

Viewing the Innovation of Civil Servant Training Mechanism in China from the Service-oriented Government

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Abstract: “Innovation is the first driving force leading the development of China”, which is pointing the right direction for the development of this new era. The transformation of the driving force of development needs to change the institutional foundation on which the existing development evolves and to combine it with the characteristics of innovation. Tension is existing between innovation and the development-oriented government so that “the first motive force” is inseparable from the transformation of the government to the service-oriented type.

1. Introduction

The construction of the service-oriented government is like a systematic engineering, which puts forward higher demands for the civil servant training in China. Therefore, positive responses for the constructing of service-oriented government are actively pushing forward the process of reform and innovation of the civil servant training, continuously enhancing the quality and effects of the training, as well as elevating the service awareness and serving skills of civil servants.

2. The Importance of the Innovation of the Civil Servant Training Mechanism for the Construction of Service-oriented Government.

The civil servant training is the kind of training involves all sorts of education and training projects for civil servants that is usually performed by various kinds of methods in a organized and planned manner, based on the requirements of the civil servant position and the development of national economy and the society from the national administrative organization.[1-9] The construction of service-oriented government means that transformation has turned out concerning the administrative management mode and the public service function of the government. This kind of transformation of the role of civil servants has presented more and higher requirements for the diathesis and ability of them.[10-14]

2.1 Noble Professional Ethic is Obligatory for Civil Servants from the Perspective of the Service-oriented Government

The professional ethic of civil servants is the ethical principles and rules that have been formed during the process of the administrative activities and official businesses and have to be abided by. It is also the kind of ethics of the professional code of conduct that rationally emphasizes various interests between individuals, between individuals and their surroundings, between individuals and society through internalized values and standards of good and evil in the process of exercising public power and engaging in official activities.[15] The service-oriented government requires civil servants to be of noble professional and working ethics, a strong sense of responsibility and enterprise and the diligent occupational attitude to best meet the needs of all people. Civil servants are ought to be whitehanded and self-disciplined, earnestly perform the service concepts of openness, transparency and citizen participation of the service-oriented government, consciously receive the supervision from the public and maintain the image of the government.

2.2 The Service-oriented Government Requires Civil Servants to Possess the People-oriented Service Concept

The service-oriented concept is what modern government should have. Civil servants are the servants of people and the leading essence of the public service process. Hence, civil servants must make it clear of their obligations and responsibilities and put themselves in the right place. As for the management concept, the management-oriented idea should be transformed into the service-oriented idea to strengthen the awareness of “management itself is service”. In terms of the management culture, the transformation from official-based concept to people-based concept should be realized to augment the awareness of “service is the bounden duty of civil servants”. Nowadays, the people-oriented concept is especially what needs to be strengthened. Reform within the public management and service work demands the people-oriented guiding creed, which changes passive service and ordered service into active service and willing service.

2.3 The Service-oriented Government Requires Civil Servants to Possess Professional Knowledge

The knowledge of civil servants is the foundation of their talents and experiences, the premise of elevating the administrative ability, and even the footstone of their morality. The scientific policy decisions, highly effective operation and law-based administration of the service-oriented government all requires civil servants to bear knowledge from various aspects to be able to harness the whole situation and look far ahead and aim high. They should have not only general knowledge of natural science and humanities and social sciences, but also solid professional knowledge and systematic law knowledge related to their own works. In the meantime, they need to adapt to the requirements of the development of modern society and comprehensively master the knowledge of modern administrative management theories to form a scientific and reasonable knowledge structure to augment the service ability.

2.4 The Service-oriented Government Requires Civil Servants to Possess A Relatively High Administrative Ability

The launch of each and every administrative activities of the service-oriented government is a complicated and systematic project and civil servants are the practicers of this specific projects. They shoulder the mission of each policy and regulations of the Party and China and the administrative responsibility of research and investigation, policy making, plans and projects confirmation, systems improvement, supervision and correction, thinking unification, relationship coordination and the like that they must have a relatively comprehensive administrative ability in organization and management to cope with heavy political administrative works and enhance the working efficiency of the government.

3. How to Make Innovations in the Civil Servant Training System to Construct the Service-oriented Government

The service-oriented government mainly consists of governmental agencies and the group of civil servants. Micro elements of these governmental agencies are all these civil servants, so the diathesis and capacity of them directly influence the construction of the service-oriented government. In order to adapt to the transformation of fuctions of the government and the management mode, the civil servant training mechanism needs to be changed to achieve innovation making during the process of constructing the service-oriented government.

3.1 Transform the Old Civil Servant Training Concept

The uppermost target of the former civil servant training is to enhance the professional qualities of them but neglecting the training for their sense of service and focus on merely fostering the personal diathesis but not the whole service situation that the target only has to accord with the requirements of the administrative work of the government. The core concept of the

service-oriented government is to serve all the people. Therefore, the training and education of the civil servants from this service-oriented government should take the enhancement of political and ideological diathesis and working capacity as its aim and tightly cling to the main development road of “serving the people and developing for the people” and firmly adhere to the concept of “people are the core concern and govern for people”.

3.2 Transform the Content of Civil Servant Training

As narrated above, the concept of civil servant training in the past only focused on training them to meet the needs of government administration so that the content of civil service training also needs to be changed accordingly based on the transformation of training concepts.

3.3 Strengthen the Concept Aiming at the People-oriented Service Concept of Civil Servants

The primary requirement of service-oriented government for the quality of civil servants is the public service ability of civil servants. The service ability for the public of civil servants should be enhanced and the people-oriented concept and strengthened awareness for service should be the first session of the training. Only after erecting the people-oriented service awareness, could all measures of implementing the service-oriented government be actually feasible. The service-oriented government is what modern government should be that all civil servants must be clear in mind about all their obligations and responsibilities. Nowadays, the people-oriented concept is especially what needs to be strengthened. Reform within the public management and service work demands the people-oriented guiding creed, which changes passive service and ordered service into active service and willing service.

3.4 Strengthen the Training for Professional Serving Ability of Civil Servants

Firstly, strengthen the capacity of coping with emergent incidents of civil servants. They need to be aware of relevant information about the work, be promptly sensitive about problems with orientation and potentiality, come out feasible pre-arranged plans, and manage to solve the problem in its infancy as well as applying scientific analysis, precise judgement, resources integration and orderly responses to emergencies.

Secondly, the service-oriented government is a kind of e-government. As for e-government affairs, civil servants are the final operators of the governmental affairs, which demand them to have relevant abilities under the virtual governmental administrative environment. The level and ability of them to exert the information technology is the key to the success of the practice of e-government affairs. Therefore, civil servants should be trained to use modern appliances and various automation technology and equipment masterly, acquire basic knowledge about computer and information network as well as altering traditional working concepts and working methods.

Finally, strengthen the training for the ability of civil servants to adapt to the development of the market economy. The service-oriented government is the government that introduced the market competition mechanism. At present, the market economic system in China has been established and tends to be consummated, which demands the government to establish the limited government concept. Civil servants must learn basic knowledge about the market economy, study laws and regulations that are relevant with it, comprehensively acknowledge traits of it and endeavor to master the operation rules of the market economy.

3.5 Establish Flexible Civil Servant Training System

3.5.1 Implement Differentiated Training

The training and education for civil servants of the service-oriented government have to be based on job demands in different stages of the position and traits of adult education, as well as the rank, level of knowledge, skills and personal capacity to adopt classified and categorized training with the peculiarity of individualization and differentiation.

3.5.2 Consummate the Training Incentive Mechanism

There are problems that civil servants do not have high motivation and willingness to attend

trainings. The training incentive mechanism has to be perfected as soon as possible to actually integrate the civil servant training with changes and promotions of the position and elevation of ranks of trainees. Therefore, the development trend of civil servant training and the inner requirements of service-oriented government are the deeds that construct the flexible civil training system by consummating the performance management, innovating the training mode, introducing the competition mechanism and perfecting the incentive mechanism of the civil servant training.

4. Conclusions

The service-oriented government is the government that introduces market mechanism competition, as well as the conservation-oriented government. The service-oriented government needs to set up the scientific system for performance management and performance evaluation and takes “efficiency” and “effectiveness” as its own judgement standard for the service level consciously. The active responses for the construction of the service-oriented government are: energetically pushing forward the reform and innovation for the civil servant training mechanism, constantly increasing the quality and effectiveness of the training and enhancing the awareness and skills of service of civil servants.

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