
Analysis of Local Government Governance Efficiency in the Process of Digital Government Transformation

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Abstract: With the advancement of technology and societal evolution, digital government transformation has become a pivotal component of governmental reform and an effective measure to enhance governance efficiency. This paper analyzes the pathways for improving local government governance efficiency during digital transformation. By examining the significance of digital transformation in enhancing local governance and addressing existing challenges in current development reforms, it proposes practical recommendations. The ultimate goal is to establish a service-oriented government aligned with contemporary development trends, thereby elevating local governance efficiency while simultaneously improving public service quality.

Keywords: digital government transformation; local government; governance efficiency

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1. Introduction

In the context of the information age, digital transformation has become a defining feature of societal development. As key entities in public service management, local governments shoulder the mission of social governance and service delivery. The digital transformation of government systems can significantly enhance local governance efficiency, better fulfilling the fundamental principle of wholeheartedly serving the people. Moreover, this transformation has opened new avenues for improving governance effectiveness, fostering innovation in local government operational models and concepts, while providing robust technical support for elevating the quality of local government work.

2. Significance of Digital Government Transformation for Improving Local Government Governance Efficiency

2.1. It is Conducive to Enhancing the Social Management Capacity of Local Governments

Local governments play a vital role in regional economic development and social governance. Their governance effectiveness directly impacts the quality of regional economic growth. To better serve the stable development of the social economy, local governments must continuously enhance their governance capabilities in line with modern trends. The digital transformation of government has injected new momentum into improving local governance efficiency.

By leveraging advanced information technology to integrate various social management resources, data sharing and collaboration can be achieved, thereby boosting the efficiency of social management and services. Meanwhile, real-time monitoring and analysis of social data through digital technologies enable early detection of potential risk factors, reducing societal losses caused by risks and ensuring the sustainable development of local economies and societies.

2.2. It is Conducive to Improving the Quality of Social Services Provided by Local Governments

Local governments are responsible for social management and public services. The digital transformation of government operations can effectively enhance service quality, innovate service models, and deliver practical solutions tailored to public needs. By leveraging digital technologies to analyze public demands, governments can provide personalized services and deliver relevant policy information and service content, enabling citizens to access needed resources more efficiently. Furthermore, in the digital era, this transformation accelerates response times for public inquiries. Through intelligent customer service systems and online consultation tools, governments can promptly address citizen concerns, thereby boosting public satisfaction and trust. These improvements significantly elevate the overall quality of social services provided by local authorities.

2.3. Facilitates Effective Communication Channels Between Local Governments and the Public

Efficient communication channels and feedback mechanisms are vital for enhancing the authority and credibility of local governments. Establishing a service-oriented government stands as a top priority in local governance reform. The digital transformation of government systems effectively bridges the gap between authorities and citizens. By leveraging internet platforms and social media, governments can promptly disseminate policy updates, regulations, and major decisions, enabling the public to stay informed about governmental activities and social developments in real time. This transparency significantly boosts governmental credibility. Meanwhile, citizens can voice their opinions and suggestions through digital channels, fostering mutual trust between the government and the public. Such open communication not only promotes more scientific and democratic decision-making but also elevates the quality of local social services, laying a solid foundation for improving governance efficiency.

3. The Dilemma of Improving Local Government Governance Efficiency in the Process of Digital Government Transformation

3.1. Shackles of Traditional Thinking Patterns

The digital transformation of government is both a fundamental requirement for enhancing governance efficiency in the modern era and an inevitable direction for institutional reform. However, during this transition, some local governments remain constrained by traditional mindsets, showing insufficient emphasis on digital transformation while continuing to operate under conventional frameworks. This manifests in two key aspects: Firstly, many local government staff, long accustomed to hierarchical administrative structures, exhibit resistance to the streamlined management and efficient collaboration models enabled by digital technologies. Secondly, traditional thinking patterns lack data-driven awareness. When formulating policies and plans, local governments predominantly rely on experience and subjective judgments, overlooking the critical role of big data analysis in accurately identifying social needs and predicting development trends. Consequently, their decision-making fails to precisely align with citizens' actual demands, hindering effective improvements in governance efficiency.

3.2. Limitations in Personnel Digitalization Capabilities

The digital literacy of government personnel directly impacts the effectiveness of local government governance enhancement during digital transformation. Currently, some local government staff face limitations in digital capabilities, particularly in economically underdeveloped regions where inadequate digital skills have become a critical constraint

on governance efficiency. Many staff members lack sufficient digital knowledge reserves and proficiency in emerging technologies, hindering their ability to leverage advanced tools to optimize administrative processes and improve governance performance. Furthermore, some local governments lack systematic training programs to develop staff's digital competencies, leaving personnel without targeted opportunities for skill enhancement that fail to meet the demands of modern social governance.

3.3. Inadequate Information Disclosure Mechanism

Information transparency serves as a vital mechanism for enhancing trust between governments and citizens. Transparent disclosure systems strengthen public confidence in governmental operations and secure societal support. However, many local governments currently lack robust information disclosure frameworks. Firstly, the absence of clear regulations defining information disclosure standards results in critical administrative data being delayed or incomplete, leaving citizens unable to access accurate information for effective oversight. Secondly, the reliance on a single platform—government websites—poses challenges. These platforms vary significantly in traffic and update frequency, with some demonstrating poor maintenance and outdated content. This not only hinders the digital transformation of local governance but also impedes meaningful communication and interaction between authorities and the public.

4. Pathways for Enhancing Local Government Governance Efficiency in the Process of Digital Government Transformation

4.1. Transform Traditional Thinking Mode and Build Service-Oriented Government

In the digital government transformation process, local governments must actively shift from traditional mindsets to build a service-oriented administration. With the advent of the information age, digital transformation has become both an inevitable trend and a strategic choice for governmental reform. To enhance governance efficiency during this transition, local authorities need to transform their ideological perspectives and operational approaches, adopting modern methodologies that align with contemporary demands.

To pioneer innovative government models and service philosophies, we must first break free from conventional thinking. Public servants should adopt a people-first service mindset, actively understanding public needs and expectations while using satisfaction as a key performance metric. When formulating policies and implementing initiatives, we must fully consider citizens' actual circumstances and interests to ensure policy soundness and rationality. Simultaneously, we should embrace digital technologies that enable streamlined management and efficient collaboration. By leveraging digital tools for real-time information sharing and coordinated service delivery, we can establish cross-departmental digital governance platforms that integrate workflows. This approach enhances overall government efficiency while preventing delays and errors caused by information gaps or communication delays.

Secondly, it is essential to cultivate a data-driven mindset and fully recognize the critical role of big data analytics in accurately identifying societal needs and forecasting development trends. The data-driven philosophy should be integrated into all aspects of government operations. During decision-making processes, reliance on data should replace subjective judgments and empiricism to ensure scientific rigor and accuracy. Establishing data monitoring and evaluation mechanisms is crucial for real-time tracking of policy implementation outcomes and public service quality, enabling timely adjustments and optimizations based on data feedback. Furthermore, aligning data collection with public needs through in-depth analysis of collected data will help identify specific demands across various fields and scenarios. This approach facilitates the development of more targeted policies and service solutions, ultimately enhancing the quality and efficiency of public service delivery.

Furthermore, transforming traditional mindsets to build a service-oriented government requires updating governance philosophies, enhancing collaboration with diverse sectors, and actively engaging social forces in digital government development. By leveraging the technological expertise and innovation capabilities of enterprises and social organizations,

governments can elevate digital service standards. This includes partnering with tech firms to develop smart and user-friendly e-government platforms, and collaborating with social organizations to implement public service projects that achieve resource sharing and complementary advantages. Meanwhile, local governments should foster an open and inclusive innovation ecosystem, encouraging internal staff to explore new work methods and service models. This comprehensive approach will establish a service-oriented government that meets contemporary needs, driving continuous improvements in local governance efficiency^[1].

4.2. Strengthening the Construction of the Team and Improving the Information Literacy of Civil Servants

The information literacy of civil servants is the key dimension of the improvement of local government governance efficiency in the process of digital government transformation.

First, the government should establish a systematic training program to enhance civil servants' information literacy, making it a regular task and strategically prioritizing the initiative. Regular training sessions should be organized to improve their skills through both theoretical and practical approaches. Theoretically, civil servants should be guided to broaden their understanding of current IT trends, master the fundamentals and applications of cutting-edge technologies like artificial intelligence and big data, and gain insights into how advanced technologies are applied in government operations and social governance. Practically, more opportunities should be provided for hands-on experience with IT tools, including specialized courses that enable civil servants to apply their knowledge in simulated government environments to solve real-world problems. This dual approach of theoretical and practical training will effectively enhance civil servants' information literacy, laying a solid foundation for the effective use of digital tools in their daily work.

Secondly, to further motivate civil servants to pursue learning and professional development, incorporating digital literacy and information technology application skills into performance evaluations can be implemented. This innovative incentive mechanism encourages self-directed learning and enhances information literacy. Civil servants demonstrating exceptional performance in IT application should receive recognition and rewards, which will stimulate their enthusiasm for continuous learning. Such measures foster a positive learning environment that promotes the continuous improvement of civil servants' professional capabilities. Simultaneously, integrating information literacy into the performance evaluation system and linking it to promotions and performance assessments can serve as a key criterion. Civil servants with strong information literacy and advanced IT application skills should be prioritized in promotion evaluations. This approach effectively motivates civil servants to pursue self-improvement, fostering a culture of proactive IT learning throughout the civil service.

Furthermore, the government should establish a learning and exchange platform for civil servants to facilitate experience sharing and professional development. By organizing both online and offline exchange activities, civil servants can share practical cases of applying digital technologies to solve problems in their daily work, collectively enhancing their information literacy and professional competencies. This process also fosters innovation awareness and capabilities among civil servants, enabling continuous improvement in work performance through ongoing communication and learning. Such efforts will better support the development of talent for enhancing local government governance efficiency^[2].

4.3. Improve the information disclosure mechanism and enhance the credibility of the government

A robust information disclosure mechanism serves as both a concrete manifestation of enhanced local government governance efficiency during digital transformation and an effective measure to maintain governmental authority and credibility. In the context of digital government transition, it is imperative to continuously refine information disclosure systems, promptly address public feedback on social governance, and better fulfill the fundamental principle of wholeheartedly serving the people.

First, the government should establish standardized and transparent information disclosure procedures and

systems, clearly defining the scope and content of government information disclosure. It should implement categorized management for different types of information, specify the timing and scope of timely disclosure, and ensure accurate and timely communication to the public. Simultaneously, a rigorous review mechanism must be established to guarantee the authenticity and reliability of disclosed information. Multiple rounds of verification should be conducted before information is made public, with strengthened supervision throughout the process to prevent data leaks or unauthorized disclosures.

Secondly, expanding information disclosure channels is a crucial aspect of improving the information disclosure mechanism. In the new media era, government information disclosure requires establishing an official new media matrix. Beyond traditional government websites, it is essential to fully leverage new media platforms to broaden the reach and influence of information dissemination. Social media and short video platforms can be utilized to promptly release authoritative information, presenting complex government operations and policies in an accessible manner to the public. Additionally, to ensure the smooth and stable operation of information disclosure channels, a professional operation and maintenance team should be established to handle daily management and maintenance of new media platforms, as well as to promptly address technical issues and malfunctions, thereby guaranteeing uninterrupted information disclosure.

Furthermore, effective interaction between the government and the public serves as a crucial indicator of a sound information disclosure mechanism. During the digital government transition, local governments should enhance their information disclosure systems by actively engaging with citizens, promptly addressing public inquiries and concerns. This approach strengthens public participation in social governance and economic development while fostering trust in government operations. A dedicated interactive platform within the government's new media matrix can be established to provide channels for public feedback, with professional staff assigned to monitor and respond to messages, ensuring timely responses to public concerns. Additionally, to further improve local governance capabilities, governments may organize regular community forums and policy briefings to clarify policies, resolve public doubts, and effectively address daily challenges, thereby continuously enhancing the efficiency of local governance^[3].

5. Conclusion

In the context of digital government transformation, efforts to enhance local government governance efficiency have driven innovations in governance philosophies and operational models. By adopting approaches that better align with contemporary needs and public expectations, these initiatives have boosted societal satisfaction with government services while strengthening governmental authority and credibility. Moving forward, it is essential to continue exploring new pathways for improving local governance efficiency, leveraging evolving societal characteristics. Through sustained commitment to enhancing social governance effectiveness, we can lay a solid foundation for national prosperity and socio-economic development.

Disclosure statement

The author declares no conflict of interest.

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