

The Analysis about Mode of Collaborative e-government platform: A case study of China's Yangtze River Delta region

¹Qinghua Li, ²Man Qian, ³Zhongrui Zhang

¹Business School, University of Shanghai for Science & Technology, Shanghai, China

²Business School, University of Shanghai for Science & Technology, Shanghai, China

³Business School, University of Shanghai for Science & Technology, Shanghai, China

Email: zhangzhongruibest@126.com

Abstract: In this paper, on the basis of analysis of the conditions of e-government's generation, researching status quo, looking to the future, looking for e-government platform integration model for social development. By analyzing proposed the possibility of the integration of the e-government platform, as well as the benefits for the community. This paper argues that the integration of e-government platform is the trend of in-depth development of e-government, and tools of joint development between various government departments and service to the community.

Keywords: Yangtze River Delta region; E-government platform; Coordinated administration, Model

1. Introduction

In the context of global economic integration, regional economic integration is the basis and premise of globalization. Wiener • Weiden Stewart that integration is good for economic prosperity, for whatever motive, integrated development of a historic mission, the beginning of the 20th century have come to realize the importance of regional integration development. Regional Plan Association of New York is the representative organization. As an unofficial and non-profit organization, it is mainly focus on the development of New York Metropolitan Region, development of integrated planning across administrative boundaries and encourage the cooperation of government and private organizations to promote the implementation of the plan.

In china, because of the introduction of the document, integration planning of China's Yangtze River Delta regional is improved the national strategic level. As a result, it starts to implement integrated construction in the Yangtze River Delta region and has made considerable progress in all aspects now. Currently, in the Yangtze River Delta region the highway network and three-hour economic circle between the major cities have been largely formed, planning such as medical and health integration, education integration and so on are also on

the way. The emergence of the e-government platform integration can bring these issues to become a reality.

2. Problems in the process

In the process of the development of e-government, we gained a lot of valuable experience from practice, but we still encounter a lot of the reality of the problem, government reform is urgently needed.

2.1 Departmental barriers

The biggest problem in the Yangtze River Delta region is fragmented and regional segmentation, as if the railway traffic police control their own work. In the early stages of the construction of e-government, there is no uniform standard, even some government departments according to their own interests to build e-government. Public problems for some of the cross-regional cooperation, such as environmental pollution, the flow of talent and so on, cannot rely solely on a department to be solved, but they require collaboration between the departments to jointly deal with public issues.

2.2 Uncoordinated development

In the case of Internet penetration growing higher, government departments in the Yangtze River Delta region have set up e-government, but some electronic sites still exist in name only and extremely low utilization. The local government has its own information department, but every department in accordance with the requirements of their own departments build their own e-government system independently. As for information sharing, every department sees information as departmental interests rather than the public resources, so it can't be shared with other departments.

2.3 Ideological differences

Many government workers have not radically shift concept and they believe that it is not important for the operation and development of e-government. In their views, e-government means that officer solve affairs online and "electronic" is more important than government affairs. People only know the concept of e-government, but they don't know how to deal with things online.

3. Analytical method : SWOT

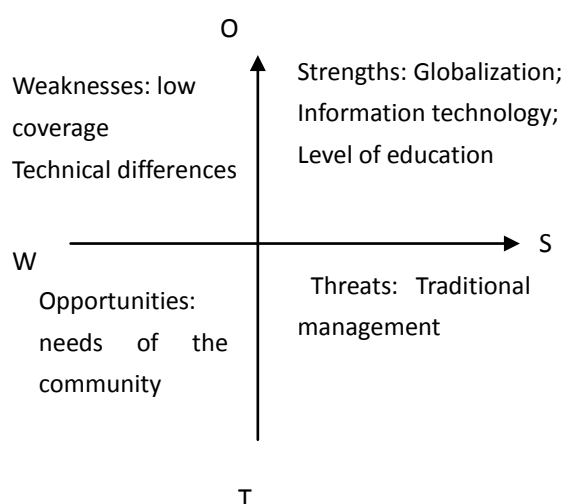


Fig.1. the SWOT analysis about E-government platform integration

3.1 Strengths

As the development of e-government all over the world, it creates a good international environment for China's e-government. The policy in the country become more and more perfect, and it provides policy support for the development of e-government. Government information technology achieves a higher level. The development of e-government drives a lot of industry development, and it also helps the government improve the capability of all kinds.

3.2 Weaknesses

The leaders believe that the building of e-government is very important, but leaders at all levels can't form a unified thinking and very superficial understanding about e-government. The e-government institutions are perfect, but the working mechanism is smooth enough. The construction of e-government and administrative reform can't be effectively combined. Information resource sharing between different departments can't effectively institutional and barriers are hard to break. Information application level of the civil service is not high.

3.3 Opportunities

In the development process of e-government opportunities and competition coexist. Some developed countries, on the basis of the government office automation, began to vigorously promote the construction of e-government, which offer the external opportunity for the development of China's e-government integration. With the rapid development of e-government, people put forward higher request for the government ability which offer the internal opportunity for the development of China's e-government integration.

3.4 Threats

Due to the impact of traditional management concepts, the government officials do not support the building of e-government, the people do not trust in e-government construction. They are threats to the security of e-government, such as hacker invasion, network terrorist group's attack and damage, internal personnel's illegal operation, network system vulnerability and paralysis and so on. So we must prepare everything for the development of e-government (see Fig.1).

4. Collaborative model

4.1 What is the collaborative model

The collaborative model takes the collaboration of the government staff as the center, and it strengthens the government information resources sharing, workflow optimization and information system. Building e-government platform integration, it will create an open, transparent, and efficient working atmosphere for local government departments at all levels. It is a great project for the traditional government change into the electronic government and the electronic government change into e-government platform integration, so we must seriously make good plans for the future. In the background of the electronic government, it produces greater work through interactive between the various government departments than the effect of the various departments alone. It also means that the overall effect is greater than the sum of the various departments.

An important feature of the e-government platform integration is to break the isolated structure between different departments and departments of different areas. It makes the government internal parallel office and people enjoy service from other place possible. In the traditional government work, each department is to

manage itself and look for information alone. Because different departments don't communicate with each other, it can result in some information wasting and not receive effective information in time. But in e-government integration platform, different departments share information and solve the problem with others departments, without the need to report to higher authorities (see Fig.2).

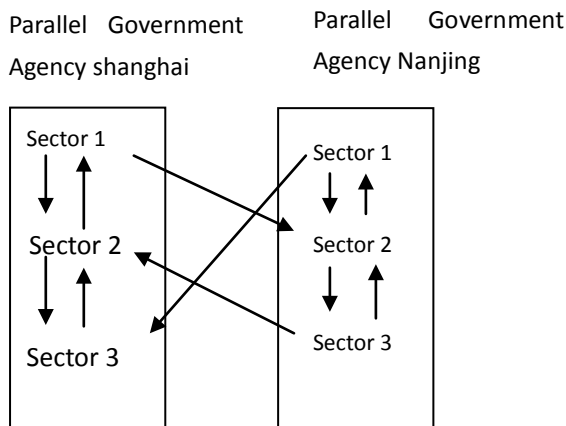


Fig.2. Web portal

4.2 The findings

In the gateway website backstage, Shanghai municipal government and Nanjing government positively communicate with each other, sharing resources, solving the problem. In various cities website, level of lateral communication and longitudinal vertical communication also reach unprecedented harmonious. In the terminal, the public can apply for various businesses on line, such as members of the public access to employment information for Shanghai and Nanjing, paying pension insurance costs and so on.

4.2.1 The re-definition of the organizational structure of government.

The development of e-government has had an impact on the structure of governmental organizations, which makes organizational structure more integrated and flexible. But some government staffs can't profoundly understand "e-government", and it caused the government organization structure adjustment is still in its initial stage. Generation of e-government platform is the inevitable trend of the in-depth development of e-government, and the government organization structure need to make a major adjustment for it. In the e-government platform integration environment, the different areas in the region shall establish unified management institution, which formulates unified requirements to avoid the multiple management and different criteria. Then all government departments will become an organic and unified institution. It sets up a unit because of solving a task or the needing of work which is completely beyond the region and sector constraints. It pays more attention to the coordination and development of the different departments (see Fig.3).

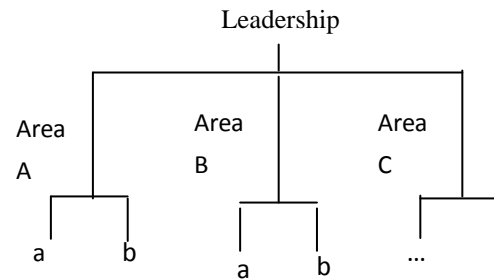


Fig.3. Traditional organization chart

4.2.2 Affect the functions of the government

Different functions of government adapt to different social environments and government functions always change in the different stages of development. Generation of e-government platform integration is the outcome of social needs and technological progress, which improves the government's work environment, and the work efficiency of the government, perfecting the government's ability to work. So in the e-government platform the executive ability of government will be improved.

4.2.3 Optimization of the operating mode of the Government

According to Fayol springboard principle, if in a certain area there are some contradictions between sector A and Department B which need to be resolved, sector B must apply to unit C at the higher level, in the similar way sector C must apply to unit D and D apply to E. The sector E makes a decision then the information will be passed down to the department B step by step. In the process a lot of time is wasted and important information is tampered (see Fig.4).

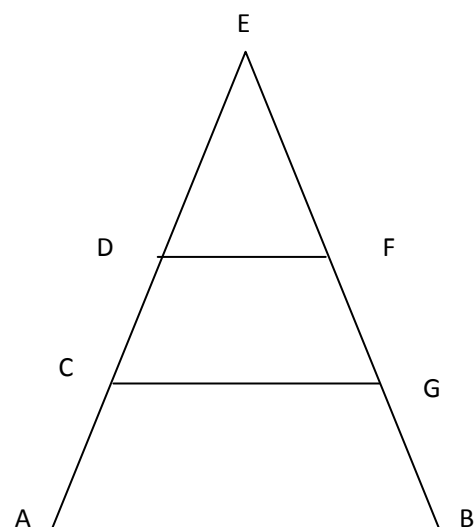


Fig.4. The mode of information transfer

In e-government platform integrated environment, Fayol springboard principle will be fully developed. In the same area, different departments and governments of

different levels can communicate and collaborate with each other; governments of different places can come together to solve problem. The citizens are able to experience a one-stop government services without the need of solving business in different departments. In fact, the citizens may not know the specific department that dealing with business for them.

5 .Conclusion

Because the further development of e-government, the Government urgently needs to provide more attentive service for people that gave birth to the construction of e-government platform integration. Only the e-government platform integration concept deeply implanted to every person in mind, can we make government work efficiently, timely. As for this problem, we will face many difficulties in the future, but we still have to stick to it.

References

- [1] Chen Qixing, Hu Deping, Pluralistic Choice of Government Public Service Pattern:Trend and Strategy, The Journal of Shanghai Administration Institute,(9), (2011) 03-031
- [2]Anastasia Golubeva, Irina Merkuryeva. evaluation of demand for e-government : the case of St. Petersburg[OL]. [http : / / www . spa. nlsu. ru / e-journal / 9 / 86_1. php](http://www.spa.nlsu.ru/e-journal/9/86_1.php), 2007, 12
- [3] Du Zhizhou, Wang YuKai, The development of e-government and government collaborative management mode, Journal of the Party School of Tianjin Committee of the CPC,(04), (2006) 02-0040.
- [4] Alexander Pens. Electronic government for Arab countries[/]. Journal of Global Information Technology Management, 2004, 7(1) : 30-46.
- [5] Lei Yinzhi, Research on the Coordinated E-government Administration Mode and Its Implementation Mechanism, Theoretical Exploration,(8), (2010)08-30.
- [6] Becker J , Algermissen L , Niehaves B . Processes in E-government focus : A procedure model for process oriented reorganisation in public administrations on the local level[/]. ELECTRONIC GOVERNMENT,PROCEEDINGS, 2003, (2739) : 147-150.
- [7] Criado J. I. , Ramilo M. C. (2003)E-government in practice : An analysis ofweb site orientation to the citizens in Spanish municipalities[J]. The International Journal of Public Sector Management, 2003, 16(3), 191-218.
- [8] Neal gyan. Reconsructing citizens as consumers : implications for new modes of government[j]. Ausralia Journal of Public Administration, 2001, 60(3) : 104. 109.
- [9] Irma Graafland-Essers , Emile Etteggui . Benchmarking e-government in Europe and the US[M]. Santa Monica : RAND, 2003.
- [10] Zhang Jian, Collaborative model of cross-sectoral synergies of e-government, Dongyue Tribune(04),2006-08-28.
- [11] Li Xiang, Li Zhengming,The research on the Citizen Participation Mechanism in E-government, Journal of University of Shanghai for Science and Technology(Social Science)(02), 2006-06-30.
- [12] Li Zhangcheng, Comparison of e-government construction in the Yangtze River Delta region, Sunan Sci-Tech. Devel(05),2007-05-15.
- [13] Liu Jiyun Sun Shaorong, A Study on the Management Mechanism of Shanghai Public Infrastructure for Research & Development Service, Journal of University of Shanghai for Science and Technology(Social Science)(02),2005-06-30.
- [14] Man Qian, Zhijie Ma, Wensheng Wu, Variable Analysis on Restriction the China's Citizen Participation in Public Policy Process, Vol 1, No 2 (2012),pp.182-186,2012.
- [15] Zhongrui Zhang, The Analysis About Status of Holding Social Stability of Chinese Government, Vol 2, No 1 (2012),pp.398-400,2012.
- [16] Deng Yanhong ,The Study on Public Participation in China's Government Crisis Management, Vol 2, No 3,pp.517-521,2012.