Community E-government Coordination Work Platform

Jiang Luquan
Antai School of Management of
Shanghai Jiao Tong University
No.535 of Fahuazhen Road,
Changning District，200052，
Shanghai, China
086-21-62933255

jiangluquan@sjtu.edu.cn

Zhang Pengzhu
Antai School of Management of
Shanghai Jiao Tong University
No.535 of Fahuazhen Road,
Changning District，200052，
Shanghai, China
086-21- 52301231

pzzhang@mail.sjtu.edu

Wang Huanchen
Antai School of Management of
Shanghai Jiao Tong University
No.535 of Fahuazhen Road,
Changning District，200052，
Shanghai, China
086-21-62933203

hcwang@sjtu.edu.cn

ABSTRACT

Community Management informatization is an important component of urban informatiization. Community E-government coordination work platform is the key to community management informatization. This paper proposed a system mode of community E-government coordination work platform, and gave a description of new operation process with the case of Shanghai citizens least income guarantee applying.

Keywords

E-government, Community Informatization, information Integration

1. EXISTING PROBLEMS

Since the beginning of 1990' of 20th century, Shanghai municipal government started the work of e-government; each department was devoted to informatization work. The statistics shows that the sum of all information system, which extends to street (such as street party & worker committee, street sub-district office, and so on.), developed or issued by relevant government section respectively is about 28. However, these systems are independence and incompatible (See table 1, some systems extend to street developed or issued by government departments). [1, 2]

Some problems are as follows: Information is unable to be shared; various businesses unable work coordinately, forms insulate information islands and so on.

Each liner government department developed its own business management information system from top to bottom. Although it may raise work efficiency and improve service quality, in the same time, it also solidify traditional management mode and form insulate information islands. Because of repeat date gathering by different department, the consistency of data is bad and lack of unity information verifying mechanism.

There is no connection among government section information systems; business processes of trans-departments cannot work coordinately. At present, most administrative systems are rational technically for individual liner department and can support some business effectively, but on the whole, their unreasonable factor are obvious.

Above-mentioned problems are caused by management mechanism and E-government developing stages.

The development of the E-government can be divided into four stages: ①Information issue, ②Simple information interactive, ③ Departmental information system construction and application, ④ High-efficient, coordinate and Integrate serving.

At present, E-government in Shanghai is in the transition from third stage to fourth stage. Constructing a high efficient, coordinate and integrate service system is its main goal.

2. COMMUNITY E-GOVERNMENT COORDINATION WORK PLATFORM

The methodology to build Community e-government coordination work platform is to form an integrated front system by utilizing portal technology in the front platform and to form an integrative operation process among different systems by utilizing information exchange & coordinate technology in the backstage without changing existing liner system. [3]

Community e-government coordination work platform are made up of a database, four technological systems and three kinds of application systems (see figure 1, system frame for Community e-government coordination work platform). [4]

Community's actual population Database. Centered-community working, this database includes individuals' basic attributes and additional attributes (uniform data gathering standard). It covers permanent residents and temporary people and provides a foundation for community management, service, and decision-making. Of course, the law and policy must be used to protect individual privacy.

Four technological systems include that ① community Information portal, ② application supporting system, ③ information exchange system and ④business coordinating system. The four systems are the technological frame for community government coordination platform and the guarantee for development, arrangement and operation of relevant government application systems.

Three kinds of application systems mean that actual population data management system, existing system coordinating and new application system building.

3. WHOLE GOAL OF COMMUNITY E-GOVERNMENT COORDINATION WORK PLATFORM

The goal of community e-government coordination work platform is to strengthen community's management and service, to perfect

government's "window" function for citizens; to build an oriented-citizen government integrate service platform through information resource sharing and government administrative resource integrating. To different subjects, there are different goals.

The goal for citizens is receive integrate service, which means to handle affairs synthetically and to submit application through one portal[5].

The goal for basic government section is to decrease repetitive & noneffective work and to improve efficiency.

The goal for business section is to strengthen affairs handling Capacity and realize high-efficient coordination in supervising business.

The goal for leader is to guarantee the grasping of dynamic data in time and to offer decision-making support for macroscopic cantonal.

4. BUSINESS MODE OF COMMUNITY E-GOVERNMENT COORDINATION WORK PLATFORM

Community e-government coordination work platform will bring a great impact on existing business mode. Its main characteristic is to simplify the procedure of serving for citizens and to improve service efficiency through strengthening data sharing and business coordination, to realize front desk integrative service and backstage integrative operation.[6]

Now we take a virtual procedure for citizens to apply least income guarantee as an example to explain new business mode of community e-government coordination work platform.

4.1 Existing citizens least income guarantee applying procedure as follows (See figure 2).

1) Obtained incomes evidence from business or street labor section office.

2) Obtained children's stipend evidence from educational institution.

3) Submitted relevant proving materials to street civil administration section and apply for least income guarantee

4) Examined relevant-proving materials by residents committee.

5) Feed backed examination result street civil administration section by residents committee, to announce examination result.

6) Informed residents of the result after verifying by the street civil administration section.

7) Registered the list in district civil administration department by street civil administration section.

The work from 1to 6 must be done by citizen personally.

4.2 New citizen least income guarantee applying procedure as follows (see Figure. 3).

1) Submitted application for least income guarantee to Community's Servicing Center by Resident.

2)—3) obtained resident's identity, household register and family member's information from Community's actual population Database.

4)—7) Inquire about the resident and family member's income data from Labors Database based on resident's identity and kinsfolk's' information

8)—11) Inquire about children's stipend information from Education database based on resident's identity and kinsfolk's' information

12) Confirmed resident's qualification for least income guarantee according to above-mentioned information, marked result in the database. Finally announce the result to resident.

From above, we can find that data verifying in new procedure mainly depended on the information from Community's actual population Database and information exchange system. It reduced time to obtain relevant-proving materials and also improved the accuracy of data verifying and saved the time.

From above, we can find that data verifying in new procedure mainly depended on the information from community's actual population database and information exchange system. It reduced the time to obtain relevant-proving materials and also improved the accuracy of data verifying.

The work from 2 to 11 would be done automatically by computer.

5. REFERENCES

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