

# Research on the Optimization of the Joint Mechanism of "One Matter" in Grassroots Government Services under the Background of Big Data -- Taking M City as an Example

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**Abstract:** In the context of big data, the new environment has brought unprecedented opportunities and challenges to grassroots government services. The original public management system has been impacted to a certain extent, and the new era of government services has put forward higher requirements for administrative management and organizational structure changes, which has triggered a demand for reform in grassroots government services. The "one matter" joint mechanism for grassroots government services is an important part of enhancing the public's experience of participating in grassroots government affairs. This paper will study from different perspectives how to improve the administrative service experience, enhance the efficiency of government services, and thereby enhance the people's sense of participation in administrative affairs. This paper will start with the specific grassroots government service "one matter" joint handling mechanism, based on the overall situation, and explore the main problems, causes, and optimization strategies of the grassroots government service "one matter" joint handling mechanism in practice. The main purpose of this article is to improve the efficiency of grassroots government services, and to propose corresponding optimization measures from the aspects of institutional arrangements, infrastructure construction, and personnel support, in order to better meet the growing high-level government service experience and participation needs of the people, and promote economic and social development.

**Keywords:** big data, grassroots government services, joint mechanism for handling one matter, optimization

## 1. Introduction

In the new era, with the rapid development of big data, social life affairs are becoming increasingly diverse and complex. The original government service system can no longer meet the new needs of high-level and high-quality development accompanied by government service experience [1]. Among them, the joint office of grassroots government services is an important part of individual evaluation of government service experience. The development of the information age has given rise to new ways of handling government affairs such as e-government. However, for most grassroots government services, simply exchanging the way of handling government affairs with another area, that is, registering and storing data on computer networks, has not effectively improved the experience of actual data processing, nor has it been able to explore the potential value of data and transform it into a driving force for social production and development. Overall, China's current grassroots government joint office mechanism is still in a stage of continuous development and improvement. Therefore, enhancing government service capabilities and improving grassroots government services is a matter of joint office mechanism with broad development space.

## 2. Core conceptual boundaries

### 2.1 Big data

Big data refers to a collection of data that cannot be captured, managed, and processed using conventional software tools within a certain period of time. Big data technology refers to the ability to

quickly obtain valuable information from various types of data. Technologies applicable to big data include massively parallel processing (MPP) databases, data mining grids, distributed file systems, distributed databases, cloud computing platforms, the Internet, and scalable storage systems. Specifically, big data has four basic characteristics: firstly, it has a huge volume of data; The second is the diversity of data types; The third is fast processing speed; The fourth is low value density. Big data is a new generation of revolutionary information technology with data as its essence. In the process of data mining, it can drive innovation in concepts, models, technologies, and application practices.

## ***2.2 Grassroots government services***

Grassroots government services refer to the basic principles and corresponding systems that guide and constrain the operation and activity selection of regional grassroots governments based on their basic core functions, and determine the internal and external factors and interrelationships of the development of grassroots government services.

Grassroots government services are ultimately formed by the positioning of responsibilities, the exercise of power, and the level of government services and management of the grassroots government in the region [2]. On the overall level, the functions of the government are divided into overall planning, economic regulation, lawful administration, social stability, and public services. The implementation of grassroots government services is the decomposition and reorganization of the overall government functions, making them concrete and clear, reflecting the basic performance of grassroots government functions.

## ***2.3 Joint mechanism for handling "one matter"***

The "one matter" joint mechanism refers to the institutional system in which different grassroots government functional departments collaborate and participate in achieving a common administrative goal. The "one matter" joint handling mechanism is one of the important forms of grassroots government administration, and it is also an important innovation in the reform of government institutions in recent years. It includes three main aspects: subject participation, transaction processing, and result feedback. The joint mechanism of "one matter" ensures the joint participation of functional departments in achieving a specific goal by arranging personnel, facilities, and institutional guarantees. The most prominent feature of the "one matter" joint mechanism is to connect multiple service items together to achieve a certain demand.

# **3. Historical evolution and current situation of the "one matter" joint mechanism for grassroots government services in M city**

## ***3.1 The historical evolution of the "one matter" joint mechanism for grassroots government services in M city***

The "one matter" Joint Office of M City's Grassroots Government Services aims to break the geographical restrictions on services and change the mode of accepting and processing according to jurisdiction. The "one matter" joint handling of grassroots government services in M city generally follows the service process and working mechanism of "receiving documents from different places, accepting them nearby, transferring and coordinating reviews from different places, obtaining certificates from different places, and handling related government affairs on behalf of the whole process". It realizes that the service subject can apply for and handle relevant government affairs in any town, street, or village within the county, and effectively solves the long-standing problem of "two ends running" for the people, achieving "zero distance" convenient services. In 2011, the "Administrative Service Center Management Measures of Jiangxi Province" proposed for the first time to strengthen the construction of administrative service capabilities. M city actively responds to the promotion of parallel approval, gradually improving its basic government service capabilities. They have clearly proposed to implement a work mechanism of "one port acceptance, internal circulation, collaborative processing, comprehensive approval, limited time completion, and express delivery" throughout the city. The release of the "Work Plan for Deepening the Reform of Government Services in Ganzhou City in 2022" marks the formation of a complete system of the "one matter" joint mechanism for grassroots government services in M City. In accordance with the decisions and deployments of the State Council, Provincial Party Committee, and Provincial Government on the reform of "streamlining administration, delegating power, and improving services", we aim to "create a

first-class business environment in the new era". We start with enterprises and the public handling "one matter" involving multiple departments and matters. We focus on high-frequency government service matters of concern to enterprises and the public, strengthen data sharing, streamline service materials, emphasize business collaboration, and rebuild approval processes. We are continuously deepening the "one matter, one action" reform, implementing one notification, one application form, one set of materials, one submission, and one completion, continuously improving the satisfaction of enterprises and the public and the sense of reform achievement. Based on the requirements of the higher-level government, M city has issued a notice on the trial implementation of "one matter, one handling" matters, which clarifies the further deepening of the "streamlining administration, delegating powers, and improving services" reform, deepening the "one matter, one handling" reform of government services, and focusing on creating the most satisfactory government services for enterprises and the people.

### ***3.2 Challenges brought by big data to the "one matter" joint mechanism of grassroots government services in M city***

The operation of the "one matter" joint mechanism for grassroots government services in the context of big data requires the integration of data from multiple departments. With the development of the information age, the data stored by functional departments is becoming increasingly large [3]. Massive data storage systems require corresponding levels of scalability. The expansion of storage systems increases data storage capacity by adding modules or disk cabinets. The expansion of data capacity requires government functional departments to invest a large amount of financial budget, which will to some extent increase the operating cost of the grassroots government service "one matter" joint mechanism.

As mentioned above, the operation of the "one matter" joint mechanism for grassroots government services requires the integration of data from multiple departments. The turnover of data between functional departments and the mixing of massive amounts of data can provide opportunities for criminals to take advantage of. The operation of the "one matter" joint mechanism for grassroots government services progresses layer by layer. In order to achieve the operation purpose of the joint mechanism, data mixing processing will be carried out to a certain extent to achieve administrative services. Compared with the previous approach of relying solely on human resources to handle basic government affairs, the increase in data mixed processing may give rise to some new security issues that need to be considered in the operation of joint mechanisms.

The joint mechanism of grassroots government services under the background of big data will face complex and diverse data operation and processing situations. From the storage of massive data to the operation and processing of data, the massive data flow will significantly reduce the carrying capacity of the grassroots government service "one matter" joint handling mechanism. The decrease in the carrying capacity of the joint mechanism will to some extent slow down the operational efficiency of the grassroots government service "one matter" joint mechanism. At the same time, the joint operation of grassroots government services requires the establishment of a unified database to connect various functional departments. It takes a certain amount of time to retrieve data from each functional department, summarize data, and analyze data. The accumulation of data programs will undoubtedly reduce the overall operational efficiency of the joint operation mechanism.

## **4. The current situation of the "one matter" joint mechanism for grassroots government services in M city under the background of big data**

### ***4.1 Content of the "one matter" joint mechanism for grassroots government services in M City***

The "one matter" Joint Office of M City's Grassroots Government Services integrates dispersed administrative service resources into a unified platform, reducing the social and economic costs of individual handling matters through one-time administrative service processing. The "one matter" Joint Office of M City's Grassroots Government Services aims to promote the reform of streamlining administration, delegating powers, and improving services to build a service-oriented government, and most of the content involved is related to administrative approval matters. The flow of talents requires the joint handling of multiple matters such as labor employment registration, social security registration, medical insurance registration, and provident fund deposit. Running back and forth from multiple sources significantly reduces the efficiency of government services and also consumes personal time.

And the joint government affairs office will form cross departmental joint affairs by consolidating the single matters handled by the original functional departments separately; Multiple departments and forms submit multiple applications, simplifying it into submitting one application per form; We rely on the Internet and big data sharing to integrate, compress, and recreate information from multiple departments, forming a new process of "one matter" linkage handling. Grassroots government affairs joint office also involves cross regional communication, which means breaking the geographical restrictions of administrative service platforms and forming a unified and standardized government affairs joint office method by deepening online services.

#### ***4.2 Process of the "one matter" joint mechanism for grassroots government services in M City***

The process of the "one thing" joint handling mechanism for grassroots government services in M city can be divided into three main processes: registration services at the public window, staff handling services, and evaluation feedback on transaction processing. In the registration service of the public window, the first step is to inquire whether the affairs to be handled by the visiting public belong to the joint business content of grassroots government services. If the services required by the public do not belong to the joint business content, the public will be guided to the corresponding functional department to handle the affairs. If the public demand service belongs to the joint business content, the first step will be to clearly indicate the required business materials and procedures to the visiting masses, and provide a detailed introduction to the precautions and progress of the handling matters. After completing the public demand affairs, a feedback evaluation form will be presented for business service scoring, and public opinions will be regularly absorbed to better optimize the joint service experience.

#### ***4.3 The operational effect of the "one matter" joint mechanism for grassroots government services in M city***

In order to better understand the operational effectiveness of the "one thing" joint mechanism for grassroots government services in M city, the author designed two survey questionnaires targeting different subjects and conducted a face-to-face interview to obtain more intuitive data. Each questionnaire has over 100 respondents. Questionnaire 1 takes the subjective perspective of the people's handling of affairs and is designed as a survey on the usage of government service joint offices and "one-stop service" under the background of big data. Questionnaire 2 takes grassroots government service personnel as the subjective perspective and is designed to conduct a survey on the use of grassroots government "one thing" joint handling by grassroots government personnel.

Based on a comprehensive survey of two different subjects and an interview, the survey data shows that the current public believes that M city's grassroots government services have the following advantages compared to traditional government services: 46.85% of respondents believe that grassroots government joint services are efficient, 76.58% of respondents believe that grassroots government joint services are convenient, and 72.97% of respondents believe that grassroots government joint services have clear feedback. From the perspective of grassroots workers, 63.64% of respondents believe that the coverage of grassroots government joint services is wide, 50% of respondents believe that the cost of handling procedures for grassroots government joint services is low, and 44.55% of respondents believe that the feedback level of grassroots government joint services is high. According to the comprehensive situation of the "one matter" joint handling mechanism for grassroots government services, 64.86% of respondents are relatively satisfied with the current joint handling mechanism.

### **5. Analysis of problems in the "one matter" joint mechanism for grassroots government services in M City**

#### ***5.1 Incomplete basic guarantee construction of government affairs joint office***

The basic condition for the joint handling of grassroots government services under the background of big data is to have a solid material foundation and policy support. However, based on current research, it has been found that the vast majority of the people and grassroots workers have significant opinions on the processing cycle and cumbersome procedures for the joint handling of basic government services. From another perspective, this can be reflected in inadequate infrastructure construction. The "one matter" joint operation of grassroots government affairs relies on the big data Internet and other basic information and data tools. Only through the Internet can individual

information services be interconnected. However, the development of e-government in most rural areas of China is still in the initial exploration stage, and the construction of network services is still gradually improving. The government joint office requires relatively higher supporting facilities for network equipment.

### ***5.2 Joint government affairs office optimization and construction lack of talents***

A survey on the attitudes of grassroots government service "one matter" joint office staff under the current big data background found that 34.23% of the surveyed people were dissatisfied with the results of government joint office processing, and 69% of grassroots workers reported poor service attitudes. A large part of this is due to the lack of high-quality and specialized targeted talent resources in the current grassroots government joint office services. The government service joint office involves some areas that belong to the category of e-government, but the core content of the government service joint office requires a high level of e-government service. In reality, the vast majority of government joint service personnel, although possessing sufficient practical service experience, lack corresponding joint service skills and professional training in intelligent and professional qualities. At the same time, most window service personnel have a deviation in their emotional attitude towards administrative service investment, and the impact of personnel quality on the joint office of government services will inevitably be amplified, thereby reducing the evaluation level of grassroots government service joint offices.

### ***5.3 Backward informatization level of government joint office***

In the context of big data, one of the most important criteria for measuring the progress and development of government service levels is whether government services can effectively meet the needs of the public for government services and whether they adhere to the people-oriented social development goals. From this standard, the previous practice of using a single indicator to measure grassroots government service cooperation is clearly insufficient. The happiness index, which reflects the subjective quality of life of the people, can compensate for the shortcomings of quantitative indicators and be used to measure the comprehensive progress and development of government service levels. The improvement of informatization level can better objectively and realistically evaluate the needs of public opinion. At the same time, informatization plays an important diagnostic role, which can evaluate the current development status of grassroots government services through joint efforts, and grasp the specific trends and patterns of government services in reality. However, the informationization of the grassroots government joint office mechanism is still in its early stage of development and cannot adapt well to and meet the needs of real government services. Specifically, in real life, some regions still rely on paper-based form registration as the main method of storing data, which poses significant risks such as loss, error, and tampering. At the same time, paper-based storage is also limited by time factors.

## **6. Conclusion**

Under the background of big data, the "one matter" joint mechanism for grassroots government services starts from five main aspects: improving the top-level design of the joint system, strengthening the construction of government joint infrastructure, cultivating a high-quality team of joint personnel, facilitating the information transmission of joint departments, and improving the feedback level of the joint mechanism. The administrative efficiency of the "one matter" joint mechanism for grassroots government services is comprehensively considered. Strengthening the stability and continuity of the "one thing" joint handling mechanism for grassroots government services, simplifying the process of the "one matter" joint handling mechanism for grassroots government services, forming a high-quality and high-level team of grassroots government service "one matter" joint handling personnel, and promoting the construction of a smart and service-oriented government are five paths to optimize the "one thing" joint handling mechanism for grassroots government services. We strive to enhance the operational efficiency of the "one matter" linkage mechanism for grassroots government services, and better achieve the goal of serving the people.

The purpose of this article is to provide an overall overview of the factors that affect the "one thing" joint handling mechanism of grassroots government services in the context of big data, and to reach the final optimization plan for the "one matter" joint handling mechanism of grassroots government services from these influencing factors. Therefore, the author did not conduct in-depth exploration and

analysis on the deconstruction and restructuring of the "one matter" joint mechanism for grassroots government services under the background of big data, but optimized and upgraded the original "one matter" joint mechanism for grassroots government services. But the author believes that there will be more outstanding scholars discussing the new mechanism of joint handling of government services, and studying it from the perspective of the new situation of grassroots government services, using sufficient data research samples for quantitative analysis, to jointly improve the "one matter" joint handling mechanism of grassroots government services under the background of big data.

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