Evaluation Research on Standardization Construction of Provincial Government Online Administrative Examination and Approval

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Abstract: As the constant development of information technology, the Internet has been a necessary tool of the society, and a tool of the administrative works. Nowadays, governments all over the country have been begun the construction of E-government one after another; it has made great contribution to the effective exertion of the governments' service functions. Administrative examination and approval is the checking process that determines the applicants' right of their social and economic life, and it plays an important role in protecting their legal rights and interests. From the perspective of traditional administrative examination and approval, the provincial government needs to make a final approval after many approvals that have been made by its subordinate departments, so the efficiency and quality of the examination and approval are low. Under the background of the development of E-government, the author of this paper analyzes the standardization construction of the online administrative examination and approval of the provincial government.

1. Introduction

At the World Internet Conference 2014, Chinese Prime Minister, Li Keqiang, put forward the concept of "Mass Entrepreneurship and Innovation"; at the same time, the concept of "Internet Plus" has been highlighted in the government work report; these indicate the fast development of the E-government in China. Administrative examination and approval is an administrative action that the government can make public order sTable by means of administrations and services on the basis of authoritative distribution of social resources. Compared with the traditional administrative examination and approval, online administrative examination and approval has the features of high efficiency, convenience and high open degree. Since its implementation, it has greatly improved the efficiency and quality of the government's online examination and approval, and has improved the satisfaction of the applicant. However, from the current actual situation, due to the traditional institutional factors, the provincial governments of China still have some shortcomings in their online administrative examination and approval works. These shortcomings greatly affect the effective operation of the provincial governments' online administrative examination and approval, and restrict the development of the provincial governments' administration. On the basis of this, this paper analyzes the problems existing in the online administrative examination and approval of the provincial governments and puts forward the countermeasures for the standardization construction.

2. Definition and features of online examination and approval.

2.1 Definition of the online examination and approval.

The experts specializing E-government in China think the online administrative examination and approval is to deal with the administrative examination and approval via network on the premise of improving the administrative efficiency of the government, the open degree of the administrative works, and the satisfaction of the public. The definition of online administrative examination and approval issued by the Ministry of Agriculture refers to the submission of the application materials by the applicant via the Internet, and the result of application return to the applicant also via the

Internet after the examination and approval of the administrative departments according to the institutions, regulations and laws. In other words, based on computer and Internet technology, online administrative examination and approval means to deal with the daily administrative examination and approval works by virtue of the network----convenience, time saving, and active interaction. Compared with the internal office works of the governments, online administrative examination and approval is the government's external business, and it is more service-oriented. The author of this paper thinks that the online administrative examination and approval is an important manifestation of E-government, it refers to the integration of government service resources, computer technology and network technology on the basis of legality, and it aims for realizing the online examination and approval works.

2.2 Features of the online examination and approval

It is efficient and convenient. Compared with the traditional procedure of examination and approval, online administrative examination and approval is more efficient and convenient. For the applicant, because the materials for application and the result of approval are transmitted via the network, so they can save a lot of time and money. What's more, the applicant also can save a lot of time and avoid that the approval department is too busy to make a decision timely. Therefore, it has the features of high efficiency and convenience.

It is open. The procedure of online administrative examination and approval includes the stages of accepting, first examination, reexamination, decision making, and decision noticing, all of these are completed via the network, so it avoids the problem of "non-publicity" that may be caused by the traditional examination and approval procedure. It can make the process and result of the examination and approval more open so that the supervision of the examination and approval becomes easier for the public, and it also can improve the publicity of the government works.

It is interactive. Online administrative examination and approval includes the smoother channels of supervision, such as online supervision, online discussion, online reporting, etc. At the same time, examiners, supervisors and applicants can interact together via the network. This kind of interaction plays a good role on improving the efficiency of the online examination and approval.

3. Problems of the provincial government's online examination and approval

3.1 Parallel approval process is not scientific

Through the investigation, the author finds that many provincial governments' online approval process is "parallel" at present. This "parallel" procedure refers to the process of an application must go through the primary examination and approval at the regional level and the final approval or disapproval at the provincial level, this kind of procedure is too burdensome. For example, the online administrative centers of the regional level and the provincial level are not interconnected. After submitting the materials, the applicant needs to go through primary examination of the local (municipal) department, and then, to log on the provincial online administrative examination and approval system and submit the materials again for the second approval. Even in some areas and cities, the applicant's user name can not be unified in the different online application systems that belong to different government departments, so that the applicant must register again and again, which really reduces the application efficiency of the applicant. In the process of making an official decision, for the government departments, it is difficult to achieve effective coordination and cooperation. For example, the same job that related to examination and approval often needs more than one department to deal with one by one, which also reduces the efficiency of provincial government's online administrative examination and approval.

3.2 Supervision of online administrative examination and approval is not comprehensive and enough

The supervision here refers to the possible cheat of acquiring official online or offline approval. According to the author's actual investigation, although all the provincial governments in China

have set up online administrative examination and approval business at present, but there are still some areas where there has been no online examination and approval case for a long period of time. Although this situation may be arisen from the subjective will of the applicant, but there may also be the situation that these provincial government departments deliberately evade supervision and still do the business offline. At the same time, there are some cases that are involved in cheat. According to the author's investigation, it was found that there was even the case of completing the examination and approval within one hour, this time consuming obviously did not conform to the objective law. Therefore, there are some problems in the supervision of the provincial government's online administrative examination and approval, and the supervision is not comprehensive and enough.

3.3 The way for examination and approval is single, and the operation is not convenient.

At present, all the online administrative examination and approval of China needs to enter the certain network via personal computer, but according to the current people's operating habits, computer is obviously not suiTable for the present situation. At present, as the rapid development of the mobile Internet, many people are used to solving the problem by the mobile phone, and the computer is not a necessity in each family, so there are many applicants need to find the online computer to submit the information when they are going to apply to an administrative approval, and this kind of operation is not convenient. At the same time, although some areas have established the WeChat official account or developed the APPs for mobile electronic devices, but the main function of these ways is query, and there are no more functions such as the submission of materials, the introduction of the examination and approval department, etc. Therefore, the way for online examination and approval is relatively single.

3.4 The problem of information "isolated island" is serious

The so-called information "isolated island" means that the information in the same system can not be shared effectively and smoothly. As we all known, online examination and approval requires a more comprehensive investigation of the applicant, and it needs to a lot of cooperation from many relevant departments. However, at present, there are still some problems in the aspect of information sharing. For example, many kinds of database have not been shared in the administrative works, such as population database of the bureau of public security, tax registry database of the local taxation authorities, enterprise registration database of industrial and commercial bureau, qualification database of the human resources and social security bureau, etc. Therefore, the result of the examination and approval is not good.

4. Deliberations on the standardization construction of provincial government's online administrative examination and approval

4.1 Optimizing the procedure of the examination and approval

The unscientific procedure of online examination and approval is one of the problems that directly affect the standardization construction of online approval. So, in the process of the standardization construction of online administrative examination and approval, provincial governments should firstly optimize the procedure. The author's suggestion is as below: First, to establish a good business framework for online administrative examination and approval. The construction of the framework can adopt the form of parallel examination and approval: to actualize the one-stop service that may involve in many different departments. According to this procedure, the applicant can apply online easily if he is qualified; if he is not qualified, the examination department should refuse his application; if he is qualified except for lacking some submitting materials, the examination department should inform the applicant to supplement the materials. When an application has been approved by a department, the application goes to the next department, and so on. By this way, it can improve the efficiency of the examination and approval. Second, for the procedure that involves in different administrative levels, it is necessary to keep the

communicative channel between the municipal level and provincial level smooth. For example, a cross-level application is firstly handled by the municipal level, after the preliminary acceptance by the municipal level, it is selected to be passed to the provincial level or rejected by the municipal level. When it is approved by the provincial level, the approval result will be informed to the applicant directly by the provincial level, this procedure also can avoid the inefficiencies problem that the result can only feedback level by level in the traditional procedure.

4.2 Strengthening the supervision

In order to give full play to the role of the supervision department of the provincial government and the E-supervision, it is necessary to put an end to the problems such as superficial and false online examination and approval. In fact, the provincial government should supervise the data of examination and approval in real time by their supervision system, so as to ensure the effective supervision of each examination stage and the approval process; at the same time, the progress of each administrative examination and approval work should be publicized on a regular basis, and the government should push the work forward by means of inspection, examination, supervision, and other forms of management. Based on this, the provincial government needs to cultivate some talents with strong technology ability, management ability, and high political awareness. It is necessary to realize the exchange and introduction of the talents, and to improve the professional skills of the existing staff on a regular basis. On the supervision of the staff, the provincial government can adopt diversified forms such as examination, mutual supervision, etc., and solve the problems immediately, so as to build a professional supervision team and the qualified staff for the online administrative examination and approval works.

4.3 Increasing the ways for administrative examination and approval

The current government emphases service, so, we should combine the current social background and people's habits so as to increase the ways of the examination and approval. In view of the current situation, the provincial government needs to develop the way of mobile network on the base of perfecting the examination and approval by personal computer, such as the establishment of the APPs for mobile devices, WeChat official account, so as to facilitate the operation of the applicant to the greatest extent. At the same time, on this basis, we also need to achieve effective two-way communication with the applicant. In particular, effective communication can speed up the examination and approval, and publicize the examination and approval results. For example, the applicant can talk to the intelligent customer service staff online in the examination and approval process and ask about the progress of the examination and approval. Intelligent customer service staff can also inform the applicant whether there are material preparation mistakes, or what they have prepared for is inadequate, and inform the applicant to correct or update the material timely, and so on. Through this form, it can not only improve the efficiency of the examination and approval, but also increase the satisfaction of the applicant, and improve the quality of provincial governments' online administrative examination and approval.

4.4 Establishing the data sharing platform

The problem of information "isolated island" is the main problem that restricts the development of online administrative examination and approval of the provincial government. So, it is necessary to break the present situation, establish a data sharing platform and ensure the effective sharing of the data. First of all, establish a government cloud that can connect the provincial and municipal levels. The government cloud can include two kinds of network ports. The first port is open to the enterprise and the public, and the second is for internal government departments. The data of each department will be transmitted to the government cloud to facilitate the work of the examination and approval works. Secondly, to establish the data exchange platform for realizing the data exchange between provincial and the subordinate administrative departments, so as to ensure the business cooperation between different departments, and to realize the sharing and circulation of the data.

5. Conclusion

In a word, under the background of the development of network in our society, E-government has become an important way of management and service for the provincial governments, and online administrative examination and approval has become an important form of provincial government's works. Therefore, it is urgent to solve the problems existing in the online administrative examination and approval, and it is necessary to make a detailed analysis of this issue, and then, find out the shortcomings and solve them timely, so as to ensure the efficiency and quality of the provincial governments' online administrative examination and approval.

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