment of government agencies, overlapping functions, excessive examination and approval procedures, fragmentation, decentralization of investment, low transparency and so on, these factors together constitute the institutional obstacles to the development of E-government in China. There are serious conflicts between the unification, interaction and the management system of block division of e-government. In the future, e-government requires "one-stop" service. Many government affairs often involve multiple government departments. Enterprises and the public often deal with multiple government departments when dealing with affairs. This requires the establishment of convenient horizontal links between various government departments, the connection of their business application systems, and the realization of networked Office of various departments. However, under the current segmented management system in China, many government departments are basically in a state of autonomy, which makes cross-sectoral cooperation very difficult. Many problems requiring networking and collaboration of various departments can not be solved in a timely and effective manner, thus affecting the efficiency and quality of public service delivery. Secondly, e-government budget funds are not uniform and investment is decentralized.

Lack of Information Service Function of E-Government

The purpose of implementing E-government in our country is to provide public services more conveniently and quickly, so as to promote the construction of service-oriented government. However, in the actual construction of e-government, there is a lack of information service function. Firstly, government information disclosure is arbitrary. At present, a considerable number of government websites in public information, often not from the perspective of the needs of the people, but to put the interests of the Department in the first place. The information that is beneficial to the Department will be published, and the information that is unfavorable to the Department will not be published. Many people need information that should not be kept confidential will has been in a "confidential" state, ignoring the real needs of the people. Some government websites only move some government policies and provisions from paper to the Internet. Besides government documents, the public can not see any valuable information on the Internet. Once people want to know the decision-making process of some important issues or the progress of some important bidding, they can not get it on the government website at all. Some government websites update information very slowly, without any use value. The arbitrariness of information disclosure seriously damages the public's right to know. Secondly, the response of government websites to the public is not enough. At present, the network supervision mechanism established by some government departments is still not perfect, leading to some weak network supervision, did not play its proper role. Mainly in dealing with public complaints and reports, investigation and punishment of illegal acts and other aspects of e-government system construction is relatively backward, some government departments have not yet opened a convenient civil network direct restriction, supervision and feedback system. Even if the "complaint mailbox" and "leadership mailbox" websites have been set up, they can only complain but have no feedback. Public complaints often sink into the sea, and there is no real-time supervision and feedback at all. The arbitrariness of information disclosure and the inadequacy of the government's response ability have seriously affected the realization of the goal of better serving the people through e-government.

The use of E-Government is Low and its Integration is Insufficient

After decades of development, E-government in China has played a certain role in promoting the innovation of government management and public services. However, in general, the application of E-government in China is still relatively low, and the integration between E-government and improving public services and government business process reengineering is obviously inadequate. There is a serious disconnect between E-government and government business process reengineering. At present, a large proportion of e-government construction at all levels in China still stays at the level of office automation. Some of the construction of government network crowding only stays at the level of publishing information on the Internet, but has not really achieved the organic combination of e-government construction and government public services, and the transformation of government business processes through advanced information technology. In most government departments of our country, the information flow and business flow are severely disconnected, which makes it difficult for government departments to effectively use the technical means of e-government to improve the efficiency and quality of government work, to improve the ability of market supervision and regulation through information technology, to achieve the networking of market management and the digitalization of macro-management, and to achieve electronic management. Government network provides convenient and fast public service for enterprises and the public. It breaks away from the original intention of promoting the reengineering of government business process and building a public service-oriented government through the construction of e-government.

Constraints on the Construction of Service-oriented Government by Problems Existing in China's E-Government

The above-mentioned problems in the process of e-government construction restrict the process of service-oriented government construction in our country to a certain extent. A service-oriented government should be open, transparent, democratic and guaranteeing the public's right to know and participate. Under the current situation of the lack of information service function in E-government in our country, many information needed by the public can not pass through the government. Websites are easily accessible, some major government decisions have not been made known to the public through the network, and public supervision channels such as "complaint mailbox" and "leadership mailbox" on government websites have not been effectively guaranteed and timely response. The government's behavior has not really been open and transparent, seriously impairing the public's right to know and participate, and affecting the process of building a service-oriented government in China. Service-oriented government means the improvement of the efficiency and quality of public services as well as the improvement of the efficiency of government work. To achieve this goal, we must fully integrate e-government and government business processes. At present, there are some problems in the construction of E-government in our country, such as the low degree of application and the insufficient strength of government business process arrangement. The information flow in government work is seriously out of touch with business flow, and even the construction of E-government in some government departments remains at the level of office automation. The lack of integration of e-government and government business processes hinders the realization of the goal of building an efficient service-oriented government in China. The vast majority of rural population can not enjoy the convenient services brought by government information technology. Under the dual system of urban and rural areas, the inequality between rural and urban areas is very prominent and further aggravated in information technology. The existence of the "digital divide" hinders the construction of a fair and just service-oriented government to a certain extent.

Conclusions

In the process of e-government construction, the government has the responsibility to create a cultural atmosphere of service-oriented government, arouse citizens' awareness of rights, stimulate citizens' enthusiasm for participating in politics and deliberation, and expand the space and channels of citizens' right to know, participate, express and supervise by all means. The regulatory government in the concept of power standard and official standard places the government and citizens in the contradiction between management and being managed. With the awakening of citizen's democratic consciousness, the citizen's control over the government began to be more than (full), at the same time, the voice of requesting the government to provide more public services and public goods became more and more loud. The awakening of citizen's right consciousness will help the government to promote the reform of administrative system, so as to create a favorable environment for the development of e-government.

Acknowledgements

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