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Research on the Relationship Between Civil Social Security and Government Work Evaluation——Based on CSS2019 Data Analysis

Xiaowei Liang[1] Jiahao Lan[2] Bijun Wu[3,*]

[1]*School of public management of Southwest Minzu University, Chengdu Sichuan, China*
[2]*School of Law and Sociology of Yunnan Normal University, Kunming Yunnan, China*
[3]*School of Ethnology and Sociology of Southwest Minzu University, Chengdu Sichuan, China*
[*] *Corresponding author. Email: cooly1975@163.com*

ABSTRACT
Previous studies in the academic circle have shown that civil social security and government work evaluation are closely related. However, there is no unified answer to the inner relationship between the two. Based on this, this study uses data from the Comprehensive Survey of Social Conditions in China (CSS2019) and uses statistical methods such as descriptive statistics, T-test, and multiple regression analysis to analyze the influence of citizens' participation in social security and social security satisfaction on government work evaluation. The results found that citizens' participation in pension insurance, medical insurance, and urban and rural subsistence allowances positively affected their government work evaluation, and participation in unemployment insurance and work-related injury insurance negatively affected their government work evaluation; there was a significant difference between social security satisfaction and government work evaluation It is positively correlated. The higher the social security satisfaction at all levels of pension, medical care, employment, housing, and subsistence allowances, the higher the evaluation of government work. Based on the research results, make policy recommendations.

Keywords: *citizen, social security participation, social security satisfaction, government work evaluation*

1. INTRODUCTION

Public recognition is the most important source of the legitimacy of the government. The positive evaluation of the people who have been at a high level for a long time is beneficial to the stability of the country and society, and the promotion of the modernization of the national governance system and governance capabilities. As an important system design for the Chinese government to provide basic public services, the social security policy is an important measure to promote social income redistribution and improve people's livelihood. The level of social security will inevitably affect the public's evaluation of government work. Quantitative research methods are helpful to effectively clarify the relationship between variables. Although previous related studies have mentioned the relationship between the two, most researchers use social security participation as a control variable or dependent variable to discuss and For the relationship between other variables, few people take social security as an independent variable and government work evaluation as a dependent variable for in-depth and detailed analysis. Therefore, this study is based on the analysis of CSS2019 data to discuss this, to expand the research content of related fields, and seek the support of empirical results for the improvement path of government work evaluation.

2. LITERATURE REVIEW AND RESEARCH HYPOTHESES

2.1. Literature review

There are many studies on the evaluation of government work (trust, satisfaction, etc.) from residents' production and living (level, participation, satisfaction, etc.) and their policy participation under the influence of social policies. The citizen's perspective to evaluate government work, and the topics gradually focus on the evaluation of e-government (Alshawi, 2010). Before that, Scott and Vitartas (2008) pointed out that residents' sense of participation And the sense of belonging does have a direct and comprehensive impact on the satisfaction

evaluation of local government services. Residents' sense of belonging and satisfaction shows a positive correlation, while the degree of participation has a negative correlation with satisfaction. However, mainstream views at home and abroad generally believe that there is a positive relationship between residents' policy participation and government evaluation. For example, high-quality "citizen participation" has a significant impact on "basic government trust" (Xie Shun et al., 2016).

To further analyze the empirical research on the relationship between residents' life satisfaction and government evaluation, Li Ying (2013) analyzed survey data and found that government work evaluation is significantly related to personal life satisfaction, community life satisfaction, and urban life satisfaction. And urban life satisfaction and community life satisfaction can significantly positively predict government work evaluation. That is to say, the higher the residents' satisfaction with city and community life, the higher their evaluation of government work. However, many factors affect the life satisfaction of residents. In addition to subjective cognitive differences, there are also factors such as personal work factors, health factors, education factors, ecological environment factors, family conditions factors, and social security factors (Wang Huihui, 2014). For example, people's living conditions have a significant impact on government job satisfaction. People with bad life situations are less satisfied with government work than people without bad life situations (Wang Xiaoying et al., 2016); as for the ecological environment, residents have a positive attitude towards the central government. The higher the environmental protection performance satisfaction of the local government, the stronger the happiness (Sun Liangshun, 2016). The social security factor is just one of the basic variables studied in this article, and the research between it and the evaluation of government work can supplement the deficiencies of related research.

2.2. Research hypotheses

Involving social security content, starting from the background of social security embedded, many related studies take public satisfaction with the government, trust, and other government evaluations as variables. Some scholars are seeking to verify the correlation between social security and government work evaluation When it comes to sex, try to find the intermediary variable between the two, that is, social security embedding → changes in residents' production and life → government work evaluation, focusing on the changes in production and life of urban and rural residents under the support of social security, and combining the residents' evaluation of the government at this time, To indirectly explain the relationship between social security and government work evaluation. For example, Lu Weixia et al. (2011) believe that under the new policy of my country's affordable housing, the government's affordable housing policy has won the support and trust of the public, as well as a high public satisfaction evaluation and government image evaluation. Besides, as an important part of social security, some scholars have also focused on the relationship between social insurance and government evaluation. Liangshun Sun's (2016) research shows that different types of social insurance present urban-rural differences in the happiness of residents, such as in urban areas. In regions, the participation of basic medical insurance makes residents' well-being stronger, and commercial pension insurance is also significantly positively correlated with residents' well-being. In rural areas, residents participating in commercial medical insurance have a stronger sense of well-being. Commercial pension insurance The relationship with it is not significant. However, Liu Weibin (2020) believes that pension insurance also significantly affects the happiness of rural residents. Also, other insurance types such as unemployment insurance also show differences between urban and rural areas. It is worth mentioning that the level of rural residents' trust in the central government is significantly positively correlated with medical insurance participation, while the relationship between the level of trust in local governments and medical insurance participation is not significant (Long Cuihong et al., 2016). It can be seen that the positive evaluation of government trust as an independent variable will also bring about some changes in people's behavior.

In short, based on the foregoing, this article starts from the order of the variables of social security embedding → changes in residents' production and life → government work evaluation and based on understanding the basic situation of civil social security, to explore the relationship between civil social security and government work evaluation relationship. Therefore, this paper proposes the following research hypotheses to be verified:

Hypothesis 1: Citizens' participation in social security significantly affects their government work evaluation. Specific hypotheses include 1a. Participation in pension insurance positively affects government work evaluation; Hypothesis 1b. Participation in medical insurance positively affects government work evaluation; Hypothesis 1c. Participation in unemployment insurance positively affects government work evaluation; Hypothesis 1d. Participation in work injury insurance Positively affects government work evaluation; Hypothesis 1e. Participation in maternity insurance positively affects government work evaluation; Hypothesis 1f. Participation in urban and rural subsistence allowances positively affects government work evaluation;

Hypothesis 2: There is a significant relationship between civil social security satisfaction and government

work evaluation The positive correlation is that the higher the citizens' satisfaction with social security at all levels of pension, medical care, employment, housing, and subsistence allowances, the higher the evaluation of government work.

3. DATA SOURCE AND VARIABLE DESIGN

3.1. Data source

The data used in this study comes from the "Comprehensive Survey of Social Conditions in China" project (CSS2019) conducted in 2019. The project is a large-scale continuous sampling survey project nationwide. The survey is conducted once every two years, and the household interview method of probability sampling is adopted. The survey area covers 31 provinces/autonomous regions/municipalities across the country, including 151 districts, cities, and counties. , 604 villages/neighborhood committees, surveyed more than 10,000 households and sampled a sample from each household. A total of 10283 questionnaires was collected in this survey. Since this article focuses on the relationship between civil social security and government work evaluation, after removing the missing values of some main variables, 7486 valid samples were finally extracted.

3.2. Variable design

3.2.1. Dependent variable

The dependent variable used in this study is the evaluation of government work. The specific operation is to select item G3 in the CSS2019 questionnaire "Do you think the following aspects of the local government are doing well?" The dependent variable is measured. Choose the first 13 items under this item, each of which uses Likert 4-point reverse scoring, that is, 1 means "very good", 2 means "good", 3 means "not so good", and 4 means "Very bad", 8 means not clear. In actual processing, the original data is recoded into different variables for positive scoring. The adjusted code is 1 for "very bad", 2 for "not so good", 3 for "good", and 4 for " Very good", and those who answered "unclear" are classified as system missing values[①]. Principal component analysis of these 13 items can extract a principal component (KMO value is 0.955, and the significance level of Bartlett's sphericity test is less than 0.01), which shows that these 13 items measure the same index well. Therefore, the dependent variable government work evaluation is finally represented by the score after the 13 items are added up. The higher the score, the higher the public's evaluation of the government work.

3.2.2. Independent variable

The independent variable of this research is social security, including two parts: citizen participation in social security and social security satisfaction. In the case of social security participation, item E1a "Are you currently participating in the following social security?" was selected for measurement. This question includes whether citizens participate in old-age insurance or retirement pension, medical insurance or public medical care, unemployment insurance, work-related injury insurance, maternity insurance, and urban and rural minimum living allowances ("dibao"). In each item, 1 means "yes", 2 means "no", and 8 means "unclear". For the convenience of adding variables to the regression model later, the content of this item is converted into dummy variables, and new variables of participation in various dimensions of social security are established. Re-assign a value of 1 to indicate "yes" and 0 to indicate "no", and the answer will be " "Unclear" is classified as a system missing value. In the social security satisfaction, I selected the item E1c "Please use 1-10 points to express your evaluation of the following social security conditions provided by the government to the people." for measurement. The first five items of this question measure the satisfaction of citizens with pension security, medical security, employment security, subsistence allowances, and government-provided housing security. 1 point for this question means very dissatisfied, and 10 means very satisfied. Using this assignment design, the answer "unclear" is classified as a missing value, and a new variable is generated. The higher the score of the variable, the higher the public's social security satisfaction in all dimensions. For a better comparison, the principal component analysis of these 5 items can extract a principal component (KMO value is 0.853, and the significance level of Bartlett's sphericity test is less than 0.01). Therefore, the scores of these 5 questions are summed and averaged to express the overall social security satisfaction. The higher the score, the higher the social security satisfaction.

3.2.3. Control Variable

In order to more accurately grasp the relationship between social security and government work evaluation, it is necessary to control the factors that may affect the dependent variable. According to previous related studies, in addition to demographic variables, household income, government trust, and authority obedience will also affect the evaluation of government work. In this study, the variables mentioned above are included in the control variables to control their interference to the model. Specifically, this study controls variables such as gender, age, years of education, work status, ethnicity, religious beliefs, household registration type, political outlook, family income logarithm, government trust, and authority obedience. Set gender as a dummy variable. Male is assigned a value of 1, and female is assigned a value of 0; age is the survey year (i.e. 2019) minus the respondent's year of birth; for years of education, the value of not

attending school is assigned a value of 0, elementary school is assigned a value of 6, and junior high school is assigned It is 9, high school/secondary school/vocational high school is assigned a value of 12, a junior college is assigned a value of 15, an undergraduate is assigned a value of 16, a graduate student is assigned a value of 19, and the rest are assigned as missing values; 1; Nationality is a dummy variable, Han nationality is assigned a value of 0, and ethnic minorities are assigned a value of 1; religious belief is a dummy variable, no religious belief is assigned a value of 0, and religious belief is assigned a value of 1; household registration is a dummy variable, and non-agricultural household registration is assigned a value of 0, Agricultural hukou is assigned a value of 1; political profile is a dummy variable, CCP members are assigned a value of 1, and non-party members are assigned a value of 0; the logarithm of household income is the natural logarithm of the total income of the respondent last year (that is, 2018). Government trust is determined by selecting the first three items in F1a "Do you trust the following institutions?", namely the trust level of the central government, district and county governments, and township governments. After re-assignment, the average value is added as the new variable of government trust [②] Obey the authority by selecting the last two items in item H2 "Do you agree with the following statements?", namely, "people should obey the government, and subordinates should obey the superiors" and "The government should take care of national affairs, and the people don't need to be too much. "Consider" to measure, the same is to re-assign the answers to the two questions and then add the average value as the new authority obedience variable [③].

4. EMPIRICAL ANALYSIS RESULTS

4.1 Descriptive Statistics

Through descriptive statistics on the basic characteristics of each variable in this study, the results are shown below (Table 1). The total score of the dependent variable government work evaluation is 38.79, which is roughly at the "good" middle-to-upper level (the average score for each item is 2.98). A detailed analysis of citizens' participation in social security in various dimensions in the independent variables found that 55.8% of the citizens in the sample have old-age insurance or retirement pensions, 83.9% of citizens have medical insurance or public medical care, 14.8% have unemployment insurance, and 17.0% have Work injury insurance, 13.4% of women have maternity insurance, 4.6% have subsistence allowances. This shows that my country's medical security has the highest coverage rate, followed by old-age security, both of which are more than half, at a middle or upper level; while the employment security (unemployment, work-related injury, childbirth) coverage rate is relatively low and relatively Large room for development; the coverage rate of the subsistence allowance in urban and rural areas is also low, which may be related to the purpose of the subsistence allowance itself and restrictions on receiving it. In terms of social security satisfaction, the average values of citizens' satisfaction in the five dimensions of pension, medical care, employment, subsistence insurance, and housing are 7.05, 6.90, 5.86, 6.14, and 6.26, respectively. It can be seen that the satisfaction level of social security in these five dimensions is in the upper-middle level, the satisfaction level of old-age security is significantly higher than other dimensions ($P<0.01$), and the satisfaction level of medical security is significantly higher than that of other dimensions. In other dimensions ($P<0.01$), the satisfaction level of employment security was significantly lower than all other dimensions ($P<0.01$). This result also echoes the coverage of social security in the above-mentioned dimensions. The average value of overall social security satisfaction is 6.44, which is also in the upper-middle level.

In terms of control variables, in the sample data, males accounted for 46%, the average age was 44.49, the average years of education was 9.86 years, 66.1% were employed, 8.4% were ethnic minorities, and 12.8% were religious. Accounted for 66.8%, Communist Party members accounted for 11.5%, the average family income logarithm is 10.82, the average government trust score is 3.96, close to the state of relative trust (4 points), and the average authority obedience is 3.24, which is between general and relatively obedience (3-4 points).

Table 1. Variable description statistics

Variable name	Mean	Std.deviation	Interval	Variable name	Mean	Std.deviation	Interval
Gender	0.46	0.5	{0，1}	Medical insurance	0.84	0.37	{0，1}
Age	44.49	14.36	[18,69]	Unemployment insurance	0.15	0.36	{0，1}
Years of schooling	9.86	4.28	[0,19]	Work injur insurance	0.17	0.38	{0，1}
Working conditions	0.66	0.47	{0，1}	Maternity insurance	0.14	0.34	{0，1}

Nationality	0.08	0.28	{0，1}	Urban and rural subsistence allowance	0.05	0.21	{0，1}
Religious belief	0.13	0.33	{0，1}	Pension insurance satisfaction	7.05	2.62	[1，10]
Household registration	0.68	0.47	{0，1}	Medical security satisfaction	6.9	2.54	[1，10]
Political status	0.11	0.32	{0，1}	Employment security satisfaction	5.86	2.7	[1，10]
The logarithm of household income	10.82	1.2	[2.40,16.12]	Urban and rural subsistence allowance satisfaction	6.14	2.89	[1，10]
Government trust	3.96	0.9	[1，5]	Housing security satisfaction	6.26	2.76	[1，10]
Authority obedience	3.24	1.2	[1，5]	Social security satisfaction	6.44	2.24	[1，10]
Pension insurance participation	0.56	0.5	{0，1}	Government work evaluation	38.79	7.41	[13，52]

4.2 Regression model analysis

This study uses SPSS25.0 to process the adjusted data. Since the control variables, independent variables, and dependent variables are all set as dummy variables or continuous variables, the OLS (linear) regression model can be directly used for statistical analysis. Before regression, correlation analysis, and collinearity diagnosis of independent variables and control variables were carried out. The results showed that, except for the correlation coefficient between individual dimensions of social security satisfaction variables greater than 0.7 (such as industrial injury insurance participation, unemployment insurance participation, and Participation in maternity insurance), the correlation coefficients between most variables are below 0.5, and the variance inflation factors of all variables are between 1-4 (far below 10), so it can be judged that there is no multiple Collinearity. A total of 3 regression models are set up in this study. Model 1 is a benchmark model that only contains control variables and dependent variables. Model 2 adds independent variables of social security participation in various dimensions based on Model 1. Model 3 is in Model 2. On the basis of adding the independent variable social security satisfaction. The specific regression results are shown in Table 2. The results show that the overall likelihood ratio chi-square values of all models have a high level of significance under their corresponding degrees of freedom ($P<0.01$), indicating that the models are statistically significant. In terms of the fit of the model, according to the R2 value, it can be seen that the fit of model 1 is 0.271, indicating that the control variables can explain 27.1% of the government work evaluation, and the fit of model 2 and model 3 have increased to 27.2% and 34.0% respectively. Indicating that the addition of independent variables helps to improve the explanatory power of the model.

Table 2. Multiple regression analysis of factors affecting government work evaluation

Model	Model 1		Model 2		Model 3	
Variable	Coefficient	Std.deviation	Coefficient	Std.deviation	Coefficient	Std.deviation
Constant	22.439***	1.262	22.176***	1.293	21.439***	1.233
Gender	-0.014	0.191	-0.018	0.194	0.056	0.185
Age	-0.025**	0.008	-0.025*	0.009	-0.016*	0.009
Years of schooling	-0.171***	0.031	-0.169***	0.032	-0.165***	0.03
Working conditions	0.099	0.202	0.09	0.215	0.173	0.205
Nationality	0.16	0.325	0.08	0.328	-0.001	0.312
Religious belief	-0.356	0.276	-0.359	0.276	-0.415	0.263
Household registration	0.09	0.225	0.101	0.231	0.045	0.22
Political status	0.361	0.305	0.34	0.305	0.1	0.291

The logarithm of household income	0.07	0.09	0.072	0.091	-0.031	0.087
Government trust	3.715***	0.105	3.698***	0.105	2.714***	0.11
Authority obedience	1.068***	0.089	1.072***	0.089	0.968***	0.085
Pension insurance participation			-0.005	0.23	-0.3	0.219
Medical insurance			0.324	0.261	0.011	0.249
Unemployment insurance			-0.275	0.498	-0.181	0.475
Work injury insurance			0.087	0.439	-0.336	0.419
Maternity insurance			0.261	0.434	0.285	0.413
Urban and rural subsistence allowance			0.696	0.443	-0.186	0.425
Social security satisfaction					0.957***	0.044
R^2	0.271		0.272		0.340	
Adjusted R^2	0.269		0.269		0.336	
F	155.03***		100.576***		130.43***	
Sample size	4597		4597		4597	

Note: ***P＜0.01; **P＜0.05, *P＜0.1 (two-tailed test)

Model 1 shows that age, years of education, government trust, and authority obedience in the control variables are significantly related to the evaluation of the dependent variable government work. There is a negative linear correlation between age and government work evaluation, and the regression coefficient is -0.025 (P<0.05), that is, for every one year increase in age, government work evaluation decreases by 0.025 points. The number of years of education is negatively correlated with the evaluation of government work, and the regression coefficient is -0.171 (P<0.01), that is, for every year of education years, the evaluation of government work decreases by 0.171 points. Government trust and government work evaluation are highly positively correlated, with a coefficient of 3.715 (P<0.01), indicating that the higher the government trust of citizens, the higher the tendency of their government evaluation. Authority obedience has a significant positive relationship with government work evaluation (P<0.01), that is, the more citizens tend to obey government authority, the higher their government work evaluation. Other variables such as gender, work status, ethnicity, religious belief, type of household registration, political outlook, and family income have no significant impact on the evaluation of government work (P>0.1).

Model 2 examines the impact of citizens' participation in social security in the six aspects of pension, medical care, unemployment, work injury, childbirth, and subsistence allowance on the evaluation of government work based on model 1. The results of regression analysis show that after controlling for related variables, the coefficients of insurance participation in the four aspects of medical care, work-related injuries, maternity, and subsistence allowances are positive, and the coefficients of participation in pension and unemployment insurance are negative, but citizens' participation in these six aspects There is no significant linear relationship between the situation and its government work evaluation (P>0.1). This result does not support Hypothesis 1. Taking into account the influence of other variables that lead to the insignificant regression results, we separately conducted a T-test on the average scores of government work evaluation under the conditions of these dimensions of variables and found significant differences in the results. The results of the T-test show (see Table 3) that the evaluation of government work between citizens participating in pension insurance, medical insurance, unemployment insurance, work-related injury insurance, urban and rural subsistence allowances, and citizens who have not participated in the corresponding social security is statistically high. The difference (P<0.01), which is manifested in that the government evaluation of citizens participating in pension insurance, medical insurance, and urban and rural subsistence allowances is significantly higher than that of those who have not participated. Among them, the average difference between those participating in the subsistence allowances and those not participating in the subsistence allowances The largest, and citizens who participate in unemployment insurance and work-related injury insurance have a significantly lower evaluation of government work than those who do not. This result shows that participation in pension insurance, medical insurance, and urban and rural subsistence allowances positively affects government work evaluation, participation in unemployment insurance and work-related injury insurance negatively affects government work evaluation, and participation in maternity insurance does not have a significant impact on government work evaluation. In this way, the results of hypothesis 1a, hypothesis 1b, and hypothesis 1f are true, and the results of hypothesis 1c, hypothesis 1d, and hypothesis 1e are not true. This result may be related to the coverage and protection level of different types of social insurance.

Model 3 adds the independent variable of social security satisfaction based on model 2. The statistical

results show that after controlling for the relevant variables, there is a significant positive correlation between the satisfaction of citizens' social security and their government work evaluation (P<0.01), and the regression coefficient is 0.957, which indicates that for every additional unit of the citizen's social security level, the government The job evaluation will also increase by 0.957 points. Due to the problem of collinearity, the two independent variables of social security satisfaction and comprehensive social security satisfaction in each sub-dimension cannot be included in Model 3 at the same time. By again calculating the social security satisfaction variables in each sub-dimension and the comprehensive social security satisfaction variables Alternatives are available. There is a positive correlation between citizens' satisfaction with China's endowment security, medical security, employment security, subsistence allowance, and government-provided housing security and their government work evaluation ($P < 0.05$, $P < 0.01$, $P < 0.01$, $P < 0.05$, $P < 0.01$), that is, we can think that, regardless of comprehensive comparison or division of dimensions, the higher the degree of satisfaction of citizens' social security, the higher the evaluation of their government work. In this way, the verification result of hypothesis 2 is established.

5. CONCLUSIONS

Based on the survey data of CSS2019, this paper analyzes the relationship between civil social security and government work evaluation. The research found that: (1) China's social security coverage in terms of medical care and pensions is relatively high, while unemployment, work-related injuries, childbirth, low The social security coverage rate of social security and other aspects are relatively low; (2) Citizens' satisfaction with social security in all aspects is high, all at a medium-to-high level; (3) The participation in social security may affect the evaluation of government work. Specifically, citizens' participation in pension insurance, medical insurance, and urban and rural subsistence allowances may positively affect their government work evaluation, and participation in unemployment insurance and work-related injury insurance may negatively affect their government work evaluation; (4) Social security satisfaction and government work There is a significant positive correlation between the evaluations. The higher the social security satisfaction at all levels of pension, medical care, employment, housing, and subsistence allowances, the higher the evaluation of government work; (5) Besides, the age, years of education, Government trust, and authority obedience are significantly related to the evaluation of government work. Among them, age and years of education negatively affect government work evaluation, and government trust and authority obedience positively affect government work evaluation. There is no significant correlation between gender, work status, ethnicity, religious belief, household registration type, political outlook, family income, and government work evaluation. This result has practical significance for clarifying the influence of individual micro-factors on the evaluation of government work.

Based on the above analysis and conclusions, we believe that the government's social security work can be improved in the following areas: improve my country's social security system and system, continue to expand the coverage of my country's social insurance, and pay particular attention to improving unemployment insurance, work injury insurance, and maternity insurance Coverage rates in these areas: Appropriately increase the level of protection of unemployment insurance and work-related injury insurance, earnestly implement the implementation of the "subsistence allowance" policy, strengthen process supervision, and ensure that people in real need " Living on subsistence allowances".

Notes

① "Unclear" is not the same as "not easy to say". In the past, some researchers (Wang Xiaoying, 2016; Liu Jiankun, 2019) classified "unclear" as "neutral evaluation, that is, fair" to retain more data. We think it's not appropriate. In actual survey interviews, most of the respondents' answers to "do not know" are limited by their daily attention circle or education level restrictions, and they are not concerned about or understanding the content and effects of government work. . It's not that the evaluation of "unsatisfactory" has a meaning of "good or bad", so this analysis classifies "unclear" as a missing value, and "unsatisfactory" as a general evaluation, as will be the case below.

②The government trust originally used Likert's 4-point positive scoring for each content, that is, 1 means "completely distrust", 2 means "not very trusting", 3 means "relatively trusting", 4 means "very trusting", and 8 means "Hard to say". Here, this research refers to the processing methods of related research, and takes "unsatisfactory" as a neutral evaluation, and reassigns the variables: 1=completely distrust, 2=not very trusted, 3=fair, 4=relatively trusted, 5 = Very trusting. Then, on this basis, the average score of government trust is obtained.

③ Authority obedience originally used Likert's 4-point reverse scoring for each item, namely 1 means "very agree", 2 means "relatively agree", 3 means "disagree", 4 means "strongly disagree", and 8 means "Hard to say". Here too, "unspeakable" is taken as the neutral evaluation, and the variables are re-assigned: 1=very disagree, 2=disagree, 3=general, 4=fairly agree, 5=very agree. Adjusted to a positive score of 5 points, and then on this basis, the average score of authority compliance is obtained.

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