

Government Transformation in the Digital Era

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Abstract: The progress of digitization and informatization has promoted the improvement of government platforms and the digital development of government informationization. This article is based on the current digital development of government transformation and the main characteristics of digital government, focusing on the many risks and challenges that exist in its transformation process, and promoting the development of digital government systems.

Keywords: Government; Transformation in the Digital Era

Introduction:

The development of human society has gone through multiple stages, including the primitive era, feudal era, industrial era, and information age. Each social transformation not only brings important breakthroughs in productivity and changes in production methods, but also the development of economic and political forms. As people enter the digital era, the current government's government processing methods and main functions have also undergone changes. Government processing is gradually moving towards informationization and digitization, and its management function is also gradually shifting towards service function.

1. Government Transformation in the Digital Era

1.1 Government Informatization and Service oriented Government Construction

After entering the digital era, the role of the government began to change, and its purpose and concept of Serve the People became more and more prominent. The government began to gradually change from the role of a manager to a service provider. The report of the 19th National Congress of the Communist Party of China proposed that we should continue to deepen the reform of decentralization, management and service, effectively transform the government's functions, make good use of modern information technology to deal with public affairs, and build a service-oriented government that people are satisfied with. The various government service platforms built by the current government take the government website as the main place, and the official microblog, WeChat official account and official APP as important supplements, to implement the concept of efficiency, intelligence, openness, inclusiveness and serving the people. At the level of social and economic development, government informatization is reflected in the office reform of the tax department. From the beginning, electronic computer office mode was adopted within the tax system. Computer equipment was first improved for daily office and administrative work, and on this basis, a simple tax system was developed, attempting to use computers for door-to-door declaration. On the basis of the previous single machine stage, local area network mode was also attempted, The tax authorities at different levels began to be incorporated into the integrated LAN office, which promoted the exchange and connection of information. In the software development process, it highlighted the equal emphasis on taxes and fees, management and services. The centralized core system at the municipal level, the centralized personal tax management system at the provincial level, and all kinds of information systems were fully covered. At the social management level, it is reflected in the current epidemic prevention and control period. In order to prevent and control the epidemic and promote local economic recovery, various distinctive service platforms have been launched in various regions. On the one hand, it reduces the gathering and contact of personnel, blocks the transmission chain of the epidemic, and on the other hand, it improves the efficiency of political processing, making government information and processes open and transparent. From this, it can be seen that government informationization

has become a trend in the development of the times, and on this basis, the service functions of the government have been continuously highlighted. The implementation of various policies that benefit the people, the release of convenient information, the opening of mayors' hotlines, the creation of convenient mailboxes, and the government's increasing emphasis on public opinion in the administrative process have built a bridge for mutual communication between the government and the people in the digital era, Various policies and information can be smoothly conveyed to everyone, and the opinions and demands of the people can also be timely conveyed to each responsible department.

1.2 The Transformation Process of Digital Government

The transformation of digital government can be roughly divided into electronic government, open government, data center government, and transformation completion government. The focus of an electronic government is to introduce electronic office equipment, with a greater emphasis on electronic information technology. At this stage, the government is still in a passive state of providing services, utilizing modern office methods to efficiently handle the needs feedback from the people through electronic information platforms. In the second stage of opening up the government, the focus of its work is on the openness and transparency of government processing process information, placing government work under the supervision of society and the people. Its main work method is to display government information in front of the people through official government platforms, highlighting the supervisory role of the people as social managers. In the third stage, the data center government focuses on integrating information from all aspects of society and accurately matching this information. Its main purpose is to provide public services to the people based on a large amount of data, such as the Bauhinia platform built in Wuhu, Anhui, which gathers local talent and enterprise information, summarizes the job requirements of enterprises and talent job search information, and then accurately matches them according to conditions, Provide job seekers with a large amount of job information for selection, recommend talents to enterprises, and do a good job in promoting employment and ensuring social stability through this method. The final transformation of the government form has been completed, and it has completely transformed into a social service provider. Through digital means and a large amount of data support, it has certain foresight for the future development of the local area. Corresponding suggestions are proposed to address this foresight, transforming passive service provision into active service.

2. Digital Government in the Digital Era

2.1 The Characteristics of Digital Government

The government becomes a driving force for digital technology progress

In the digital era, technological progress and innovation are needed to gain technological advantages. Therefore, on the one hand, the state and government increase funding for the basic education system, integrate educational resources with specialized human resources, and ensure the talent base required for digitization; On the other hand, it will strengthen investment in professional technology research and development, focusing on research areas where market resources have never been tilted. For example, current governments in various regions have established high-tech zones, established technology research and development industry bases, and attracted various talents to enhance the scientific research strength of the region. On this basis, the government has gradually transformed into a leader and investor in technology. As a leader in the development direction of digitalization, the government will lead a major development direction. At the same time, in the early stages of the rise of a technology, it is difficult to directly convert it into actual productivity. Therefore, there will be a certain lag in the tilt of market resources and capital factors towards it. In the early stages of new technology research and development, We need the government as an investor to provide financial policy support.

2.2 Data and Privacy Protector

Digital government not only provides diverse network services to the people and ensures that everyone has fair, just and convenient access to various network data, but also pays more attention to the protection of intellectual property and data privacy. Digitalization not only brings convenience to government affairs and people's lives, but also makes citizens' privacy and intellectual property rights more vulnerable to infringement. Once such data is spread online, The consequences are unimaginable. Therefore, as the guarantor of citizens' rights and the protector of privacy, the digital government will strengthen data regulation and protection through various means.

2.3 Risks in the Development of Digital Government

Unemployment and employment issues

With the development of digitization and artificial intelligence, many job positions will be replaced by AI systems, and many

traditional professional talents will not be able to adapt to changes in job demands. For example, current public service positions will be replaced with the advancement of artificial intelligence and robotics in the future, which will cause widespread unemployment and difficulty in finding employment for talents. Information technology and artificial intelligence are essentially the automation of some types of mental labor, replacing and enhancing it. Digital technology not only improves labor efficiency, but also reduces the demand for labor.

3. Privacy infringement issue

While providing public services, the government also stores a large amount of citizen information on its own internal servers. However, in the process of digitization, the risk of such information leakage will be greatly increased, or citizens' personal privacy information leakage caused by their own operations during the transaction process will have immeasurable consequences. In addition, many departments have purchased network security products according to the solutions built by service providers or integrators, but in practical work, they lack specialized network security technical personnel, which can easily lead to negligence and being caught by hackers, resulting in personal privacy leakage.

4. Responsibility gap issue

Big data is not only a technological change, but also a social change, which is accompanied by and calls for changes in the field of public management and public services. The current government digital technology is mostly provided by private enterprises, and the government needs a lot of external social forces to make up for its own technology deficiencies in its own development process, which results in the gap between the private power and the public power of the government. As a result, public power gradually separated from the control of government departments.

Conclusion:

Digital government is the direction of government governance development in the digital era, the focus of modernization of national governance, and the way to help build a "smart city" and a digital China. The construction of digital government brought about by the digital era is an inevitable trend of development, which will help promote the construction of government informatization and service-oriented government. However, in the process of government transformation, it is still necessary to clearly understand the risks faced to ensure the successful transformation of the government and always adhere to the purpose of Serve the People.

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