

Research on the optimization of local government service system based on Internet

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Abstract

All along, the construction of local government service system is an important part of China's construction of service-oriented government. As the main body of public service supply, the local government service system bears the responsibility of meeting the ever-expanding public service demand. After the 18th national congress of the communist party of China (CPC), with the development of Internet technology and the application and popularization of the concept of "Internet +" in all aspects of social life, the government has been promoting the integration of Internet technology and government services from the height of modernization of national governance system and governance capacity. Under the guidance of the concept of "Internet + government services", from the central government to local governments, we have made some achievements and faced some problems in building an Internet + government service system by making breakthroughs in facilitating the people's interest in enterprises and improving the business environment. Suqian city of jiangsu province as an example, analyzing Internet + government affairs service system construction practice background, results and the existing problems and reasons, using the theory of overall management, and the theory of digital government public management theory to establish the basis of the analysis and research, using the experience of construction of suzhou city, jiangsu province, construction optimization Suggestions, for the next Internet + e-government development to provide the reference to further optimize the service system construction.

Keywords

Internet, Government Services, Suqian, Optimize.

1. Introduction

Since the reform and opening up, China has been committed to promoting the modernization of national governance system and governance capacity through the political system reform. In the process of administrative reform, the reform goal of transforming government functions, improving the efficiency of public services, paying more attention to social management and public services, and building a service-oriented government has been established step by step. In the process of building service-oriented government, the establishment and improvement of local government service system is an important measure to realize the transformation of government functions and the improvement of public service supply capacity. In the 21st century, the reform of information technology centering on the Internet technology revolution has brought new challenges and opportunities for the improvement of local government service system, as well as new ideas for achieving the reform goal of building a service-oriented government[1].

"Internet + government services" is a new concept put forward by the Chinese government in the past two years, with the goal of promoting the reform of administrative system in combination with the Internet technology revolution. On "Internet + e-government service" research focuses on the definition and connotation, to the positive role of building a service-oriented government, and the local government governance mode selection, the influence of the concrete practice and evaluation of individual regions, less in combination with the specific public management theory to build the "Internet +" promote the construction of local government affairs service system optimization research.

At present, "Internet + government service" is mainly carried out in the form of pilot projects at different levels and levels of local governments. The application of "Internet +" thinking in the construction of local government service system is still in the primary stage. The pilot areas for how to promote the administrative system reform of thinking of "Internet +, perfecting the construction of a service-oriented government is not regulated, the path of scientific and rational pattern, at the same time has the problem of lack of coordinated push again, it is easy to lead to similar e-government construction engineering project, the achievements of tendencies, is not conducive to achieve with" Internet + e-government service "perfect local government affairs service system, improve local governance to achieve the goal of modernization level[2].

Jiangsu province has 13 prefecture-level cities, and suqian is located in the north of Jiangsu province. This paper selects suqian as the research object. Suqian Internet + government affairs service system construction, not only is the job of the local government according to the central, provincial deployed to carry out practical activity, is also on the basis of the theory of public management, promote the embodiment of government governance reform, analyzing the suqian Internet + optimization study the theoretical basis of government service system construction, optimization study is helpful to improve the scientific and normative and adaptability, is beneficial to promote the construction of suqian Internet + government affairs service system more efficient and more convenient.

2. Construction of suqian Internet + government service system

Suqian by government affairs with the Internet technology service system construction depth fusion, actively explore Internet + government affairs service system construction and improve the work and has made a more significant effect, especially in the absence of theoretical guidance, preliminary explored how to make the Internet technology into the problems of local government affairs service system construction, solve the problem from scratch. However, due to the lack of theoretical guidance, fast promotion of Internet + government services and lack of systematic and cooperative thinking, there are still some problems in the actual construction of suqian Internet + government service system, such as backward construction and reform ideas, poor coordination and promotion of supporting reforms, and weak Internet technology level.

2.1 The reform of the administrative examination and approval system needs to be further promoted

Actively promote the reform of the administrative examination and approval system, to improve and optimize the process of examination and approval, improve the efficiency of the administrative examination and approval matters for Internet + is one of the main content of the government affairs service system construction, and also optimize Internet + government affairs service system of the premise, but judging from the present situation, in the face of Internet + government affairs service system construction requirements, the administrative examination and approval system reform work existence question, has great room for improvement.

2.1.1 Cancellation and delegation of administrative approval items is not enough

(1) The power of approval is not enlarged

From the assessment of the implementation of the power list, it can be seen that the grassroots level is not very high in reflecting the "golden content" of decentralization, that there are more items with risk responsibility, that there are less frequently used items, and that the people expect to be delegated.

Taking xinyi as an example, since 2013, the city has received a total of 130 items for review and approval delegated by the higher authorities, among which 11 items have received less than 10 items and 86 items have received zero items, accounting for 74.6% of all items.

(2) The matters for approval should be kept in the dark

Although the review and approval process of some departments has been delegated to the lower levels, the core links such as final examination and issuance of certificates are still in hand, and the masses of enterprises must run from both ends. Three is "you let him go". For example, the enterprise investment project involves multiple departments. Due to the different pace of reform in each line, some of the examination and approval authorities have been delegated to lower levels, while some links have not been delegated to lower levels. As a result, the masses of enterprises have been running back and forth, which has affected the overall progress of reform. Various government departments are not in place in the field of administrative review and approval items decentralization reform, which directly leads to the failure to fully realize the goal of "review and approval items shall be up to date". The sorting out of the administrative review and approval system at the municipal and county levels is not smooth, and it is more difficult to further optimize the convenient service for the people and the construction of the Internet + government service system[3].

2.1.2 The "one long and more than four" phenomenon in the administrative approval process is still prominent

Although various places have taken innovative measures such as parallel examination and approval one after another to optimize the work process, the problem of long examination and approval time, more seals, more charges, more intermediaries and more materials still exists in general. This situation is particularly prominent in the aspect of project approval. For example, although the "3550" reform has been implemented, the application for approval still needs to be evaluated and examined through multiple links such as planning, land, environment, fire control, meteorology and cultural relics, so as to obtain the construction permit. The approval process is still very complicated. The approval process is long, and the process optimization work is not in place. As a result, after the approval items are online, the time limit for approval cannot be shortened truly, which is convenient for the people and benefit enterprises and affects the actual operation effect of the Internet + government service system.

There are many reasons for these problems in the reform of suqian administrative examination and approval system, but the main reasons are as follows: first, the departments have insufficient understanding of the reform of the administrative examination and approval system. All functional departments treat the reform of administrative examination and approval system more from the perspective of convenience and strength in the performance of their functions and duties. They do not treat the reform of administrative examination and approval system from the perspective of improving the administrative management system and straightening out the operation mechanism of administrative functions and powers. The second is the party and the government departments of administrative examination and approval matters is a major means to perform the functions of each department, after the reform of the administrative examination and approval system, cancellation, lower the administrative examination and approval authority, simplify the administrative examination and approval process, breaking the original management style and means of various functional departments, lead to the functional departments in the process of the administrative examination and approval system reform, "preventive and selective" reform. Third, the administrative examination and approval system reform standardization institutionalization process needs to be established. Around the current administrative examination and approval system reform, the more power is with the help of local leaders, combinative oneself is actual, the examination and approval system reform work means of propulsion, the form and the supporting measures are yet to be further strengthened, and standardization and institutionalization of construction are not complete, it also to some extent hindered the further advance the reform of the administrative examination and approval system work, and fully meet the Internet + system of government affairs service system of the construction of the basic requirements[4].

2.2 The construction of suqian government service system needs to be further improved

Suqian Internet + government affairs service system construction, in the real construction and management, mainly relying on the city and county levels government affairs service system, the main body of work and its functions to perform are mainly government affairs service management office management at all levels of government affairs service center, public resources trading center, convenient service center, department of information and the "12345" government service hotline service platform. However, due to historical limitations, the construction of suqian government service system needs to be further strengthened to provide architectural support for the construction of Internet + government service system.

2.2.1 Unequal powers and responsibilities of administrative service management agencies

So far, has not approved by the legislation of the National People's Congress, the state's service management corresponding laws and regulations, suqian is the jiangsu province government affairs service management office for reference, combining with their own government affairs service system construction situation, introduced the corresponding regulations, positioning function of suqian e-government service management mechanism, method and hierarchical management, conduct a preliminary orientation, but various counties, the state's service management agencies not not completely clear responsibilities. At the same time, the municipal government affairs service management institutions only to the subordinate institutions have a certain relationship between business guidance, all levels of government affairs service management agencies in areas such as functional definition is fuzzy, in promoting Internet + government affairs service system construction process, cannot clearly defined the scope of job responsibilities and propulsion mode, lack of legal and relatively clear accountability system and functional definition of reciprocity. As a result, the Internet + government service work cannot be promoted, and can only be pushed forward by the "leadership care" at this level[5].

2.2.2 Functions of administrative service management departments and examination and approval service departments are crossed

Suqian has established a centralized and efficient examination and approval system in accordance with the principle of "three concentration and three delivery", which is to concentrate the administrative examination and approval and public service matters in various departments to one department, the examination and approval department to the municipal government service center and other platforms, and the examination and approval items to the government service "one network" platform. At the same time, it is necessary to strengthen the management of the daily work of the resident staff, maintain the stability of the staff, and obtain the consent of the administrative service management agency for the replacement of the corresponding staff.

At the same time, however, we noticed that all kinds of administrative examination and approval, the public service item, still belongs to the department did not accrue to the government affairs service management institution, government service management organization is only as a platform provider, for all kinds of examination and approval matters and the implementation of the public service item supervision, the relevant matters to deal with personnel daily management. In examination and approval authority, management and personnel management of examination and approval on service items, there is an obvious function of crossing, overlapping and chaotic phenomenon, although the government affairs service management agencies within the scope of the power we intensified the efforts on daily management, but the service items subject to examination and approval authority, to the appropriate personnel appointment, promotion and compensation performance, etc., does not have the final administrative authority, which ultimately leads to offline, after examination and approval items on the Internet, was taken to the line, do not have still does not have administrative privileges, operation mechanism and management system can not effectively solve the fundamental problems[6].

2.3 The construction of suqian government service system needs to be further improved

The in-depth application of Internet technology and the deep integration with social production and life are things in recent years. The proposal of Internet plus government service is also required to be comprehensively promoted in all levels of government departments and various government service management after repeatedly put forward, stressed and improved by premier li keqiang in 2016. Internet + government affairs service system construction present a different reform quickly, complexity, and challenging, from promoting, is also a combination of top-down and bottom-up, by combining the corresponding planning under the state council, local governments at all levels first try first, to explore perfect, across departments to recognize and value is different, lead to construction work on the whole, have fast or slow, promote differentiation phenomenon is obvious.

2.3.1 There is no user-centered concept

Suqian Internet + government affairs service system construction process, the perfection of all kinds of examination and approval matters, to optimize the process and examination and approval matters for the construction of the "Internet", mainly is given priority to with department, led by the department or departments to deal with, through consultation, supervisory and other forms in government service platform, such as various types of administrative examination and approval and public service items, contents and planning department as the main classification basis, still no such as civil or business users, or the service object as the center, not invited to the corresponding service object involved in the planning and construction of all kinds of platform, the corresponding management concept and management concept lag, This directly leads to the poor representation of users of various Internet government service platforms. This is mainly reflected in the first is the office entrance is not unified, although established jiangsu province government service network suqian site and each county site, but more than 30 percent of the site is in the form of network links, can not achieve a network handling. Secondly, the functions of various platforms are not perfect. In addition to various approval items and service items being designed by departments rather than users, the functions of search and complaint Suggestions are realized as furnishings. Over 40% of complaints and Suggestions cannot be replied within 5 working days.

2.3.2 Impact of departmental interests on departmentalism, lack of impetus for reform

Administrative examination and approval system is an important means of our country all levels of local government performance management function, involving different levels and the interests of the market of government departments, the construction of Internet + government affairs service system, inevitable requirement, principle of all levels, the government departments to reduce the process of administrative examination and approval items, personnel management, integrate the permissions defined factors such as comb, inevitably makes part of the government lost the original management means and departmental benefit, broke the management department of inertia, make no matter from some government departments. In the process of promoting the construction of the Internet + government service system, suqian has some departments that do not understand and reform the supporting system relatively lags behind, which has brought resistance to the construction of the Internet + government service system.

Fundamentally analysis, the main cause of this phenomenon, it is precisely for Internet + government affairs service system construction needs to solve the problem, namely advancing management ability and the management way of modernization and departments around the contradiction between the existing function after the performance of the system reform, the need to promote Internet + in the construction of government affairs service system, and give enough attention, through a variety of means, strengthen the Internet + overall coordination and leadership for the construction of government affairs service system, to achieve reform, straighten out the relationship between power and responsibility and the ultimate goal of ascension functions.

2.4 Slow progress in government information sharing

Based on the unified deployment of the central government and the provinces, suqian established the leading organization and management method for the integration and sharing of political information

of suqian, and clarified the responsibilities of each team member. Government affairs information system Shared work, is one of the basis of promoting Internet + government affairs service work, involving Internet + "data base" of the construction of e-government service is set up and perfect, lack of work to promote information sharing, thus completely dismantle barriers to information, information difficult to break, and the "information island" problem in the chimney to Internet + government affairs service system construction optimization brought great difficulties.

2.4.1 Government information sharing involves many departments to increase the difficulty of work coordination

Suqian government affairs service system construction, mainly led by office of suqian e-government service management, and government affairs information sharing, in accordance with the deployment, mainly led by the municipal development and reform commission and city information center, as the Internet + is an important part of government affairs service system construction, the corresponding work to promote dispersing, lead to Internet + government affairs service system construction work hard together, now, a net government services such as the corresponding platform has been basically established, but the government affairs information sharing system integration work, just take part in the comprehensive combing integration of information system, the working out of step, As a result, the information work of Internet + government services is difficult to be coordinated.

On this issue, the reasons are various, and there are two reasons to pay attention to: one is the difficulty caused by the repeated and project-oriented construction of the original electronic government affairs. The existing government departments around the construction in the process of the electronic government affairs, each unit within the department or system, to build institutions, project, pushing on the system, such as form, to establish their own independent information system, the system of large number, incompatible, involving numerous, technology level is not the same, the government affairs information sharing each other fundamental problem. Around each department in the process of construction, the second is not doing its own technical force, the electronic government affairs system more than relying on outside companies or institutions, through years of operation, depend on each department's own strength, only can do keep running, now, need to be on the basis of the original information system, through technical means, such as data call implementation technology exchange, if there is no unified and effective technical support, all departments.

2.4.2 The power management system divided into sections hinders the integration of the government information system

At present, according to the construction of suqian's Internet + government service system, all levels and lines from top to bottom have developed and built their own management systems at suqian level. Basically, these systems are divided in terms of terms and there are information barriers. Data of vertical administrative departments such as the people's bank of China and taxation are directly collected by the provincial or national authorities. There are countless data at the municipal level, and it is necessary for the higher authorities to return the data back to local areas for sharing. Although the relevant statistical data of the departments such as public security and education are local, the higher authorities have clear requirements on data confidentiality and cannot share them. The higher authorities should follow the principle of "sharing is the principle, not sharing is the exception" and make a unified study and proposal before sharing. Information systems cannot be Shared and it is difficult to break down barriers, resulting in the need for citizens and enterprises to provide a lot of repeated evidence in the process of doing things, which is very time-consuming and laborious. In the information sharing work, some departments regard the corresponding platform of Internet + government service system construction as "information memory" and "data statistics machine", which cannot realize the purpose of big data application in government service.

3. Experience in Internet + government service construction in suzhou, jiangsu province

The construction of Internet + government service system in jiangsu province has been carried out earlier, with new forms of practice and extensive exploration. Suzhou, a city with a high level of

economic and social development in Jiangsu province, has provided valuable experience to actively carry out the construction of Internet + government services in accordance with the objective requirements of deepening the reform of administrative examination and approval system, improving the efficiency of administrative examination and approval, and further stimulating market and social vitality.

Suzhou + at the beginning of the construction of government services over the Internet, explicitly put forward the construction of the basic principles: adhere to the reform in accordance with the law, adhere to the problem oriented, insisted that works in harmony, with particular emphasis on to build up and down between departments, between departments and departments mutually interactive, collaborative work system and reform idea, comprehensively enhance the level of e-government service ability construction. Through the use of Internet thinking and the application of information technology, Suzhou has made great achievements in institutional reform, Internet technology capacity building and application.

3.1 To provide basic support for strengthening the reform of the administrative examination and approval system

Suzhou through the formation of administrative examination and approval department, implement the "approval" a seal tube, will prepare the listing at the municipal level for examination and approval items, the administrative examination and approval according to partial transfer program, at the same time, in accordance with the "make up with things, people with" principle, will prepare the one-time transfer and personnel in place, further clarify the position and the function of administrative examination and approval department, promote the regulatory separation, no longer exercise has transferred the original examination and approval department for examination and approval authority, but to strengthen the regulation of things after the event, strengthen supervision, enhance the level of scientific supervision.

Work early Suzhou administrative examination and approval system reform, promote strength big, concrete embodiment in decentralized and cancel the examination and approval authority, bureau of administrative examination and approval system is complete, rapid implementation of the work of institutional integration, organization integration, this to Suzhou Internet + government affairs service system construction provides a good institutional and systematic security, it is need to Suqian in promoting Internet + focus on in the process of government affairs service system construction and first need to solve the problem.

3.2 Promote the construction of supporting information network system to provide operation mechanism guarantee

Suzhou is based on the principle of perfect function and wide application of technology, using technologies such as "big data", "cloud computing" and "mobile Internet" to build an Internet + government service system covering the whole city, up and down connection, complete function, data sharing and efficient operation, realizing "one-piece network management service". In terms of service channels, establish and improve government websites, mobile apps and other service channels; In the function construction of the government service platform, improve the service functions such as online consultation guide, acceptance, payment, feedback, publicity, supervision and complaint. In the cooperation of the information sharing departments, various information ports and special departmental networks are actively opened, the "information island" effect is eliminated, and the sharing of government information resources across departments, regions and levels is promoted, which provides technical support and operational mechanism guarantee for the construction of the Internet + government service system.

Suzhou as areas of information technology industry started earlier, strong technical force, external information to the government affairs service system of the construction of the informationization time also early, Suzhou in cooperation on the basis of the sector by introducing external information technology strength, increase the intensity of technical support, for Internet + government affairs provides a strong technical support service system construction, technical force is equipped with the

combination of the examination and approval system reform work, prompting Internet + e-government service construction work on the virtuous cycle of promote each other.

3.3 Actively promote the function expansion and process optimization of Internet + government service system

By establishing a simple and convenient examination and approval service system, Suzhou has comprehensively implemented the examination and approval mode of "online, centralized, joint examination, regional evaluation, agency system and no meeting", continuously optimized the service process of examination and approval, simplified procedures, and solved prominent problems such as long examination and approval time and many seals. At the same time, Suzhou actively builds a comprehensive and three-dimensional follow-up supervision system, establishes inter-department linkage supervision information platform and working mechanism, realizes "double push and interactive sharing" of examination and approval and supervision information, further strengthens the connection and coordination of examination and approval and supervision, and builds a collaborative comprehensive system of examination and approval and supervision.

Suzhou city in the institutional, institutional, and technical resources, complete with its social and economic development stage, by understanding the needs of the masses, promoting Internet + optimization development of the construction of the government affairs service system, for Suqian Internet + government affairs further optimization of the construction of the service system, provides the beneficial reference and in the next step to set up the corresponding construction system, establish the corresponding institutions, should pay more attention to the rich Internet + functionality and connotation of construction of government affairs service system itself, really realize the modernization of management ability.

By analyzing the construction experience of Suzhou's Internet + government service system, it brings enlightenment to the optimization of Suqian's Internet + government service system from the construction goal, construction steps and measures. The wave of information technology with each passing day, such as artificial intelligence technology brings great challenge to our government governance, our social production and living, has been deeply integrated with the Internet as a representative of information technology, as a provider of public management and public services, the government must change their management philosophy, promote the construction of a new era of cultural construction system, to promote their own change, to adapt to changing technology and the development of the society. Complex structure at the same time, the government affairs service system construction, supporting system, involved in all aspects of the interest is widespread, if we only focus on a certain aspect, with "record thinking" to build "garden", is not conducive to our construction of complete function and smooth running of government affairs service system, will cause a waste of resources and the fragmentation of public service. No matter it is the construction experience of Australia or Suzhou, it is impossible to promote the construction of Internet + government service system without organizations with certain functions and clear boundaries of rights and responsibilities. This is a basic guarantee.

4. Recommendations for optimization of Suqian Internet + government service system construction

The third plenary session of the nineteenth, facing the new era, new task demands, the party and the state organization setup and function configuration with the modernization of national management system and management ability request is not completely adapt to, to make up my mind to solve in the party and state institutions function system, there are obstacles and disadvantages to accelerate national modernization management system and management ability. Through analysis and study the overall governance theory, such as its emphasis on information management and integration across organizational boundaries, through the establishment of the coordination mechanism of the network-centric, promoting public service mode transformation, promote the construction of a service-oriented government, with the purpose of the Internet + government affairs service system construction in China, on the technical means, reform direction, emphasizing the informatization and

integration across boundaries, emphasizes the network coordination mechanism to establish, with our country the reform direction of the party and state institutions, the next step for us to optimize suqian Internet + government affairs service system construction theory guidance.

4.1 Integrate the construction goals and build the governance concept centering on the public needs

4.1.1 Strengthen the cultural atmosphere centering on "public demand"

At present, the construction of suqian Internet + government service system focuses on key areas and prominent problems, mainly from the perspective of "facilitating the people and benefiting the enterprises", and highlights meeting the needs of the general public and the needs of enterprises, achieving some remarkable results. However, from the point of view of the existing problems, the concept and culture of "department-centric" governance is still rooted in the overlapping, decentralization and "department-centric" responsibilities and functions among departments. Facing the realistic dilemma, we must start from solving the public practical needs and establish the construction target system centering on the public needs. Avoid hicks established in accordance with the degree of conflict, mutual enhancement degree of fragmentation of government competition and the competition pattern, but from "how collaboration between our department" to "public affairs service demand, need what sector participation, and based on which meet the" shift, to achieve department goals and government services matching the needs of the public and fusion. At this level, it is necessary to build a cultural atmosphere centered on "public needs" and change "what we can provide" into "what the public needs" from the aspects of integrating the construction target system, standardizing and optimizing function setting and strengthening workplace education.

In the process of building the cultural atmosphere centering on "public needs", we should make coordinated and coordinated efforts from several aspects. First, we should increase our awareness of the purpose of "serving the people" and work on education. Serving the people is the aim of our party, but also to carry out the work, the basic follow this and build the governing ideas of "focus on the needs of the public" is fully fit, so, in all the functional departments and local governments in the work of party construction education to the tenet of "serving the people" consciousness education and education by the concept of "public demand as the center", as an important content of party construction education, to form a good cultural atmosphere. 2 it is to improve performance evaluation mechanism, the government department will build to "public demand" for the center of culture construction and the function of each department performance evaluation organic union, as one of the core indicators of performance appraisal, refinement, specific and indexing, truly focus on the needs of the public.

4.1.2 Strengthen the institutional role of party leadership in the construction of service-oriented government

The leadership of the party is the basic system of our country. In the process of building the Internet + government service system, it is also necessary to respond to the needs of the public positively in the light of the reality of constantly strengthening the party building at present, and to establish the governance philosophy and governance culture targeted at the needs of the public, which cannot be separated from the party building. At present, our party from the height of strengthening the party's purity, actively promote the thematic education activity, the transformation attitude, cultural atmosphere, shaping the future Internet + government affairs service system of the optimization process, should pay more attention to the leadership of the party's institutional role, through strengthening the governing ideas of "to the public demand" for the center, to change the department department interest culture atmosphere, change ideas, the transformation attitude, break the barriers of departmental benefit, the real Internet + government affairs service system construction work to implement the initiative.

In inner-party supervision link, with the commission for discipline inspection and supervision organization, will build "to the public demand" as the center of culture, as the focus of disciplinary inspection supervision and monitoring, combined discipline supervision and functional performance,

embodies the party's leadership to Internet + government affairs service system of the construction of the institutional supervision and promote the role.

4.2 Reorganize the organizational structure and straighten out the relationship between authority and responsibility and power boundary of the department

The satisfaction of public government service needs is inseparable from the performance of the rights and responsibilities of various functional departments. According to the requirements of "horizontal coordination and integration between the main functions of public departments and service fields to solve trans-boundary public problems", it is inevitable to finally implement the integration and reorganization of government functional departments. According to the arrangements of the third plenary session of the 19th CPC central committee, the reform of party and state institutions should be deepened this year, and the establishment and function allocation of government institutions should be optimized.

The manifestation of management ideas and management culture, reflect on the department function setting and accountability system, at present, the various functions of Internet + government affairs service system construction, responsibility dispersion in the development and reform commission (NDRC), the letter committee, the government affairs service management office, the public and the government, party organizations at the same time of the informatization construction is completely into the Internet + government affairs service system, the function configuration dispersed, crossing and overlapping phenomenon is increasingly prominent, "Internet +" fusion, open and inclusive technology characteristics and advantages of system is difficult to play, therefore, must use to legalize the organization establishment, further optimizing the allocation of department functions, In particular, the information construction function, promote as a whole, enhance joint forces.

4.2.1 Establish the suqian administrative examination and approval bureau to optimize the organization and personnel allocation

In accordance with the principle of "withdraw, build and one", the administrative service management office of suqian city was abolished, and the administrative examination and approval bureau of suqian city was established (the board of "municipal administrative service management office" was hung) to be the working department of the municipal government. Administrative licensing matters involving market access, investment and construction shall be transferred to the administrative examination and approval bureau according to procedures. In accordance with the needs of economic development and social management, the administrative permission in such areas as handling certificates for complex livelihood services should be gradually transferred to the administrative examination and approval bureau in due time, and related administrative permission transfer should be completed before the end of 2018 to realize "one-seal management examination and approval". To adjust the staffing of relevant government functional departments to the administrative examination and approval bureau in accordance with the principle of "the compilation is transferred as the case requires, and the person is transferred as the case requires." According to the requirements of "three centralization and three arrival", the administrative service center shall be responsible for organizing, coordinating, supervising and assessing the administrative examination and approval offices of the departments that have not been transferred to or directly managed. To put the work of establishing suqian administrative examination and approval bureau into practice, it is necessary to clarify the organization, responsibility and staffing situation.

(1) Institutional setting. Organize the suqian administrative examination and approval bureau, hang the "city government affairs service management office" sign, work for the municipal government department, in charge of the establishment system. The administrative service management office (municipal administrative service center) was abolished, and 13 functional offices and party committees were set up. The functional offices mainly include three internal service offices, namely the office, policy and regulation office, and organization and personnel office. 10 business office, coordination unit of examination and approval, examination and approval of a is responsible for the relevant enterprise establishment registration approval, examination and approval of 2 is responsible for the investment project approved by the relevant approval, the approval three (responsible for

project planning permission related approval), the examination and approval around (responsible for engineering construction permits, the organization construction project completion inspection and acceptance of the relevant examination and approval), supervision, public resources trading supervision department, for the convenience of service, service hotline 12345 government administration management, network technology.

(2) Authorized staffing. According to functions and tasks, the total amount of staffing shall be controlled to no more than 70, and the staffing of the original administrative service management office shall be transferred to the examination and approval bureau in accordance with the principle of "compilation goes with the business". The staffing of the examination and approval duties handed over by other original examination and approval departments shall be transferred to the examination and approval bureau together with the other staff.

(3) Personnel transfer. According to the principles of "compiling and following the work" and "streamlining and efficiency", the number of personnel transferring shall be defined according to the centralized administrative power and public service matters, as well as the optimization of examination and approval links and position setting. Personnel transfer should adhere to high standards and strict requirements, personnel transfer should be political and ideological firmness, excellent work skills, physical health, in the original unit annual assessment qualified and above.

(4) Establish administrative examination and approval bureaus in each county. In the establishment of the administrative department for examination and approval of suqian, clarifying the relationship between power and responsibility, under the condition of staffing, actively urge counties follow the standards of suqian city, set up administrative examination and approval department, improving the city or county bureau of two levels of administrative examination and approval system, to promote Internet + government affairs service system construction to the county level, the Internet + sinking to the grassroots government services, play a role of a better service.

During the preparation period of suqian city and county administrative examination and approval bureau, the work discipline should be strict and the supervision and examination should be strengthened. During the preparation period, the establishment matters, cadres and personnel adjustment, assets, etc., shall be frozen. The preparation work shall be incorporated into the municipal performance appraisal. The municipal supervision bureau and the municipal party committee organization department shall supervise the whole process.

4.2.2 Straighten out the relationship between authority and functional departments and the power boundary

From the viewpoint of further perfecting the suqian examination and approval system reform, in the form for examination and approval of suqian, on the basis of, from the scope of their functions and powers in accordance with the will have the right to duty, shall be equivalent in liability principle, market access, investment, construction and service of the people's livelihood in areas such as scattered in various functional departments and the public service functions and powers of administrative examination and approval integration on the administrative examination and approval, the external coordination between departments, between the various functional departments is converted to the same docking between different business office between departments, decrease the cost of institutional trading. At the same time, we should further strengthen the supervision function of the original functional departments, realize the mutual restriction and balance between examination and approval and supervision, and further resolve the management difficulties and problems that emphasize examination and approval but ignore supervision.

(1) Establish a scientific and reasonable relationship between the authority and the functional departments

According to the requirement that the right of examination and approval and the right of supervision both separate and restrict each other, the responsibility orientation of the administrative examination and approval bureau and the administrative department should be scientifically defined, the responsibility relationship should be straightened out, the responsibility boundary should be clarified, and the "three determinations" regulation should be revised and improved. Adjust the department

power list and responsibility list dynamically according to the changes of transfer items. The administration has shifted its focus to developing planning and standards, providing services, and strengthening on-going and ex-post supervision. At the same time, according to the principle of simplification, unification and efficiency, the responsibilities of departments should be integrated in an orderly way, so as to reduce the overlapping responsibilities and decentralization of functions, promote the optimization of departments and integration of functions within departments, and steadily push forward the reform of large department system and large department system.

(2) Define the power boundary of the separation of examination and management by establishing the follow-up supervision system.

It is necessary to establish a joint regulatory information platform and mechanism for the department, and implement the "double push" of approval and supervision information. In the next step, the administrative examination and approval bureau should simultaneously push the examination and approval information to relevant departments, and each department should strengthen follow-up supervision on the examination and approval items, and timely feed back the supervision results to the administration, so as to realize information interaction and resource sharing, ensure seamless connection between examination and approval and supervision, and ensure "zero tolerance" for safety and environmental protection. In accordance with the relevant provisions of the administrative examination and approval department set up the disciplinary inspection and supervision organization, explore the integrity, commitment to accountability, personal report verification system, etc, to further strengthen the supervision and restriction of power of examination and approval, the elements of the public, conduct full process monitoring, full transparent, specifications, power from the source to reduce power rent-seeking space, to ensure that the administrative department for examination and approval of efficient, standard, integrity operation. All departments are speeding up the establishment of a strict and effective supervision system that takes the list of rights and responsibilities as the boundary, "dual randomization and disclosure" as the focus, credit supervision as the core, comprehensive administrative law enforcement as the means, grid management as the foundation, big data as the support, and online and offline institutional chain as the guarantee. In accordance with the principles of "paying equal attention to examination and approval", "who's responsible for examination and approval", "who's in charge of who's in charge of who's in charge of who's in charge of who's in charge of who's in charge" and "who's in charge of who's in charge of who's responsible for what", the responsibilities of administrative examination and approval departments, industry competent departments and market supervision departments are clarified, and the specific responsibilities of examination and approval, supervision, law enforcement and public service are specified.

4.3 Improve the construction of suqian Internet + government service system

To implement the basic principles of Internet + government service system construction, specific exploration should be carried out on the establishment and function allocation of local government institutions. Based on the research on the construction of suqian Internet + government service system and the basic principles of the optimization program, the author puts forward the concrete measures of "system construction first, organization reconstruction first" to further optimize and improve the construction of suqian Internet + government service system.

4.3.1 Establish the suqian Internet + government affairs service city-level collaborative construction system

From suqian Internet + government affairs service system construction, at the municipal level, the lack of overall coordination of the system construction, the corresponding functions dispersed in the public sector, the national development and reform commission and government affairs service management office, such as specific work rely mainly on the city government in the form of dispatch meetings, there is no special coordination construction system, or appoint someone who's in charge of internal communication system, set up Internet + government affairs service system of cooperative construction is imminent.

Based on the actual situation, the system of joint meetings of municipal Internet + government services shall be established, and the relevant functions shall be planned as a whole, uniformly implemented, and the responsibilities and responsible persons of all functional departments shall be defined. We should establish a fixed work promotion mechanism, hold joint meetings on a regular basis, conduct research on the construction of the Internet + government service system, and make coordinated progress.

In the concrete, the Internet + government affairs service system construction mainly relates to the municipal party committee organization department, municipal development and reform commission, the municipal commission for discipline inspection, the city, city management office and the city construction bureau and other government services has the functions of the administrative examination and approval items permissions, through joint conference system, city the main leadership as a convener, held a joint meeting regularly, the scene to solve all kinds of difficulties and problems appeared in the process of construction, can effectively promote suqian Internet + collaborative and effectiveness of the government affairs service system construction, also can promote the communication between the various functional departments and work coordination.

4.3.2 Establish the big data management committee system of suqian city

Establish municipal level data management committee, the municipal government office, the municipal development and reform commission, the city by the letter committee, the municipal administration of big data and other functional departments into big data management committee, the information sharing, information data management, information security functions, such as the collection to the big data management committee, the dispersion in the municipal development and reform commission (NDRC), information center (municipal administration of big data), city committee and other functional departments of the information construction of function by unified transfer the collection to the appropriate agency, harmonious and unified whole city or Internet + e-government affairs service system construction, function more perfect, The organization structure covering information decision-making, information construction execution, discussion and consultation, etc.

In the present case, want to combine to build big data management system, actively by commission system, strengthen to the establishment of a mechanism of sharing data together, through the commission system focus on all kinds of technical strength and functional departments, seize the current data sharing mechanism to establish the main difficulties and the pain points, based on the coordinate and push down, to establish a unified data sharing system as soon as possible, for Internet + government affairs service system of the construction of the actual data run efficiently to provide technical support.

4.3.3 Establish a standardized Internet + government service system

The construction of the Internet + government service system is different from the previous e-government construction. There are both top-down policy guidance and local governments' practical innovation practices to push forward the construction of the Internet + government service system and bring the reform of examination and approval system and technology construction into a standardized track. On the one hand, the standardization of examination and approval system reform should be further promoted, especially in the examination and approval process, examination and approval elements, and the provision of certificate materials. On the other hand, efforts are made to improve the standardization of supervision mechanism. From the establishment of a unified supervision and supervision system to the introduction of third-party evaluation, we will further strictly enforce the requirements of Internet + government services in all aspects, incorporate relevant work into the performance assessment of all functional departments and counties, and promote the construction of suqian Internet + government services system to be more perfect.

4.4 Integrate external resources to promote social governance

The rapid progress of Internet technology, technology change quickly, big data, such as artificial intelligence and the Internet of things technology, continuous development, Internet + government

affairs service system construction, the final form should be established "the government of the situation of digital", to establish an open, borderless and low cost efficient e-government service supply model.

Due to the inherent deficiency of government agencies in responding to new technologies and applying new technologies, they should actively introduce external technical forces to develop digital government business and promote the networking of government services through third parties on the basis of establishing and improving network security and guarantee.

4.4.1 External construction forces shall be introduced on the basis of strengthening information technology security

In the Internet era, information technology security is related to social stability, economic development and people's vital interests. The construction of suqian Internet + government service system should pay attention to information technology security and, on the basis of ensuring security, explore the introduction of external technical forces to strengthen the construction of Internet + government service system.

In 2017, the cyber security law of the People's Republic of China has been formally implemented, and relevant supporting measures have been introduced one after another, bringing in external resources and strength, and the legal, legal and institutional environment for building a government service system is preliminarily available. Among 485 million users of online government services in China, the usage rate of obtaining government services through WeChat or alipay urban service platform is 44%. In the construction of suqian's Internet + government service system, various functional departments also open a large number of WeChat public accounts and use mobile payment methods. Therefore, in the construction of the Internet + government service system in the next step, it is not only necessary to make good use of WeChat, alipay and other government service channels, but also to make use of the professional technical force of related companies to jointly develop and share the service platform under the supervision of laws and regulations and government departments.

Currently, suqian in actively seek industrial upgrading and transformation, introduced including oracle, ali data center and other Internet technology service enterprises, in promoting the transformation and upgrading of the local economy at the same time, to make use of technology, from the aspects of finance, policy, and actively introducing external technical force, not only benefit to the progress of technology companies, industry cultivation and development of the economy, but also to promote suqian Internet + technology level of the construction of the government affairs service system, promote the construction of Internet + government affairs service system of optimization work.

4.4.2 Actively guide social organizations and the public to participate in the construction and promote the development of the co-governance pattern

At present, the construction of suqian Internet + government service system is still dominated by functional departments and government service management departments without introducing social organizations and public participation. Next, on the Internet + government affairs service system construction in the process of optimization, to introduce social organizations and the public, from the construction goal and content, draw lessons from the power of social organizations, respond to the specific needs of the public, using the Internet + open, inclusive and Shared features, for the construction of social work pattern, explore new means. People can be encouraged to take an active part in the construction of a comprehensive "one-stop" service platform. In the spirit of "Internet plus" openness, sharing and inclusiveness, the bureau should actively incorporate the needs of social organizations and the public, and realize the governance culture and concept of "centering on the needs of the public".

Through 12345 municipal government service hotline, suqian radio station "xingfeng hotline" and other columns, suqian has provided feedback channels on social issues of public concern, made public information and collected public feedback on social hot issues through various hearings, proposals proposed by the people's congress and online solicitation of opinions and Suggestions. As related to the vital interests of the public Internet + government affairs service system construction, to

combine the channels and forms, listening, feedback and deal with the public opinion demands, cannot "reform" behind closed doors, to guide the social public participation in Internet + to in the construction of government affairs service system, and it is further optimize suqian Internet + the necessary way of government affairs service system construction.

5. Conclusion

The construction of local Internet + government service system is a long-term systematic project, which must be constantly improved and improved according to the development of social economy, information technology progress and public demand. On the basis of the original e-government construction and government service system construction, we should seize the opportunity, meet the challenge and actively build the Internet + government service system construction under the new situation. We should build an online and offline continuous integration, more convenient for people, enterprises and more efficient and transparent government service system.

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