Based on the "smart city" investigation of changzhou government affairs

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Abstract

With the development of society, the workload of many local governments has increased, which has made the government's work efficiency decline. The people can't really feel the convenience brought by the government. Therefore, we use Changzhou as the research location to investigate. The use of the model of "smart city" to deal with government affairs issues, so as to sum up experience and use the link between generality and particularity to better handle government affairs.

Keywords

Smart city, government's work efficiency.

1. The practice background

1.1 International background

In 2010, IBM formally proposed the vision of "Smart City" and hoped to contribute to the development of the world and China's cities. IBM has researched that cities consist of six core systems of different types of networks, infrastructure, and environments that are relevant to the city's main functions: organization (people), business/government, transportation, communications, water, and energy. These systems are not fragmented, but are connected to each other in a collaborative manner. The city itself is a macro system composed of these systems.

1.2 Domestic background

Changzhou issued the "Changzhou Smart City Development Plan" during the "Twelfth Five-Year Plan" period, developed six intelligent industries, and implemented eight application projects to realize social management informationization, intelligent residents' life, intelligent equipment manufacturing, and intelligent technology industrialization.

At present, the network administration services provided by the Changzhou government official website include: education services, medical services, employment services, social security services, housing services, transportation services, agricultural services, etc., covering a wide range, facing the masses, and being able to timely Handling various problems encountered by people, and Changzhou also has a large number of WeChat public platforms such as: Changzhou Net, Ping An Changzhou, Changzhou Daily, Changzhou Talent, etc. to carry out information release and government affairs for different groups.

At the same time, with the development of society, the workload of many local governments has increased, which has made the government's work efficiency decline. The people can't really feel the convenience brought by the government. Therefore, we use Changzhou as the research location to investigate. Use the model of "smart city" to deal with government affairs, so as to sum up experience, present it to the public and various government departments in the form of research reports, and use the link between generality and particularity to better achieve government affairs.

2. The purpose and significance of practice

2.1 Practical purposes

By analyzing the model of "Smart City" in Changzhou, we can improve the ability of government processing and increase people's happiness, in order to achieve the following objectives:

1. Systematic analysis of the application status of the "smart city" concept in the treatment of Changzhou government affairs. Through reading survey reports and literature, resident interviews, and government visits, we will gain an in-depth understanding of the application of the "smart city" model in Changzhou government affairs.

2. Analyze the problems currently faced by Changzhou in applying the model of "smart city" to deal with government affairs. Based on the questionnaires of the citizens and the street interviews, the paper analyzes the importance of the problems faced by the citizens and further summarizes the current problems in Changzhou.

3. Facilitate local residents and businesses. After the research results are presented to the Changzhou Municipal Government, the government can improve its government processing capacity and provide better services to residents and enterprises.

4. Provide reference for local governments with government affairs problems. Summarize the experience of Changzhou City, and further put forward personal ideas and improve the model of "smart city" for reference in areas where government issues exist.

2.2 Practical significance

2.2.1 Theoretical significanc

Provide theoretical support for the study of "smart cities". At present, domestic scholars do not have much research on the application of the model of "smart city" on government affairs issues, and lack relevant research reports and related papers. Therefore, we hope to enrich the domestic relevant through this research. The theoretical knowledge of the application of smart city, improve the relevant information in this aspect, expand the relevant data about the model of "smart city", and make theoretical contributions to the research of "smart city".

2.2.2 Practical significance

1. Improve the government's ability to handle government affairs in Changzhou. Through a questionnaire survey of residents and street interviews, a systematic quantitative analysis of the actual problems currently facing Changzhou City was presented to the Changzhou Municipal Government in the form of a summary report to help the government better improve its government processing capacity.

2. Provide better service to local residents in Changzhou. Through questionnaire surveys and street interviews among residents in Changzhou, we will understand the problems faced by the people and assist the government in improving the way government affairs are handled and help them make better decisions, thus providing more practical services to the citizens.

3. Facilitate local enterprises in Changzhou. By analyzing the problems faced by the Changzhou Municipal Government in the current use of "smart cities", we can find out the reasons for these problems, so that the government can improve its government processing capacity and make use of "smart cities" and big data for enterprises. Provide better service.

4. Provide reference for other local governments. Through consultation with the government department of Changzhou City, it explores its application of the "smart city" model in solving government problems, and provides it to the research report "Based on the investigation report of Changzhou municipal affairs under the "Smart City"". A local government with problems in the operation of a smart city.

3. The practice object

Changzhou government, enterprises, residents, etc.

4. Research methods and ideas

4.1 Research methods

4.1.1 literature research method

Through reading literature, collect the relevant domestic papers, to determine the concept of "wisdom city", to analyze this model "wisdom city", deep understanding "wisdom city" of the operation situation of this model, and through the news and reports, papers and other forms, to understand the changzhou city government in government affairs to deal with aspects of the status quo and the existing problems, and to make after research more targeted.

4.1.2 Questionnaire survey method

By means of questionnaire survey, enterprises and residents in changzhou area were investigated online and offline on government affairs ability, and their development status was further understood.

4.1.3 Field visit method

Visit the changzhou municipal government to understand the current situation of government handling ability under the background of "smart city" and discuss how to solve the current problems by using the model of "smart city". Visit the residents and enterprises in changzhou to get feedback from stakeholders on the government's handling ability, so as to help identify problems and solve them.

4.1.4 Case analysis

Case analysis method is adopted to make an in-depth analysis of various problems concerning the efficiency of government work, and then to explore the root cause of this problem.

4.1.5 Quantitative analysis

Quantitative analysis method is adopted and econometrics model is used to conduct quantitative analysis on the data collected from the questionnaire, so as to analyze the importance and correlation degree of the problems reflected by the citizens, laying a foundation for solving the problems in the future.

4.2 Research ideas

Collect relevant information about "smart city" through various ways to understand the current situation of applying this model in changzhou and its influence on government affairs.

Through questionnaires and interviews in the form of street of changzhou city residents to investigate, understand their views on government affairs handling capacity, discuss the Suggestions to improve the government administrative ability, and sums up the root cause of the government affairs, to improve the efficiency of government work, after improving the combination support data processing affairs ability.

Visit changzhou municipal government, learn about the current situation of solving government problems under the "smart city" model, and discuss specific plans to streamline administration, delegate power and improve work efficiency.

The investigation results are sorted out, reasonable methods are used for detailed analysis, the root causes hidden behind the surface are explored and the corresponding feasible measures are proposed.

The results are presented in two aspects: on the one hand, this problem is analyzed and solved in the form of research report; on the other hand, this research is used to increase the attention of the society on the government's working ability, so as to improve the government's ability to deal with government affairs.

5. The practice process

5.1 literature study

This team in December 2018 - the end of February, 2019, by collecting the relevant domestic papers, for "wisdom city" this pattern has carried on the analysis discussion, understand the "wisdom city" of

the operation situation of the model, and through the news and reports, papers and other forms, understand the current status and problems of changzhou city government in the aspect of government affairs to deal with the problem, make the research more targeted, after for the formation of the questionnaire and the government visit after laid a solid foundation.

5.2 Questionnaire survey

Our team in March 2019-2019 at the end of may, according to the previous literature analysis as well as to the "wisdom city" in the government affairs to deal with the understanding of this field as a result, formed a questionnaire, conducted a questionnaire survey on the changzhou citizens, specific understanding among the people in the government's opinions and Suggestions of government services, and to analyze the collected information, the more fundamental conclusion, forming a questionnaire summary report, lay the foundation for later visit the government department.

5.3 Government visits

From June 2019 to the end of August 2019, our team visited changzhou municipal government departments via Internet and telephone, and specifically learned about the current situation, solutions and effects of changzhou municipal government on government affairs under the "smart city" model, and discussed better solutions.

5.4 Report writing

This team in September 2019 - November 2019, the questionnaire survey of residents, government visited before, on the basis of investigation and research, such as refined interpretation was carried out on the information collected, through the data statistics software, the result of quantitative analysis, to assist to write research report "based on" wisdom city "changzhou city government affairs present situation investigation report, put forward how to" wisdom city "under the background of this model, the better the measures to solve the problem of government affairs, to use wisdom of other cities this city provide reference experience of the model.

5.5 Crisis management

After the formation of the questionnaire, due to limited capacity and capital, we were unable to conduct the questionnaire survey and visit the whole residents and government of changzhou. Therefore, we assisted us to form the summary report with the questionnaire released by changzhou government website.

6.   Practice summary

6.1 Introduction to the implementation of "smart city" in changzhou

In 2017, changzhou launched the construction of "one network", focusing on such key reforms as "one door for all, one window for service and one network for all", to continuously improve the efficiency of government services:

One is according to the principle of "level of development, two levels of application", has finished covering the whole city 48 municipal departments, 6; the construction of the urban integration of online government service platform, e-government has been basically achieved the function of the service item "online office", developed a three spans type (across different departments and levels, cross-regional) 6 applications, electronic certification library and other public technology support 4.

Second, the organization and development of the project standard warehousing, has promoted the city's departments, the jurisdiction of the urban area to comb and claim 54,983 items of government services, according to the unified requirements of the province to reformulate 54,983 service guidelines, the realization of a database management, dynamic adjustment.

Third, we strengthened the docking of government service data. In accordance with the provincial assessment requirements, we completed the docking of 19 municipal systems.

Fourth, it has organized the "online administration" of administrative services. It has produced 89,551 documents on the city's integrated online administrative service platform, formed 37,483 electronic

approval certificates and sent 26,753 express mails, among which 8,321 were approved through online applications.

6.2 Analysis of survey results

6.2.1 Enterprise survey

From the perspective of the scope of enterprises, enterprises from all walks of life have participated in this survey, and the scale of enterprises is also different, including both public and non-public enterprises. It can be said that this questionnaire covers a wide range of areas, and the survey results are of great reference value.

Among all the enterprises participating in this survey, the overall evaluation of changzhou business environment is relatively high, with a satisfaction rate of 70.74%. Among them, the convenient degree of investment satisfaction rate of 75.61%, to ease market access, the satisfaction rate of 73.18%, to handle affairs link convenience degree of satisfaction was 72.5%, satisfaction rate of 72.09% of intermediary service agencies, the administrative information public degree of satisfaction was 69.04%, the administrative examination and approval work efficiency, handle affairs personnel service attitude, policy transparency satisfaction rate of 68.3%, standardization of work flow, policy stability, fairness, economic opening level of satisfaction rate of 65.86%.Among the enterprises that participated in the survey, 51.72% believe that there are still some ideas on government management, such as "valuing state-owned enterprises over private enterprises", "major enterprises over small enterprises". At the policy level, consider that the lack of precision, there is a certain degree of "one size fits all" phenomenon, unclassified ShiCe accounted for 29.79%, think the policy effective landing co., LTD., supporting mechanism together is not enough, the detailed rules for the implementation is not enough clear accounted for 27.66%, that government policies there are conflicts between departments, cohesive enough accounted for 23.4%, think the policy threshold is too high, enterprises will enjoy these policies are difficult accounted for 19.15%. In terms of policy implementation, 26.92% think there are hidden barriers, "glass door, revolving door and swing door" still exist, and asymmetry in information acquisition; 25% think the approval process is tedious, with a long cycle and low efficiency; 21.15% think there is insufficient policy continuity and "new officials ignore old accounts". In the aspect of government services and facilitation, don't think related management process is not open, transparent, the government information publicity scope too narrow, the management process and facilitation is insufficient, low degree of electronic government services, network are accounted for 18.84%, think long time of examination and approval, low efficiency of 17.39%, think that the government power and responsibility and reform measures without substantial help to the enterprise each accounted for 13.04%.

6.2.2 Residents survey

Through this survey, it can be found that in 96196 hotline awareness degree, about 26% of the public do not know 96196 and never call; In the 96196 hotline in the public, the purpose of the taxi call, followed by complaints; In terms of car-hailing methods, 58.18% of citizens chose online car-hailing platforms, followed by roadside car-hailing by waving. The public is generally satisfied with the service provided by 96196 hotline, and believes that hotline operators still need to improve their business ability and communication level.。

6.3 Countermeasures and suggestions

6.3.1 Enterprise

1. Further promote the standardization construction of "non-face-to-face examination and approval", according to the requirements of "guidelines on the standardization of" non-face-to-face examination and approval ", build a standardized and unified examination and approval service mode, further standardize the list of "non-face-to-face examination and approval" items at the provincial, municipal and county levels, and accelerate the coordinated promotion of supporting reform of "non-face-to-face examination and approval".

2. Continue to optimize the approval process, fully implement the "five-in-one simplification" and other working mechanisms, and achieve the "3550" target with high quality.

3. Further deepen the "Internet plus government services", make full use of information technology means, optimize the service process, innovate service methods, improve the efficiency and transparency of government services, and realize the "one network access office, one city access office and one time access office".

4. Further promote the construction of "one network" for government services, accelerate the realization of the interconnection and sharing of government information among departments, and strive to break the island of information.

5. Promote and improve the standardization construction of service centers for the people in towns (streets) and convenient service centers in villages (communities), promote the extension of the government service network to the grass-roots level, and establish a unified online and offline government service system at the three levels of districts, towns (streets) and villages (communities). We will actively promote "online management", and ensure that all examination and approval services that are closely related to the production and operation of enterprises and the production and daily life of the masses are "fully online".

6.3.2 Residents

1. Lay solid foundation and focus on service quality. By optimizing and improving the 96196 hotline new performance appraisal system, focusing on strengthening the working hour utilization rate, 10-second connection rate, traffic evaluation rate and other assessment indicators, complaint orders basically achieve full coverage of SMS return visit. We will continue to do a good job in our daily quality inspection work, perform spot checks and recording on time, and effectively reduce the "shortboard effect" and improve the overall business quality of the hotline through the mechanisms of commendation, punishment, admonishment and elimination.

2. Increase hotline business training. Innovative training methods. Focus on the cultivation of benchmarking figures, with a small group of people to promote the common progress of the team; Training hotline position of the versatile, to build excellent business level, work handling ability, strong communication skills of the excellent team. At the same time, on the basis of regular training, training methods should be innovated to make training methods more flexible, training direction more professional, training content more targeted and comprehensive.

3. Deeply serve public travel. Attaches great importance to the masses of each call, clarify each data, taking the initiative to solve the each demands of the masses, to push hotline toward more in-depth "service", "the people are more dependent on" the direction of development, XieMin difficult, platoon MinYou, public opinion, make people travel more dependent on hotline, more trust hotline for people's hearts.

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