

The Study of Standardization System Construction and Implementation in Civil Affairs Management

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Abstract—Standardization has a basic and strategic role in promoting the modernization of national management system and management ability, It's an important method of improving the capacity of civil affairs management. This paper analyzes the concept of the civil affairs standardization and standard system, and expounds the characteristics of civil affairs management standardization and the role of standard system. Analyzes the disadvantages of the civil affairs management standard system, then puts forward the principle ,content, framework and implementation path of constructing of modern civil affairs standard system.

Keywords-civil affairs management standardization; standard system; construction; implementation path

I. INTRODUCTION

Standard is the technical support of economic activity and social development, it is the basic system of modernizing national management system and management ability [1]. Standard system is the science organisms consisting of standards, the technical basis and work foundation of making and revising national and industry standards in the whole industry, the guidance document of provincial standard and group standard. As a result of the modern civil affairs covering range, involve big, each work is complicated and associated, this complexity is not a standard can support, through "standard system" is needed to maximize the standardization. However, due to the civil affairs standardization have been held been in civil administration system in recent years, whether national or local civil administration department have not familiar with the standard field, lacking corresponding civil administration standardization professionals for specialized research, civil affairs standards system has yet to really build and formation [2]. The lack of standard system, making the national and local civil administration standards lacking foresight and planning, also making the grass-roots organization standardization work lacks a complete standard system can be the basis.

II. THE CONCEPT AND CHARACTERISTICS OF CIVIL AFFAIRS STANDARDIZATION

A. Civil Affairs Standardization Concept

Standard is one of the standardization activities, making by consensus according to specified procedures, providing rules, guidelines or characteristics for all kinds of activities or the results, for the documents of common use and repeated use [3]. The standard is a combination of science, technology and experience. The purpose of standardization is to get the best order within established, promote common benefits. Standardization activities carried out as early as in the industrial areas, and achieved great success. Due to standards have specified guiding common effect for "repeat" and "common" things, standard is becoming more and more widely applied in the field of civil administration, whose function more and more obvious, to become equally important means of work with planning, policies and regulations .

Civil affairs standardization refers to the process though the concept, principle, principle and method of standardization used in the field of civil administration public management and service, through the standards of civil administration public management and service to be formulated and put into practice, to achieve service quality targeting, service methods normalization, service process sequencing, service management refinement, and then get the best service quality, management order and social benefits. Civil administration standardization contains civil administration management standardization, civil administration service standardization and civil administration product standardization.

Civil affairs management standardization is the process of using the principle of standardization to formulate the terms of the common use or reuse and promote their implementation, for the real problems or potential problems recurring repeated in management practice and requiring coordinate and unify, which is civil affairs department in order to perform administrative functions. Mainly includes the form of grade assessment, conformity assessment, system certification, standardization demonstrative, having the feature such as systematic, authoritative, openness and progressive.

Civil service standardization refers to the process by formulating and implementing the standards related to civil administration, as well as using the standardization principle and method, to achieve service quality targeting, service methods normalization, service process sequencing, and then get the high quality service.

Civil product standardization refers to unify standards for the type, performance, size, quality, materials, process equipment, process method and test method of civil administration products, and to realize standards, making the product can be applied in many ways, and assorted with other products of various kinds of styles.

B. Characteristics of Civil Affairs Management Standardization

The work of civil affairs management standardization not only has the commonness of standardization work, but also has the characters of the civil administration business. The characteristics of civil affairs management standardization have five aspects.

The first is policy. Compared with the industrial, agricultural standardization, standardization of civil affairs focus on public resource allocation, Provide management normalization and services has the important meaning of administration according to law, so both emphasize the policy basis of formulating standards and pay attention to the policy effectiveness of implementing standards is very important. This will play the refinement, supplement and linkage effect from micro standard to macro policy.

The second is democracy. Compared with the pure technology standardization, the goal of civil affairs standardization is intending to improve the service rather than strengthen control and guiding the parties voluntarily implement standards under facing the variety of the subject, the demand and the problems situation. We will can't carry out the standards which haven't agreed with the object. So we should more pay attention to the role of democracy, more emphasis on social wide participation and consensus between all interests between all interests on standardization, also according to basic rules of civil affairs standardization.

The third is the professional. Standard compared with administrative regulation means such as law, there are distinct characteristics between the formation mechanism, operation mode, formulate method, produce procedure. Civil administration standardization should be guided by professional, not only follow the basic rule and the specific procedures of standardization, also fully respect the professionalism of civil business. We should development standard according to people who have rich practical experience and skills of professional. [4]

The forth is hierarchical. Civil affairs standardization pays more attention to public service product quality, It is affected by the public needs, also by the regional resource configuration constraints; It needs to define clearly the standards bottom line, it was very different with standardization in the field of market. In the aspect of the national standards and industry standards, Civil affairs standardization should focus on guaranteeing the extensive of the groups and the fairness of the treatment, formulate and

implement the minimum standards and common standards; In the aspect of the provincial standards and institution standards, Civil affairs standardization should focus on actual area and institutions, formulate provincial standards and institution standards, which are higher than the national level, or explore in advance a provincial standard, institution standard in the blank field of national standards, industry standards.

The fifth is dynamic. Standards have the advantages of relatively simple revision procedure, they can adjust indicators, innovate methods, improve content timely, conveniently and accurately, and also better reflect the times requirements and development quality. They are very different with the macro system such as law. General time of standard revision is about two to five years, this has become the usage of international standardization. Civil affairs standardization have been construct on stress spiral progressive steps and emphasis on the supervision and inspection, maintenance standards authority and persistent, also comply with international standardization work practice. The institute should carry out standard regularly to review, revise and expand in the field of civil administration, they also absorb the practice achievements promptly, reflect the creative thinking timely and making standards updating synchronization with the social development.

III. CIVIL AFFAIRS STANDARDS SYSTEM'S DEFINITION AND FUNCTION

A. The Meaning of the Standard System

Standard system is a scientific organic integrated standards that is according to their inner link within a certain range forming. " A certain range " refer to the scope of international, region, nation, industry and province, it also refer to the scope of product, project, technology, transaction; "Organic integrated" refers to the standard system as a whole, standards have an organic inner link in the standard system, every standard in system is formed in order to a common function, rather than the simple superposition of subsystems functions.

B. Civil Affairs Standardization System

Civil affairs standardization system is a comprehensive system. Each business unit of civil affair can be used as a branch of the system. Each branch depending on the different needs contains different class standard, such as product technical standards, management standards, service standards, or all three. Standard system specification in the each field guide civil affairs work in the corresponding field.

C. The Role Of the Standard System

Setting up standard system can give us a visually depict the development vision of standardization activities within a certain range; It can reflects the panoramic systematically, being helpful for clear work focus and development direction; It also be helpful for the standard system management to compare combined with the actual, clear direction, look for shortage from the strategic height; and be helpful for preparing the revision plan of standard system, speeding up

the formulation and revision of the standard, improving the systematic of work.

IV. CIVIL AFFAIR STANDARD SYSTEM CONSTRUCTION

A. The Principle of Establishing Standard System

The method of establishing a standard system can be reference to the enterprise standard system construction, and also building comprehensive standard system around a goal. Either way to establish a standard system should carry out according to the principle of optimizing and coordinating among the standards.

The principle of optimization: This means building reasonable and applicable standards system, play a advantage of "1 + 1 > 2" in system.

The coordination principle: each function module inside the standard system cooperates well and does their job.

B. Civil Affairs Standardization Content

In the view of the elements of civil affairs, civil affair standardization include: disaster reduction and relief, entitled groups, charity, social relief, social welfare, funeral, children work, welfare lottery, marriage, the democracy at the grassroots level, assistive devices, old-age work rehabilitation, civil administration public service facilities, civil administration informatization, peace boundary, sectional place names, social work, social construction, social organization, community construction and so on.

From process of civil affairs work practice, the civil administration standardization include: process standardization, civil administration service standardization, standardization of civil administration infrastructure, content of civil administration terminology standardization, etc.

From work of the civil affairs work standardization, the standardization of civil affairs work include: the revision, release, implementation, review of civil affairs standard system and the feedback of the standard problems existing in the implementation process; stable cross extension of civil

affairs standards; civil administration standardization theory research, etc.

C. The Framework of Civil Affairs Standard System

Civil administration standard system frame includes two dimensions, one is the standard level, the other is the standard content. On the levels of dimension, the national standards, industry standards, provincial standards respectively, each with different positioning. National standard positioned itself in civil administration common base, general technical standard and the demonstration significance has a great guidance influence on civil administration business; Industry standard positioned itself in technical standards in the field of civil administration, the management and service standards having demonstration and guidance effect on a certain industry in the field of civil administration, etc.; Provincial standards aimed at the product technology standard, management and service standards within a certain region, or having local characteristics or innovation.

In the dimension of content, according to the nature of civil administration work, civil administration standards can be divided into four categories: one is the guarantee class standard of the people's livelihood, including assistive devices, social welfare, social relief, rehabilitation and philanthropy in areas such as standard; Two is social management standards, including democracy at the grassroots level, sectional place names, social organizations, such as marriage, adoption, welfare lottery, community construction in areas such as standard; Three is the national defense construction class standard, mainly entitled groups standards; Four is the social service standards, including funeral, social work and civil administration standards in the field of public service facilities, etc. No matter which field, its main body are management standards, service standards and product standards. Modern civil administration standard system framework is shown in Fig. 1 on the last page.



Figure 1. The framework of civil affairs standard system

Each class within the framework of the standard system is formed by relevant standards according to its inner link scientific organic whole, open and compatible, business covers modern civil in various fields, for the modern civil administration work in various fields standard system revision to provide overall basis.

D. Modern Civil Administration Standard System Implementation

Standard system implementation be achieved the goals through by setting standards system, executive standard, specification, unified standardization. The aim of implementation of the standard system is to maximize the system as a whole really give full play to the functions and the overall goals of effective implementation. Standard system implementation is through the promotion of the standard system, evaluation system, information system and a complete support system interaction. The standard system is the key link in implementing, supporting system to ensure the standard implementation, information system and evaluation system to ensure that information feedback and evaluation of standards, to provide standard revision and continuous improvement next target. To sum up, the path of the implementation of the standard system: To develop standards, to carry out the standards, to record standardization activities of all kinds of information, to evaluate the result of the standardization, This series of activities will be helpful the standard upgrade, then a new round of standardization activities began. This will results the new standardized level cycle and improve continuously.

V. CONCLUSION

Civil affairs standardization system is a comprehensive system, which each civil affairs business can be used as a branch of the system. The establishment of civil standard system can be construction based on the requirements of the enterprise standard system, and also be built around a goal with a comprehensive standardized. According to the standard structure of the optimization and coordination between the principles of standards, we will be achieving unified standardization goals through the development of standard system, the implementation of standard activities.

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