

# The Application and Impact of E-government Services in Administrative Licensing

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**Abstract:** *With the rapid development of information technology, the application of e-government services in administrative licensing has become an important part of the construction of modern governments. Through a review and analysis of relevant research literatures at home and abroad, this paper explores the applications of e-government services in administrative licensing, including the construction of e-government service platforms, information sharing and collaboration, supervision and evaluation, as well as data statistics and analysis, and their impacts on administrative efficiency, the innovation of administrative licensing, social and economic development, and the modernization of government governance. Research shows that the application of e-government services can improve the efficiency and convenience of administrative licensing, promote the innovation of administrative licensing and the interaction among the public, enhance the transparency and fairness of administrative management, and further promote the development of the social economy.*

**Keywords:** *Public Service, E-government Services, Administrative Licensing, Digitalization*

## 1. Introduction

With the rise of information and communication technologies, administrative is stepping into the digital age. The implementation of e-government has optimized the management processes of administrative organizations, such as internal government information sharing, administrative process reengineering, and departmental cooperation mechanisms. Meanwhile, e-government has also improved the relationship between administrative subjects and administrative counterparts, enabling administrative counterparts to participate more actively in the formulation of administrative policies and rules, thus promoting the democratization of the administrative process. In addition, e-government is also conducive to promoting the reform of the administrative licensing procedures, making it more convenient for administrative counterparts to submit applications, improving the approval efficiency, and providing the public with higher-quality public services<sup>[1]</sup>.

As a government affair behavior relying on electronic information application technologies, e-government is the product of the organic combination of government affair behaviors and electronic information application technologies. In the virtual network space, applicants can complete the entire process of administrative license application, approval, etc. in one stop, greatly improving administrative efficiency and applicant satisfaction. By providing administrative license functions in electronic virtual forms, administrative license management service activities can break away from the limitations of time and space. E-government also utilizes virtual organization technologies to analyze the internal situation of organizations, provide specific information and data, and ultimately present a complete picture of the organizations. For the management links of program operation, formulate government affair processing plans, analyze and deal with aspects such as administrative license performance and procedures, realizing the virtualization of the approval process<sup>[2]</sup>.

## 2. Definition of Concepts

### 2.1 E-government

E-government is a way to carry out government affairs operations by using electronic information application technologies. It is the product of combining government affairs operations with electronic information application technologies. E-government encompasses six implications:

Firstly, government information disclosure. That is, the government publishes administrative information on its official website to ensure the public's right to know. Secondly, the construction of government websites. By integrating network information resources, more comprehensive government affairs information can be provided for the public. Thirdly, interactive management mode. The government opens message channels on its website to receive the opinions and suggestions of the people. Fourthly, networked government procurement. That is, by formulating unified standards and strictly implementing the online application and approval system for procurement, the occurrence of corruption can be prevented. Fifthly, paperless office in e-government. This can save paper and control the waste of resources. Sixthly, scientific performance evaluation. By establishing an information database and analyzing the connections between government affairs data, a detailed summary of work performance can be made<sup>[1]</sup>.

The implementation of e-government provides a more rapid technological means for democratic politics, which helps in the rapid dissemination of information and the improvement of political transparency. This enables the people to participate more conveniently in the decision-making and supervision processes. These measures contribute to promoting the construction of a "sunshine government".

## **2.2 Administrative License**

The Administrative License Law of the People's Republic of China defines the concept of administrative license: "The administrative license referred to in this Law means the act of an administrative organ granting a citizen, legal person or other organization permission to engage in specific activities upon examination in accordance with the law after receiving their application<sup>[3]</sup>. In other words, the so-called administrative license means that the government, upon the application of an administrative organ, endows the applying subject with the legal qualification to engage in a certain activity in accordance with the provisions of the law. It refers to the act of an administrative organ examining, deciding on the application of an individual, legal person or other organization in accordance with the law, and granting specific rights or qualifications. Administrative license is a way for administrative organs to exercise administrative power. Through the license decision, administrative organs manage and supervise specific activities or behaviors to ensure that they meet the requirements of laws and regulations.

## **3. The Application of E-government Services in Administrative Licensing**

### **3.1 The Construction of E-government Service Platforms**

Theoretically, each administrative licensing authority can build its own online platform. However, this would increase the difficulty for administrative counterparts to search for relevant platforms, leading to situations where they have to conduct online searches repeatedly and submit materials repeatedly. Therefore, it is necessary to accelerate the construction of a full-process integrated online service platform. With the national government service platform as the core and the platforms of various localities and departments as the foundation, the former provides public access and support, while the platforms of governments at all levels strengthen the construction of integration and standardization<sup>[4]</sup>.

Through integrating scattered resources and service entrances, government departments at all levels are urged to access the license business information system, thus realizing the full - process electronic management. This platform integrates the license business of various departments and provides unified online application, examination and approval, issuance, and supervision links to serve enterprises and the public.

Firstly, the government can construct a unified online application system. Applicants can submit materials through electronic channels, fill in information and upload files on the platform without having to go to the authorities in person to submit paper applications, which greatly reduces time and cost. Secondly, the e - government service platform should have an online examination and approval function. Administrative organs can conduct review and decision - making through this, realizing the automation and electronization of examination and approval, improving efficiency and accuracy. Applicants can check the progress and know the status in real - time, avoiding information problems. Thirdly, the platform needs to realize the online issuance of license certificates and documents. After approval, applicants can download and save them online, reducing the cost of printing and mailing

paper certificates and saving resources. Finally, the platform should also provide supervision and query functions. Administrative organs can supervise the licenses that have been issued, and enterprises and the public can query license information to know the validity period, scope, and restriction conditions, etc., facilitating daily operation and compliance management.

By constructing an integrated e - government service platform, the government can realize the full - process electronic management of administrative licenses, improving administrative efficiency, transparency, and credibility. Enterprises and the public can submit applications, query progress, and receive notifications at any time, which greatly facilitates applicants and promotes economic and social progress. At the same time, with the help of the platform, the government can conduct statistical analysis of administrative licenses, providing data for policy - making and decision - making, and helping with the innovation and reform of the administrative license system.

### ***3.2 Information Sharing and Collaboration***

The e-government service platform is an efficient tool for information sharing and collaborative office work, facilitating smooth communication and cooperation among government departments. The platform enables departments to share information resources, eliminating the need to repeatedly fill in and submit materials, which significantly improves the handling efficiency. Moreover, it has powerful data analysis functions. The government can use it to promptly identify and improve problems, better understand the needs of the public and the social situation, and formulate policies and measures accurately. Its advantages lie in improving the quality and efficiency of government work and providing convenient services for the public. The public can use it to query, apply for, and handle various businesses without having to run around among multiple departments, thus saving time and energy and enhancing the interaction between the government and the public. In conclusion, the application of the platform can improve the quality of government work and services, increase the efficiency of departmental collaboration. Through data and information sharing, the government can better understand social needs, adjust policies and measures, provide high-quality services, and promote the modernization transformation of the government and social progress.

### ***3.3 Supervision and Evaluation***

One of the important functions of e-government services is to provide an online supervision and evaluation mechanism. With the help of this electronic system, the public can conveniently carry out supervision complaints and evaluation feedback, strengthening the fairness and legality of administrative licensing. By virtue of the supervision function, the public can directly express dissatisfaction, file complaints or report to relevant government departments or institutions through online channels. This quick feedback mechanism prompts government departments to respond promptly and handle the concerns of the public, ensuring the fairness and transparency of the administrative licensing process. Meanwhile, e-government services provide an evaluation feedback channel. The public can evaluate the work of government departments through online questionnaires, opinion feedback, etc. This evaluation mechanism helps the government understand the needs and expectations of the public, promptly improve and optimize the administrative licensing process and service quality, and enhance the scientific nature and credibility of administrative decisions. Through the online supervision and evaluation functions, it is extremely convenient for the public to participate in the administrative licensing process. Their voices can be more directly transmitted to government departments, and the government can also respond more promptly to solve the problems and needs of the public. This interactive mechanism is conducive to building a good communication and cooperation relationship between the government and the public, improving the efficiency of administrative management and the quality of public services.

### ***3.4 Data Statistics and Analysis***

The implementation of e-government services not only facilitates the statistical analysis of administrative licensing data but also provides valuable data support for government decision-making, promoting the optimization and improvement of administrative licensing. Through the electronic system, administrative organs can conveniently collect and analyze relevant data, providing a scientific basis for policy formulation and decision-making.

Firstly, e-government services make the statistical analysis of administrative licensing data more efficient and accurate. With the help of the electronic system, administrative organs can collect, sort out

and update data in real time, realizing automated processing and analysis, which greatly improves the speed and accuracy of data processing and avoids errors and delays caused by traditional manual operations. Meanwhile, the electronic system can generate various statistical reports and analysis charts as required, providing intuitive and comprehensive data support for government decision-making.

Secondly, e-government services provide a scientific basis for government decision-making. Through the statistical analysis of administrative licensing data, the government can grasp the licensing situation in different industries and regions, analyze indicators such as efficiency and quality, detect problems and bottlenecks, and put forward improvement measures. It can also understand the implementation effect of policies and evaluate the impact of achievements through comparative data analysis, providing a scientific basis for policy adjustment and optimization.

Thirdly, e-government services promote the optimization and improvement of administrative licensing. By means of data statistical analysis, the government can discover problems and deficiencies and improve and optimize them in a timely manner. It can interact with enterprises and the public through the electronic system, understand the opinions and suggestions in the licensing process, improve the process and services, and enhance administrative efficiency and satisfaction. In addition, it can promote the standardization and normalization of licensing, reduce human interference and unfairness, and improve transparency and fairness.

#### **4. The Impact of E-government Services on Administrative Licensing**

##### ***4.1 Improving Administrative Efficiency***

In terms of enhancing the handling efficiency, its application has effectively reduced the time and cost required for administrative licensing, significantly improving the approval efficiency and greatly shortening the waiting time for enterprises and the public. With the help of the e-government service platform, through functions such as online application, automated approval, and real-time query, the cumbersome paper-based processes and manual operations have been greatly reduced. Enterprises and the public only need to fill in information and upload files on the platform to complete the application. The system approves automatically, and users can query the progress and results at any time, further reducing the waiting time.

Regarding the improvement of the licensing quality, the automated supervision and feedback mechanism provided by the platform can detect and solve problems in a timely manner, thus improving the quality of administrative licensing and making the handling process more efficient and convenient. Meanwhile, the application of e-government services also brings many additional benefits. Digitally storing and archiving application materials and related information effectively avoids the loss of paper materials and the cumbersome search process. It provides a more transparent and fair approval process, enabling applicants to clearly understand the approval standards and enhancing the public's trust in administrative licensing. It can also integrate with other information systems to achieve data sharing and interaction, further improving the handling efficiency.

##### ***4.2 Promoting the Innovation and Reform of Administrative Licensing***

The establishment of the e-government service platform provides personalized and precise public service solutions to meet the needs of different applicants. Through data analysis and mining, the government can understand the public's opinions and suggestions, improve and optimize services, and enhance satisfaction. Its application promotes the innovation and reform of the administrative licensing system. By leveraging information technology and data analysis to optimize process standards, it improves the quality and effectiveness of licensing. Applicants can submit materials online and keep track of the progress in real time, reducing the cumbersome offline procedures and improving the licensing efficiency. The platform also provides the government with a convenient and efficient management tool for unified management and monitoring of licensing matters, detecting and solving problems, and improving the management level. Moreover, it can evaluate the overall situation of licensing through data analysis, providing a basis for policy formulation and decision-making. In conclusion, the application of the platform brings convenient opportunities for public services, can meet the public's needs, enhance satisfaction, and can also innovate and reform the licensing system. Its establishment is not only a modern management means but also an important measure to promote the digitalization, intelligence, and high efficiency of government work. The e-government service platform can provide personalized and precise public service to meet the needs of different applicants.

By means of data analysis and mining, the government can gain insights into the public's opinions and suggestions and then optimize public service in a timely manner to enhance public satisfaction. The application of e-government services prompts the innovation and reform of the administrative licensing system. The introduction of information technology and data analysis can optimize and adjust the administrative licensing process and standards, enhancing their quality and effectiveness.

#### ***4.3 Promoting Socio-economic Development***

The application of e-government services has positive significance in many aspects for social and economic development. Firstly, it can reduce administrative costs, unleash market vitality, and facilitate innovation and entrepreneurship. Enterprises and entrepreneurs can conveniently apply for administrative licenses through the platform, saving time and energy, focusing on business development and innovation, enhancing market competitiveness, and optimizing the entrepreneurial environment. Secondly, it can enhance the transparency and fairness of administrative licensing, increasing the trust of enterprises and the public in the government. The whole process of online application and approval is recorded and traceable, reducing human interference and unfairness, creating a fair competition environment, stimulating market vitality, and promoting economic development. Thirdly, it creates a favorable environment for social and economic development. By improving the efficiency and convenience of administrative licensing, it alleviates the burden on enterprises and entrepreneurs, encourages more people to participate in innovation and entrepreneurship, promotes the research and development and application of new technologies and products, employment, and economic growth. Meanwhile, it provides the government with more data and information, helping to formulate scientific and precise policies and promoting the sustainable development of society and economy.

#### ***4.4 Promoting the Modernization of Government Governance***

With the help of digital and information technologies, the government can manage and supervise the administrative licensing process more efficiently, enhancing the scientific and precise nature of decision-making and strengthening the effectiveness of services and governance. In terms of enhancing transparency and credibility, it provides online application, approval, and handling channels. Applicants do not need to queue on site, saving time and effort. Moreover, the online query and progress tracking functions enable applicants to know the status of their applications at any time, enhancing transparency. Through information technologies, administrative licensing is automated and standardized, reducing the impact of human factors, automatically auditing and comparing application materials, improving accuracy and efficiency, reducing improper behaviors and corruption phenomena, enhancing the fairness of governance, making the licensing process public and traceable, and increasing credibility.

Meanwhile, the data analysis and statistics functions help the government to detect and solve problems in a timely manner, optimizing the licensing process and service quality. Data sharing and integration enable information exchange among different departments, enhancing the ability of coordination and cooperation. The application of e-government services for administrative licensing has promoted the modernization process of government governance. The application of e-government services has made the administrative licensing process more efficient, transparent, and convenient, improving the effectiveness and credibility of government governance.

### **5. Conclusion**

With the rapid development of information technology, the application of e-government services in administrative licensing has become a crucial part of modern government construction. Its application encompasses the construction of service platforms, information sharing and collaboration, supervision and evaluation, as well as data statistics and analysis. Through a comprehensive review and analysis of domestic and foreign research literature, it can be seen that this application has a positive impact on improving administrative efficiency, innovating administrative licensing, promoting social and economic development, and modernizing government governance.

Firstly, e-government services significantly enhance the efficiency and convenience of administrative licensing. The traditional administrative licensing process is complex and time-consuming. The introduction of e-government services has digitalized and online-ized each step, greatly improving the handling efficiency. The public can apply and query online, eliminating the need

for cumbersome offline procedures and saving time and energy. Secondly, it effectively promotes the innovation of administrative licensing. With the help of service platforms, the interaction between the government and the public is strengthened. The government can gain an in-depth understanding of the public's needs and opinions, providing channels and bases for the reform and innovation of licensing. Based on the feedback, the process standards can be optimized to improve the approval efficiency and service quality. Thirdly, it promotes the transparency and fairness of administrative management. The platform enables information sharing and collaboration, allowing departments to timely transmit applicant information, avoiding information asymmetry and repeated filling. The public can also timely obtain the progress and results of their applications, increasing transparency and fairness. Moreover, the public can safeguard their rights and interests through the supervision and evaluation mechanism. Finally, it actively promotes social and economic development. Administrative licensing is an important driving factor for economic development. E-government services accelerate the approval speed, reduce the costs and risks of enterprises, encourage innovation and entrepreneurship, and also provide the government with a large amount of data for statistical analysis, helping it to grasp the economic situation and direction and formulate scientific decision-making policies.

With the continuous development and application of information technology, the application of e-government services in administrative licensing will be further expanded and deepened, providing the public with more convenient and efficient public services.

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