

Research on the Logic and Enhancement of Digital Technology Enabling Grassroots Governance: Taking the Grassroots Governance Platform of Tai'an City as an Example

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Abstract: Currently, the application of digital technology has become more and more extensive, reshaping all fields of society and having a profound impact. The construction of grassroots governance system is the hard cornerstone of national governance work, there are more opportunities and challenges in grassroots governance work, and digital technology provides empowerment for grassroots governance. This paper explores the logic and enhancement path of digital technology-enabled grassroots governance, hoping to provide reference for the further improvement and upgrading of the grassroots governance system.

Keywords: Digital technology; Grassroots governance; Improving path

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In recent years, digital technology has made certain achievements in empowering grassroots governance, but it also faces new problems and challenges. In Shandong Taian region, the promotion and operation of digital governance platform facilitates the governance work and effectively contributes to the generation of the pattern of co-construction, co-rule and shared grassroots governance. The research conducted in this paper on the logic and enhancement path of digital technology-enabled grassroots governance contributes to the further upgrading and innovation of the governance system.

1. The Logic of Digital Technology-enabled Grass-roots Governance

(1) Enhancement of information collection and processing capacity

In grassroots governance, the application of digital technology realizes the task of collecting, integrating and analyzing all kinds of effective information of grassroots governance, especially through the matching of big data technology, Internet technology and other diversified tools, so that the main body of grassroots governance can obtain real-time information about the population, economy, environment and other kinds of data in the area of their own management, so as to make the governance decisions more feasible and accurate. For example, Taishan Anxing Taishan Intelligent Supervision Platform integrates the provincial migrant workers' wage payment supervision platform, the national integrated online supervision platform, the level of big data platform and other multifaceted data to carry out in-depth fusion of the problem of unpaid wages data, you can clearly see the basic information of the engineering projects, the real-name information of the migrant workers, the signing of the labor contract, and the information of the wage payment chain, etc., which together provide accurate unpaid wages

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governance data for the supervision work. Provides accurate data on the governance of unpaid wages, making the governance process more transparent and the grassroots governance work more efficient.

(2) Optimizing governance processes and decision-making mechanisms

Digital technology empowers grassroots governance and promotes the optimization of grassroots governance processes as well as the improvement of decision-making mechanisms. In the informatization platform, grassroots governance work is easier to identify problems and achieve the allocation of tasks, and strengthen the implementation of supervision, while this decision-making mode makes decision-making more scientific and precise. For example, the process of grassroots governance has been simplified in the APP of Love Shandong, which integrates the government services of various local government departments and builds a one-stop processing module in the platform, so that users in need do not need to run back and forth between various local departments to solve their problems, but only need to download the APP and submit applications according to their needs, and then the affairs can flow between departments, realizing multi-departmental and multi-disciplinary governance. The flow between the departments, to achieve multi-departmental business co-operation, so that the process of doing business has been fully simplified. For example, the process of grassroots governance has been simplified in the Love Shandong APP. The platform integrates the government services of local government departments, and a one-stop processing module has been built in the platform. Users in need do not need to go back and forth between local departments to solve their own problems. They just need to download the APP and submit an application according to their own needs, so that the transaction can be circulated among various departments, realizing multi-department business collaboration, and fully simplifying the business process. For example, in the promotion and use of electronic licenses, users can apply for and manage their own electronic licenses on the APP, and they can directly show their electronic licenses when handling government services without providing paper licenses, which makes things more efficient.

(3) Promoting the synergistic participation of multiple actors

Digital technology makes the communication of multiple subjects in grass-roots governance smoother, mainly through the construction of online platforms to facilitate the residents and social organizations, as well as enterprises and other subjects to participate in the governance of grass-roots affairs, in the true sense of the community to form a pattern of co-construction, co-rule and sharing. For example, Taishan City, a comprehensive network of integrated governance platform, through the government-led platform to achieve the integration of resources, so that smooth communication between departments, information barriers can be broken down for the public, as well as enterprises and social organizations and other pluralistic subjects to provide a unified entrance and services, so that the main body of the participation in social governance is more convenient. But at the same time, each subject also has its own corresponding rights and obligations, they can submit specific demands and suggestions in the platform, but also need to follow the laws and regulations and the platform's management agreement. In the whole process of comprehensive governance, the participation of citizens plays a supervisory and evaluation role, the participation of enterprises can contribute their own mastery of technology and resources, and the participation of social organizations can provide more critical services, which jointly promote the multiple subjects to achieve the goal of synergistic tasks.

(4) Enhancing transparency and credibility of governance

The application of digital technology allows the transparency and credibility of grassroots governance to increase dramatically, and residents can readily understand the dynamics of governance and grasp the results of governance in the platform, so that the trust of the main body of governance grows relative to each other. For example, Tai'an Anxin Taishan Intelligent Supervision Platform is equipped with real-time information updating and querying functions in the system, including the situation of enterprise labor and wage payment dynamics, as well as the progress of the supervisory departments to deal with the situation, will be a timely response in the system, the

user and the public can log in to the platform to query the information, to understand the situation of real-time payment of wages for the project, as well as the supervisory initiatives of the relevant departments and the status of the implementation of the regulatory process, breaking the information asymmetry problem that existed in the regulatory process, and making it possible for residents to understand the dynamics of governance at any time. This breaks the problem of information asymmetry that existed in the past regulatory process, greatly enhances the transparency of grassroots governance information, and improves the social credibility of grassroots governance departments.

2. The Promotion of Digital Technology Empowering Grassroots Governance

(1) Strengthening technological innovation and application

Digital technology to empower grass-roots governance needs to continuously strengthen the application of technological innovation, which is inevitably inseparable from the continuous promotion of digital technology research and development investment, the government needs to increase the investment in research and development funds, and encourage enterprises, universities and social research institutions to actively participate in the research process, to provide special funds to support grass-roots digital governance in the field of a number of innovative research projects, so that the development of technology to have a guarantee. At the same time to promote the deep integration between technology and governance, grass-roots governance of the actual needs as a guide to the selection of matching digital technology, to understand the weaknesses of grass-roots governance and pain points in the difficult, targeted integration of digital technology solutions to maximize the effectiveness of the application of technology. For example, for the grass-roots governance process of community security issues, you can introduce intelligent security technology to cover the video surveillance, with face recognition and intelligent alarm system, so that the community's security capacity to get real growth, as well as for the grass-roots public service needs to develop an intelligent digital service platform, to provide a more convenient and intelligent online services, so that the public for the public governance of the feelings and satisfaction The level of intelligence of grassroots governance has increased significantly.

(2) Enhancing the digital literacy of governance actors

First, training in digital technologies should be provided to grass-roots governance officials to enable them to understand the application of cutting-edge technologies, such as data analysis models and artificial intelligence technologies, as well as the common use of office software and online communication tools in their work. The training can be conducted both online and offline, with regular training, lectures, activities, and hands-on courses. At the same time, digital literacy activities can also be carried out for residents, so that they can understand the important tools of grassroots governance and the feedback channels of public opinion, so that the digital level of the residents can be greatly improved. It is also necessary to actively promote the application of digital technology in grass-roots governance, create a digital culture, and publicize the successful cases and experiences of digital technology in grass-roots governance with the help of bulletin boards, so that the main body of governance will have a better understanding of digital technology, a stronger sense of identity, and a more effective use of digital grassroots governance tools.

(3) Improving the digital governance platform

Digital technology empowers grassroots governance to further improve the comprehensive information management system, which integrates all kinds of data resources including population information, housing information and enterprise information, and comprehensively manages and shares the data, so that the data support of grass-roots governance is more comprehensive and systematic, and the final decision-making is more convenient. It is necessary to develop an intelligent government service platform with more complete functions,

which involves different links such as certificate handling, social security inquiry and public affairs application, so as to facilitate residents to handle various businesses at any time and place with terminals and make government services more efficient and convenient. It is also necessary to establish an emergency management platform, strengthen the real-time monitoring and early warning and emergency response effectiveness for emergencies in the governance area, equip the system with professional equipment such as sensor equipment and video surveillance, grasp the security situation at the grassroots level, strengthen emergency treatment, and improve the comfort and safety of residents' lives.

(4) Digital network system helps fine governance

To realize the empowerment of digital technology in grassroots governance, it is necessary to build a digital global grid system. The first thing to do is to use GPS, GIS and other professional technologies to scientifically and accurately divide the areas of grass-roots governance, to ensure that the scope of each grid is clear, the boundaries are clear, and the responsibilities of personnel are obvious, mainly based on population density, building distribution, and social and economic activities to control the size and shape of the grid. At the same time, it is necessary to establish a digital grid platform, in which multiple digital information contents are integrated to realize real-time updating of grid information and facilitate real-time query. The platform should have diversified functions such as map display, event reporting, task assignment, etc., so as to make the digital support of grassroots governance more sufficient and comprehensive. Each grid system should be equipped with professional digital equipment and tools, including sensor equipment, handheld terminals and smart cameras. The intelligent level of grid governance has been greatly increased, which is convenient for dealing with public security, environmental conditions, infrastructure operation and other aspects in the grid area, and also convenient for grid workers to complete information collection and task processing. On this basis, to achieve the requirements of refined governance, it is necessary to master the information of population, houses and enterprise equipment in the grid area in all aspects, form a perfect and detailed grid database system, and conduct refined management of grid affairs, involving social security management, environmental sanitation management, conflict mediation, public service optimization, etc., so as to make the management standards of each thing and the relevant responsible persons clear and ensure that there are no dead ends and blind spots in grid management. Within the grid global system, we can also provide accurate and personalized services according to the needs of residents, such as providing customized care services for the elderly, the disabled and other vulnerable groups, so that grassroots governance is deeply rooted in the hearts of the people.

3. Conclusion

Currently, digital technology has provided grass-roots governance with a smoother path as well as more convenient tools, research and exploration of digital technology-enabled grass-roots governance logic and enhancement of the path, which will help the grass-roots governance work to carry out the work of fine-tuning, in-depth, and constantly improve the modernization of the grass-roots level of governance, so that the governance is more scientific, efficient, and democratic.

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