

# Government Efficiency Study Based on the E-government Platform

Wang Peng

College of Social Public Administration, Chongqing Technology and Business University, Chongqing,  
China

**Abstract**—At first, it involves the concept of e-government and the relationship between its platform construction and improving government efficiency; the second, it discusses the status of e-government in China, analyzes the main existing issues; finally, it puts forward countermeasures and suggestions and solutions on e-government.

**Keywords**-e-government; government efficiency; e-government platform

## 1. The Relationship Between the E-Government Building and Improving Government Efficiency

Construction of e-government platform is closely tied with the improvement of government efficiency. In information society, e-government platform is an important tool and essential infrastructure for government work. Government online office will break the different levels and functions so that it can achieve real-time communication with each other and form a integration of work processes to reduce unnecessary middle areas, effectively reduce government costs and greatly improve government management efficiency. The implementation of e-government is the basis for building a service-oriented government work, and it is the urgent need to implement the scientific development concept, it is the objective requirements to enhance government efficiency. [1]

The government efficiency management is the reflection of and judgments of management process and management status of government, the main indicators to measure government efficiency management is the cost of government administration and the output of government management. To improve government efficiency will naturally stimulate to increase efforts in building e-government platform. To current problems of e-government construction, we should analysis on the basis of their interaction rightly, and find ways to solve the problem.

## 2. the Status and Problems of Chinese E-Government

### 2.1. the Establishment of the E-government Platform, but the Lack of Appropriate Software and Applications.

At present, Chinese government websites have the following common problems: first, government links difficulties, although we can find many city governments web sites, it is difficult to link in the state; second, there is no a new information sometimes a month so that it results in blockage of a lot of information, and the public cannot understand government policies and regulations well; third, site information is too simple to no substantive content, and it is difficult to find the public need more information on specific business sectors, and it cannot reflect the true value of e-government platform.

### 2.2. the Civil Service and Strong Sense of Personal Ability to be Improved.

We have been greatly improved in hardware construction. However, even the best hardware platform is difficult to play its due role if you cannot be applied fully. At present, e-government capacity of civil servants and the leaders' awareness of active use of e-government needs to improve, and the leaders' ability of e-government applications have a large extent affects on attitude and ability of the entire civil service using e-government. In the process of building e-government, we ignore the officer's training. Partly because of the civil service age and knowledge of structural constraints, less contact computer, network and other information tools. These factors make the government website lack of effective maintenance and management, it will not be able to provide substantive services for the public. [2]

### **2.3. the E-government Overall Service is Limited, the Quality is not High.**

Government online service in China is still in a more junior stage of the overall dissemination of information. From the survey, although essentially all of the sites are set up columns of information release, very few real online service. Some build a better site provides a form to download, online reporting and other services only. Others online services are not provided such as online approval and such operations which effectively improve the efficiency. In addition, the public and the government cannot meet the two-way communication owing to lack of interaction between government website.

### **2.4. Information Security Aawareness is not Strong.**

Although government pay more and more attention to the e-government construction, the importance of information security is not high, and the information security management system is not perfect, unclear job responsibilities security, information security, supervision is weak. In addition, investment in information security is also inadequate. According to statistics, Chinese capital invested abroad in e-government information security is only 1 / 5. Therefore, our e-government platform is vulnerable to hacker attacks, viruses, etc. Event of a major case, "Trojan horse" hidden in the software can cause paralysis of the entire e-government system. [3]

## **3. the countermeasures and suggestions**

### **3.1. Establishment of Central Management Task.**

Center management throughout the mission. We need manage, unified schedule, remind and monitor coordinate the task during the operation of the whole e-government system.

Center management of team task. The collaborative team, which made for a topic, work, task or item, manage, unified schedule, remind and monitor coordinate local scale the task during the process of its operation.

Center management of personal mission. We need manage, track, schedule and remind person's administrative work and tasks involved individuals and provide efficiency appraisal information to e-government platform. [4]

### **3.2. Build Efficiency Evaluation Platform of E-government.**

First, efficiency evaluation information collection. You can set specific information into the module, and you can also disperse in business related modules to link the entry way into the appropriate interface, but you should ensure the relative independence of the evaluation system.

Second, efficiency evaluation query. It provides query results query features to individuals or departments, including rank queries. You can access their personal or department's efficiency in a given period and you can also query the current qualifying examination situation within a certain range according to different indicators. [5]

Third, user rights management. It provides leadership and superior authorities to query sector departments and servants rights of inquiries and editing, including departments and servants efficiency, and department heads may check the department staff efficiency, the overall efficiency management and so on.

Fourth, assessment indicators management. It provides the civil service or departmental assessment index query, input and modification.

Fifth, efficiency evaluation report. Reports provide a flexible set, and you can output a variety of efficiency reports, including daily, monthly, quarterly, semiannual, annual reports, etc.

Sixth, efficiency evaluation analysis. Through a variety of forms, such as histograms, pie charts, trends, etc, it may analyze ranking efficiency of the civil servants or sector situation, compare with the situation and the achievement of other key indicators and provide decision-making information for leadership. [6]

### **3.3. Reflect the Practical Efficiency Appraisal Systems, Procedures and Methods.**

Above all, establish the role of each member. One is to establish management role, including task allocation authority, the mandate holders, indicators, targets and deadlines to change permissions; second is to establish co-ordination, monitoring role; third is to establish the acting roles to grant access rights and perform tasks related to the tools, to set query scope and drawing of related files and data.

Next, allocation of tasks and requirements deadline. It mainly decompose the team task to each one, and clear the executable quantitative information including the task title and content, assessment tasks and tasks, goals and deadlines.

Besides, task tracking and assessment. Real-time track under the task targets and deadlines each stage, take into account the coordination of task execution; definite assessment tasks and standards mission objectives and duration, adjust and comprehensive assess the task execution, and provide job evaluation information to evaluation system for civil servants. [7]

### **3.4. Strengthen Information Security Work.**

First, we need Full implementation the information security level of protection, protection of classified information systems and risk assessment classification system, strengthen information security infrastructure work, gradually improve infrastructure, strengthen the network security management, and guarantee basic information networks and critical information systems security. Second, we must strengthen information technology-based password security system and network trust, set networking and information security monitoring, emergency response and disaster recovery system, and establish and improve network and information security safeguards long-term mechanism. [8]

## **4. Conclusion**

E-government is not simply the work of the government e-government, but a profound change to the traditional administrative management, and its essence is that the use of information technology tools to construct more suitable for the requirements of the information age governance structure and power run. The fundamental significance of e-government is not the number of construction sites and the number of systems, more importantly, but to provide the public with useful information and fast online service. So it gives full play the advantages of e-government platform, effectively improve the level and effectiveness of government services.

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