

The Path Choice of China's Service-Oriented Government Construction During the Social Transition

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Abstract. At present, China has entered into social transition, and various social problems and contradictions gradually emerge, the inefficiency of government departments has made the government's prestige challenged. In order to alleviate the contradictions and solve the problems in the social transition, the government must improve the management and service level, accelerate the reform of the administrative management system, and lay the foundation for building a service-oriented government. This paper first expounds the construction of China's service-oriented government and proposes its theoretical basis, then analyzes the challenges and problems faced by construction of China's service-oriented government, and proposes to start from government management, social organization and citizen participation in social transition, only in this way can the government improve the service ability and complete the transformation to service-oriented government.

Keywords: *transition, social organization, service-oriented government*

1. Introduction

China is in transition, system transition and structural adjustment are parallel. Systemically, China's planned economy is transforming into market economy; from a structural perspective, China is transforming from industrial society and information society. On the one hand, the transition of China's social system has affected the prior distribution of interests; the events triggered by the distribution of interests have brought great challenges to the stable development of society, moreover, it also puts forward more requirements for the government's governance ability and credibility, on the other hand, the adjustment of social structure makes the society divide into social groups with different strata and interests, and the demands of various social interest groups are different. This puts new demands on the management ability of the Chinese government. Faced with this situation, the government must change its functions, deepen the reform of the administrative system, change the management way of government, and enhance the credibility of the government, Accelerating the reform of the administrative management system and improving the government's management level are the inevitable requirements for solving the contradictions and problems in the social transition, and they are also important guarantees for the construction of service-oriented government in China.

2. Theoretical Basis for Building Service-oriented Government

For the construction of service-oriented government, it is necessary for government to change some nonstandard links in the past government management, and government must focus on economic regulation, market regulation, market environment, and public service level, so that government management more conform to market economic reform, and thus improving China's market economic system. Service-oriented government is to hand over things that do not conform to its functions to social organizations and individuals, and only focus on macro-level management and coordination, so that a service-oriented government can be built well. Good governance is a social management process that maximizes public interest; its essential feature is the cooperative management of public affairs between the government and citizens, it is a novel relationship between the government and the market and society, therefore, therefore, the theory of good governance and the improvement of the government's governance ability are consistent in content, they all think that the main body of social governance are diversified, the foundation of social governance includes not only the government, but also includes social organizations and citizens,

the key to governance lies in the coordination and cooperation between the government and citizen and social organizations. The theory of good governance conforms to the requirements of administrative management system reform in the social transition of China, it is conducive to solve the contradictions and problems in transition, and it can provides theoretical basis for the construction of service-oriented government in China.

3. Problems of the Chinese Government During the Transition

In the transition, only by deeply understanding the problems existing in our government, can we propose the measures in a targeted manner and provide a good solution for building a service-oriented government.

(1) The administrative efficiency of the government is low

At present, various social contradictions and problems in China during the social transition are prominent, which is a great challenge to the government's governance ability. In practice, the administrative operation efficiency of the government is low, facing unexpected situations, it cannot be effectively determined and handled, resulting in delay of the best opportunities for handling emergencies and cause unnecessary losses. There are many reasons for the inefficiency of government administrative operations, the first is because the responsibilities of various government departments are not clear and the level is too much, the second is the unsound administrative review mechanism.

(2) The government lack driving force for public service

The driving force of government public services is mainly from the government's own motivation and the pressure of citizens and society. Although the government's own interests are a major driving force for building service-oriented government, the demands of social groups are different, and the interests of vulnerable groups is easily overlooked. Because the internal system of the government is not standardized and lacks accountability mechanisms, these weaken the government's driving force for public service. From the perspective of citizens and society, our citizens and social organizations have not proposed too many demands on government public services; therefore, the government's service motivation is insufficient.

(3) The administrative operation is not transparent enough

The transparency of administrative operations not only requires the results of administrative operations to be visible, but also requires the implementation of the administrative process open, and makes citizens understand every aspect of administrative operations. However, some information is not fully disclosed in the public service provided by the government, these practices are contrary to the transparency of administrative operations and are not conducive to the reform and improvement of administrative system in China.

(4) Single supply of public services

Due to historical reasons, the government basically manages all aspects of society, and the government becomes the only provider of public services. However, with the development of the times, some new social contradictions and problems rise, and social organizations have begun to provide certain public services to fill the scope that the government cannot reach. At present, the main body of public service supply in China is mainly affected by the planned economic system. The government participates in the management of affairs in the society, in addition, the current level of social organization development in China is not high, and the impact and participation for public affairs is limited.

(5) The public participation in public affairs is low

In Europe and the United States, many public services are provided by volunteers, which not only reduce the workload of government departments, but also increase the source of public services. In China, the public participation for public affairs is relatively low; the main reasons for this phenomenon are as follows: first, the social service awareness of Chinese citizens is not high, and the social service awareness of European and American citizens is relatively high, they think of themselves as a members of society, providing social services for the community can bring

convenience to their lives. Second, China is still a developing country, and the quality of the people is uneven, this has affected the public participation in public affairs in China.

4. The Construction Path of China's Service-Oriented Government in Transition

The construction and improvement of service-oriented government has constraints on both the system and the concept. The government only constantly changes the system design according to the actual situation of the society, changes the governance method, guides individuals and social organizations to participate in public services, enhances the public's enthusiasm for participating in public services, changes people's ideas in the process of institutional innovation, and makes institutional innovation and ideas change promote each other, then improve the government's management capability and lay a good foundation for building service-oriented government.

(1) In the process of building service-oriented government, we can mainly start from the following three aspects.

1 The government changes its management idea and operational mechanism

Only by changing the management idea and operational mechanism can the government improve the social management level and build service-oriented government well. The construction of service-oriented government needs to focus on efficiency. The current social contradictions and problems put forward many requirements for the government's governance ability. Government departments can improve the authority of the government only by improving the efficiency of various matters and providing good public services to the society. Therefore, the government can start from the following points: First, make the authority and responsibilities of various government departments clear, only when various government departments have clearly defined their rights and responsibilities, can they not blame each other when dealing with government affairs. Second, streamline government agencies and reduce administrative levels. In this way, when dealing with government affairs, the reporting process and time can be reduced, and relevant departments can deal with various government affairs more quickly. Third, build e-government, the government can provide some administrative services on the government website, so that the public can easily handle various administrative services, which can reduce the administrative costs of the government and improve administrative efficiency. Fourth, strengthen the training of civil servants and attach importance to the improvement of their business capabilities.

2. Service-oriented government should pay attention to people's livelihood and adhere to people-oriented

The service-oriented government should regard the development of people's livelihood as the government's primary task, and take the interests of the people as the starting point of work, In order to build a service-oriented government; the government should follow the following points: First, abandon bureaucracy, closely contact the masses, and deeply understand the needs of the masses. Second, the government must effectively protect the rights and interests of citizens, including work, life, education, housing, and medical care. Third, promote the development of public services and provide good public services to the people.

3. Service-oriented government must administer according to law

The construction of a service-oriented government is inseparable from the rule of law. Governmental activities must be implemented within the scope of the law, and in administrative matters, they must administer according to law. At present, China's laws have imperfections; first, we must improve our legal system and make there must be laws for people to follow. When dealing with various illegal acts, law's enforcement must be strict, and violators must be brought to justice. Finally, the government must adhere to open government affairs and accept external supervision at any time.

4. Service-oriented government should improve management system and strengthen responsibility implementation

Service-oriented governments must make the responsibility of the government clear and ensure that power is used by the people. The government must be brave enough to take responsibility, so

that improve its governance ability. To this end, the government must do the following points; first, establish a mechanism for the integration of power and responsibility, clearly define the powers and responsibilities of various departments with laws and regulations, and ensure integration of power and responsibility. Second, we must improve the accountability system, when there are mistakes in the government work, the government must be brave enough to take the fault and actively correct it.

(2) Give play to the influence and role of social organizations in public affairs

With the development of society, the influence and role of social organizations in public affairs is growing. Social organizations and governments can work together on certain social services; the government's management style begins with direct management of society and serves the society. The role of social organizations in social services can be used, while social organizations can join the market-oriented factors, thereby achieving the diversification of social governance and improving the management level of the government.

(3) Encourage citizens to participate in social public affairs

The government can guide citizens to participate in various social public affairs and give full play to the irreplaceable role of citizens in social public services. If there are no citizens participating in various public affairs, the effect of public management may be reduced. The government should encourage citizens to participate in social public affairs and provide better public services by exerting the role of various social forces.

5. Conclusion

At present, the construction of China's service-oriented government is not perfect, although some regions have achieved a lot of results in improving the level of public services, overall, the overall management capacity of the Chinese government needs to be improved, and many public service functions need to be strengthened and improved. The Chinese government can refer to the modern governance theory to provide correct guidance and reference for the construction of service-oriented government in China, however, the specific measures and path choices for building service-oriented government must scientifically reform the administrative management system according to the actual situation of China, adjust the current administrative operation mechanism, and effectively improve the governmental management level and service capacity, so as to build a true service-oriented government.

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