Research and Practice Exploration Into Government's Organization Management in the E-government Environment

Qiaoshan Liu

Public administration, Tianjin University Of Commerce, Tianjin 300134，China
Email: 13662102513@163.com

Abstract*:* The rapid-developing information technology has found wide applications in various social fields. In government departments, e-government has played an important role in handling government affairs. Gradually, a higher requirement is put forward as to government's organization management. In the e-government environment, government's organization management should actively adopt the people-centered management concept and respond to requirements of e-government. Based on the research backdrop, this paper conducts a research and practice exploration into government's organization management in the e-government environment from the perspective of business procedures, people-centered management, performance management, organization culture construction and so on in the hope of increasing working efficiency of government departments.

Keywords: E-government environment; Government's organization management; Research and practices

INTRODUCTION

E-government originates from government informationization. With the development of information technology and the transformation of the government informationalization concept, government informationalization has been expanded. Against the backdrop, the concept of office automation emerged, advocating using computer techniques to handle internal office affairs. Later, the information management system appeared which could better meet demands of management personnel by efficiently processing information and supporting their decision-making. At the present, along with the rapid development of Internet, the concept of e-government is put forward. It has a huge influence on government's organization management.

PERFORMANCE MANAGEMENT IN THE E-GOVERNMENT ENVIRONMENT

Performance management includes result management and process management. Government performance refers to government's management abilities, efficiency and results during various management activities. In enterprises, performance management has achieved favorable application results. Therefore, during the reform of government's organization management, performance management is introduced therein. Due to differences between enterprises and governments, performance management has a different connotation in governments and enterprises, respectively. Besides, performance management is different from efficiency management and government achievement management. Therefore, in the e-government

environment, government management cannot just focus on the pursuit of efficiency.

In the e-government environment, performance management, a part of government's organization management, is chiefly targeted at management of civil servants. It also includes the management of government's functional departments and governments themselves. As a grassroots performance management level, civil servants are the most important to performance management [1]. Efficient performance management can stimulate working initiative and enthusiasm of civil servants, thus indirectly facilitating government's implementation of e-government. In the e-government environment, performance management should adopt "putting people in the first place" at the core, and attach great importance to individual development of civil servants. Management plans and objectives can be formulated to guide the joint realization of organizational and individual objectives. Different from the traditional management model, performance management based on the e-government environment covers work attitude, work plans, work achievements and work abilities, so it is more vivid, scientific, comprehensive and positive.

PEOPLE-CENTERED MANAGEMENT IN THE E-GOVERNMENT ENVIRONMENT

During the development process of people-centered management, many different management schools have made huge contributions to people-centered management. Details are shown in Table 1 below:

Table 1 Contributions of various management schools to development of people-centered management

Management Schools	Basic Ideas	Major Contributions
Scientific Management	Economic Man	Introduced the human factor into management and put forward the concept of "Economic Man;" Advocated concepts like training and education; Introduced scientific research methods to people-centered management.
Behavior Management	Social Man	Put forward the concept of "Social Man;" Emphasized on humans' diversified material and spiritual demands and self-actualization; Introduced the participative management and emphasized on the role of training; Introduced Psychology to people-centered management.
Management Jungle	Complex Man	Recognized variations of human demands along with changes of environment, places and time; Adopted economic, psychological, sociological and systematic research methods;
Cultural Management	Cultural Man	Emphasized on the importance of human resources, personalized demands, spiritual health and human nature; Discovered the relationship among employees' self-actualization, organization's development and efficiency; Introduced cross-cultural management

People-centered management is an important development trend of the modern organization science. It should be implemented and reflected in various links (such as supervision, execution and decision-making), affairs, services and government administration. In the e-government environment, the development direction and the management core of the modern government's organization management should be people-centered management [2]. At the same time, with the constant development and applications of e-government, there has been a higher expectation of people-centered management. A striking characteristic of the knowledge-based economic era is the increasingly extensive information technology. Against the backdrop, human resources capability construction is essential to social development. Personnel administration also reflects the concept of "putting people in the first place." The research perspectives for people-centered management are shown in Table 2.

Table 2 Research perspectives for people-centered management

Types	Hypotheses of Human Nature	Analysis Perspectives
Integrated type	Complex Man and Cultural Man	Ideology, management and morals
Management type	Social Man and Complex Man	Management
Moral type	Moral Man	Ideology and morals

ORGANIZATION'S CULTURAL CONSTRUCTION IN THE E-GOVERNMENT ENVIRONMENT

In the e-government environment, government's organization management has paid increasing attention to the concept of people-centered management. Thus, people can be subjects with a free will and the cultural and spiritual attributes. Knowledge workers are an important part of knowledge-based. Consideration should be given to the group during the reform of organization's management styles. Besides, the construction of internal incentive mechanism should reflect the concept of people-oriented management. Therefore, during government's organization management in the e-government environment, joint efforts should be made to build an organization culture with a profound connotation [3]. To be specific, organization culture should include emphasis on the innovational spirit, knowledge sharing and favorable coordinated development, and combine them into a cultural mix to form a more powerful spiritual cohesive force. Thus, a shared cultural atmosphere and working environment is conducive to the handling of e-government affairs.

Workflow restructuring in the e-government environment.

In the e-government environment, people have a higher requirement of organization management of government departments. Usually, government's organization management system is very complicated, which includes personnel, organizations, institutions,

etc. Based on the e-government, it is necessary to re-design the administrative management procedures. (See Fig. 1) After repeated re-design and optimization, the most proper organization management model and workflow is obtained. The redesign process should proceed from practical situations and help government personnel better use the new system [4]. Meanwhile, administrative

management personnel should be fully motivated to prevent them from hiding some information for the fear of being held to account. The collected information should be fully analyzed and studied so that problems existing in administrative management and causes of these problems can be accurately analyzed based on the information obtained. (See Fig. 2)
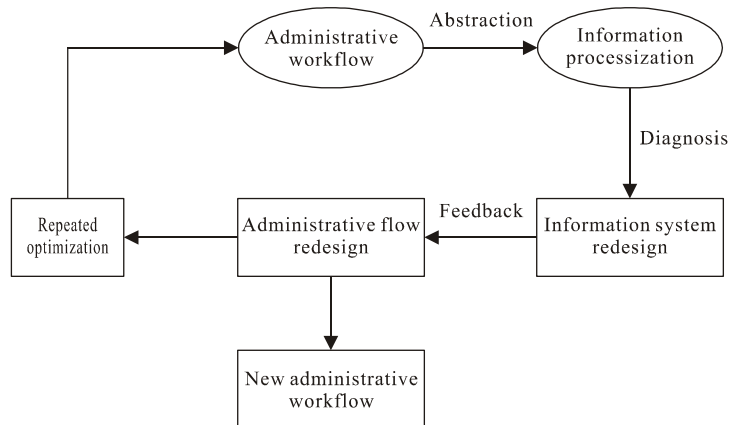

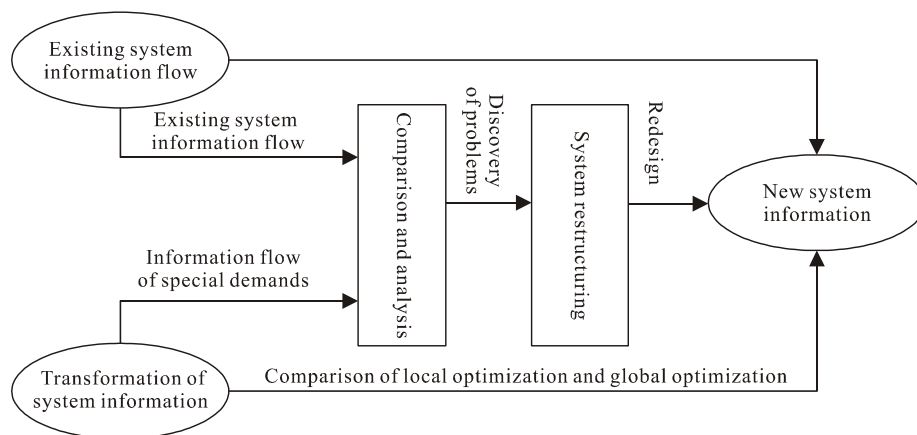Fig. 1 Government administrative workflow redesign

Fig. 2 Information flow redesign

CONCLUSIONS

In the current society, government departments play an important role in various fields. With the acceleration of social development, government departments should keep on improving their efficiency in handling administrative affairs so as to meet people's demands. The development of information technology makes e-government gradually become a new working style of government departments. Therefore, it is necessary to clarify organization management in the e-government administrative environment so as to promote its constant improvement. In this way, working efficiency of government departments can also be further increased.

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