

# On the Integration of E-government and Service-oriented Government Construction

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**Abstract.** The real connotation of building a service-oriented government in our country lies in: we must consider the operation of the government itself from the angle of how to serve the society and the public more conveniently and quickly; we must take advantage of this favorable opportunity to develop e-government construction under the network environment, closely around the important goal of building a service-oriented government, give full play to the advantages of e-government construction, and establish a suitable situation for our country.

## Introduction

Generally speaking, government innovation includes the following three aspects: political, symbolic and practical. Government innovation means the adjustment of the whole government's organizational structure and working methods. We must test the government's management system from multiple perspectives and integrity, and think deeply about the role orientation of the future government in an all-round way. And support. The operation mechanism and system of e-government make our government truly a "one-stop 24-hour service" and a "never-working government". Let "government" really get closer and closer to public life. Based on the above understanding, this paper argues that in the current construction of e-government and service-oriented government in China, it is necessary to do well in the following aspects:

## Innovating the Management System of E-Government Construction

Service-oriented government is a government that provides "one-stop, 24-hour" public services for the public. This requires that e-government, as its technical support means, must have a smooth and coordinated operation system, which can realize the sharing of government information resources, realize the online joint office of government departments, and provide the public with "one-stop" high-quality and convenient services. However, in our country, due to the management system factors such as fragmentation and decentralization of investment, the construction of overall planning and unified and coordinated operation mode of E-government has been seriously hindered, thus affecting the efficiency and quality of public services provided by the government. Therefore, in order to realize the overall planning and construction of e-government, realize cross-regional and cross-departmental resource sharing and business collaboration, and form a coordinated, clean and efficient operation mode of e-government, it is necessary to innovate the management system of e-government construction. Specifically, it includes the following two aspects:

Firstly, we should establish a strong leading body and strengthen the organization and coordination of information work. A local government should have only one competent information department. It is suggested that the competent Information Department of the local government be clarified as soon as possible. For example, Shanghai has set up the "Information Committee", as an integral part of the Shanghai Municipal Government, with greater administrative power. The experience of developed countries shows that the Chief Information Officer (CIO) system plays an important role in promoting the construction of e-government. China can also consider establishing the Chief Information Officer (CIO) system at all levels of government and departments, and assume the overall leadership responsibility of coordinating the management, construction, supervision and law enforcement of the e-government construction of the governments or

departments at the same level. In addition, it is very important to establish a set of perfect department coordination mechanism for the construction of service-oriented E-government in China. Although government departments at all levels have set up information offices or information centers, due to many reasons such as the administrative system of our country, the functions of these institutions in the construction of information technology are still very imperfect, the coordination ability in specific work is very limited, and the phenomenon of "separate government" in the construction of information technology is still very common. Therefore, it is suggested to gradually establish a joint information conference system for governments at all levels, which is chaired by the leaders or deputy directors of governments at all levels. Leaders of government departments or business directors at all levels are invited to participate. Joint informationization meetings are held at least once a year to discuss important issues in the construction of service-oriented E-government in the region and departments, and to coordinate cross-sectoral cooperation.

Secondly, we should innovate the mode of e-government investment. On the one hand, we can carry out e-government outsourcing and reduce government investment by renting on behalf of construction. On the other hand, we can learn from the operation mode of privatization of foreign public services and promote the integration and development of e-government and e-commerce by opening up government resources and markets, so as to promote the sustainable development of service-oriented e-government.

### **Realizing the Optimized Reorganization of Government Organizational Structure**

E-government construction is definitely not just an IT project. As a technological means which plays an important role in government reform and innovation, electronic government is an important part of the overall operation system of the government. It must be integrated and coordinated with all parts of the operation system of the government in order to play its real role. If we only focus on the technical part of e-government project, we will never be able to overcome the "barrel effect" in the construction of e-government. Obstacles in the organizational structure will inevitably affect the reform and innovation of the government, the efficiency and quality of public services provided by the government, and ultimately hinder the construction process of service-oriented government in China. Only by standing on the overall height of the overall reform and innovation of government management, starting from all parts of the government operation system, systematically and orderly reform and innovation, can we give full play to the real role of e-government, realize the effective change of government management, and thus promote the construction of service-oriented government.

The traditional form of government organization is a pyramid-shaped hierarchical structure. On the one hand, it suppresses the creativity and enthusiasm of government staff, and on the other hand, it is easy to cultivate a bureaucratic style of floating around and meeting people in Wenshan. It not only reduces the efficiency of the government, but also makes the government's response to public demands slow and lagging, seriously affecting the efficiency and quality of the government's provision of public services. If we do not radically change the organizational form and operation mode of this bureaucracy, the application of advanced technical means in government departments can not eradicate the original shortcomings, but will lead to new development of bureaucracy and formalism. In addition, the construction of service-oriented government in China not only means that the government should take social service as the goal, but also create a good and efficient working environment for the staff within the government. Therefore, the establishment of a flat and flexible government organizational structure has become an important part of the construction of service-oriented government in China. China's e-government construction should take information technology as a means to remodel the traditional form of government organization. We should actively use modern information technology to change the traditional hierarchical bureaucratic government organizational structure and establish a flat and flexible network-based organization. In addition, we should optimize and reorganize the operation process of the government to build a seamless government so that the public can easily access public services at any time and anywhere.

## **Implementing the Reengineering of Government Business Process**

The smooth coordination of government business processes is an important factor affecting the efficiency and cost of government internal work and the efficiency and quality of public services provided by the government. It is also an indispensable condition for China to eventually build an efficient and high-quality service-oriented government. In view of the current situation that the integration of government business processes is not enough and the operation is not smooth, we should reengineer the traditional government business processes centered on administrative functions according to the characteristics of the operation of e-government itself. Make the government's administrative behavior a systematic and orderly activity starting from the public's service demand and various information input, aiming at creating valuable public services for the public, so as to improve the quality and efficiency of public services and promote the construction of service-oriented government in China. We should actively learn from the theory of government reengineering, fully realize that e-government is to achieve government reengineering by means of advanced information technology, and the ultimate goal of government business process reengineering is to achieve seamless government. Seamless government is a government that can not feel the existence of boundaries. It is a government that integrates information, services, departments, personnel and processes effectively and provides all-round and seamless services to the public.

Change government functions. The key point of realizing service-oriented government is to transform government functions, and e-government is the catalyst for the transformation of government functions. We should further transform the functions of the government, change the omnipotent government in the regulatory period, give full play to the important role of the market in the allocation of resources for the limited government in the service-oriented period, change the government to rely entirely on administrative means to intervene in any field, cover any place, and govern mainly by economic means, legal means and few administrative means. To give full play to the role of social intermediary organizations and other social organizations, the government should actively become the coordinator, leader and server of maintaining the stable and healthy development of the market, standardize administrative behavior, reduce government intervention in the operation of the micro-economic field, turn to macro-indirect management, reduce government levels, and rationally define the economic regulation, market supervision, social management and public of different levels of government.

## **Conclusions**

The theory of customer-oriented enterprise government, the theory of public-centered service-oriented government and the practical experience of the construction of service-oriented government at home and abroad tell us that the key to improving the quality of government service lies in the correct establishment of people-oriented service concept, the provision of efficient and convenient public services to the public through advanced technical means, and the continuous enhancement of people's satisfaction with the government.

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