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Impact of E-Government on the Optimization of Administrative Management Processes

DAO THI MY DUYEN

China University of Geosciences (Wuhan), Wuhan, Hubei 430074

Abstract: This article focuses on the impact of e-government on the optimization of administrative management processes. Elaborate on the efficiency improvement of e-government through automated office and information sharing, the improvement of service quality through on-line platforms, and the use of data-driven decision-making upgrades. However, it also faces issues such as technological security, outdated regulations, insufficient personnel capabilities, and digital divide. In response to these, measures such as strengthening technological protection, improving regulations, enhancing personnel quality, and bridging the digital gap are proposed, aiming to fully leverage the advantages of e-government, promote continuous optimization of administrative management processes, enhance government governance efficiency and service levels, and achieve modern governance goals.

Keywords: E-government; Administrative management; Process optimization

1. Introduction

In the current era of globalization and informatization, e-government, as a product of the deep integration of information technology and administrative management, is flourishing at an unprecedented speed. Its rise is not only an inevitable trend of technological innovation, but also profoundly reshapes the pattern of administrative management. From the internal operation mechanism of the government to the external service mode, e-government is triggering profound changes. Studying its impact on optimizing administrative management processes can not only reveal the development laws of modern public management, but also provide key theoretical basis and practical guidance for the government to improve efficiency and enhance service capabilities, which has significant and far-reaching value.

1.1 Comparative analysis of traditional administrative management and e-government

From a quantitative perspective, taking the enterprise registration process as an example, under the traditional model, applicants need to travel offline to multiple departments such as industry and commerce, taxation, and quality supervision, submitting multiple paper materials. It takes an average of about 15 working days to complete the entire registration process. During this period, due to issues such as failed material review and poor coordination between departments, the initial approval rate is only about 65%. In the e-government environment, relying on an integrated online government service platform, applicants can submit standardized electronic materials online in one go, and various departments can share data in real time and approve in parallel through the system. The entire registration process time is significantly reduced to less than 5 working days, with an efficiency improvement of nearly 70%. The approval rate has also risen to over 92% due to automatic verification and precise push by the system.

1.2 Service advancement, deepening interaction between online platforms and the public

The online service platform built by e-government has deeply transformed the interaction mode between the government and the public, and significantly improved the quality of services. On the one hand, the online platform provides the public with a very convenient one-stop service entrance. Citizens are no longer restricted by the office hours and locations of government departments. They can handle various affairs such as registered residence, social security, taxation and so on anytime and anywhere just through Internet connection. In terms of social security services, insured individuals can check their payment records, verify their eligibility for benefits, and apply for social security subsidies online, all of which can be done at their fingertips, eliminating the tedious process of queuing at social security agencies and greatly saving the public's time and energy. On the other hand, online platforms promote two-way interaction and communication between the government and the public. With the help of functional modules such as online consultation, opinion collection, and complaint suggestions, the public can immediately report problems and demands to the government, and the government can respond and handle them quickly, achieving precision and personalization of services. For example, in urban planning projects, the government extensively solicits public

opinions through online platforms, and citizens actively participate in discussions and provide suggestions. Based on this, the government optimizes and adjusts the planning scheme to better meet public needs, enhance public satisfaction and recognition of government services, and strengthen the government's credibility. Looking at the field of education again, many education bureaus in various regions have implemented a new model of home school co-education through online education platforms. Taking a certain city as an example, the online platform built by the city's education bureau covers functions such as course resource sharing, homework assignment and grading, and home school communication. According to statistics, within one semester after the platform was launched, teachers assigned homework more than 100000 times through the platform, and the efficiency of grading homework increased by 30%. The frequency of parents participating in home school communication increased from less than 2 times a month to at least 1 time a week. At the same time, during the adjustment of school curriculum, the Education Bureau collected opinions from parents and students through the platform, and received more than 5000 effective suggestions, of which 30% were included in the final curriculum plan, making the curriculum more in line with students' needs, and increasing students' learning enthusiasm by 20%. The specific teaching situation is shown in Table 1.

Table 1. Analysis of Education Situation

Classification	Data Details
Times of Teachers Assigning Homework	Over 100, 000 times in one semester
Improvement in Teachers' Homework Grading Efficiency	30%
Change in Frequency of Parents' Communication	From less than 2 times per month to at least once a week
Number of Valid Suggestions Received	More than 5, 000 pieces
Proportion of Suggestions Adopted	30%
Improvement in Students' Learning Enthusiasm	20%

2. Suggestions for Improving E-Government and Promoting the Optimization of Administrative Management Processes

2.1 Strengthen the technical security defense line and safeguard the development of e-government

Strengthening the security guarantee of e-government technology is the cornerstone of its stable operation and sustainable development. Efforts should be made to build a comprehensive and multi-level network security protection system, introducing advanced firewalls, intrusion detection and defense systems, encryption technologies, etc., to monitor and protect e-government systems in real time, timely resist external network attacks, prevent hackers from stealing sensitive information, and ensure the confidentiality, integrity, and availability of data. For example, regularly updating encryption algorithms to prevent data from being cracked during transmission and storage; Deploy an intelligent intrusion detection system to monitor abnormal traffic and behavior patterns in real time, issue warnings for potential attack threats, and automatically take blocking measures. At the same time, it is crucial to establish and improve a network security emergency response mechanism. Develop detailed emergency plans and clarify the response process and division of responsibilities in the event of security incidents such as network attacks and data breaches. Regularly organize emergency drills, simulate various security scenarios, enhance the emergency response capabilities of the security team, ensure the restoration of normal system operation in the shortest possible time, and reduce the losses and impacts caused by security incidents. In addition, we will strengthen the security audit work of e-government systems, timely discover and patch potential security vulnerabilities through in-depth analysis of system logs, operation records, etc., continuously optimize the security performance of the system, and provide a solid and reliable technical support environment for the efficient application of e-government in administrative management processes.

2.2 Improve the construction of the regulatory system and standardize the operation of e-government

Building a sound legal and regulatory system is a key guarantee for the orderly development of e-government and the standardization of administrative management processes. The legislative body should accelerate the process of special legislation on e-government, clarify the rights and obligations of all parties in e-government activities, fill the legal gaps in electronic signatures, electronic document legal effectiveness, and ensure that e-government business has a solid legal foundation. For example, detailed regulations on the legality and validity recognition standards of electronic signatures in contract signing, administrative approval, and other processes enable the smooth operation of e-government transactions and services within the legal framework, reducing disputes and risks arising from unclear laws. Strengthen the supervision and law enforcement of e-government, clarify the responsibilities and authorities of regulatory bodies, establish cross departmental collaborative supervision mechanisms, and enhance the supervision and management of the entire process of e-government project construction, operation and maintenance, and information services. Develop severe punishment measures for violations in e-government, increase the

cost of illegal activities, and form an effective legal deterrent. For example, criminal responsibility and economic compensation responsibility shall be pursued in accordance with the law for the illegal disclosure of citizens' information; Strictly investigate and punish behaviors such as bidding fraud and fund misappropriation in the construction of e-government projects, ensuring the rational use of public resources and the quality of project construction.

2.3 Enhance personnel competence and promote innovation in e-government

Strengthening the information technology training and capacity enhancement of government personnel is a key factor in the successful implementation of e-government. Develop a comprehensive training plan for the system, providing personalized information technology training courses for different positions and levels of staff, covering core skill areas such as e-government system operation, office software application, data analysis and processing. Through a combination of online and offline training methods, such as online learning platforms, on-site operation drills, case analysis seminars, etc., we aim to enhance the proficiency and application ability of staff in information technology, enabling them to efficiently use e-government tools to carry out administrative management work, improve work efficiency and service quality. Cultivating innovative thinking and conceptual transformation in e-government among staff is equally indispensable. Organize innovative e-government practice activities, experience exchange and sharing meetings, etc., encourage staff to actively explore innovative application models of e-government in administrative management processes, break traditional thinking patterns, and actively adapt to the management mode changes brought about by e-government. For example, guiding staff to use big data analysis technology to explore public needs and optimize service processes; Promote innovation in cross departmental collaborative office models, break down information silos, and enhance administrative management efficiency.

3. Conclusion

E-government plays a crucial role in optimizing administrative management processes and has a profound impact. Although there are issues such as technological security, outdated regulations, personnel capacity gaps, and digital divide, effective measures can be taken to strengthen the technological security defense line, improve the regulatory system, enhance personnel literacy, and bridge the digital divide. Its positive impact cannot be ignored, such as improving efficiency, upgrading service quality, optimizing decision-making, etc. It has effectively promoted the modernization process of administrative management. In the future, it should continue to deepen its development, fully unleash its potential, and shape a more efficient, intelligent, and convenient new pattern of administrative management.

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Author profile: DAO THI MY DUYEN(2003.04), female, from Vietnam, bachelor, China University of Geosciences (Wuhan), Research direction: Public Administration.