

# A Study on the Path of Digital Technology to Improve the Level of Municipal Social Governance in Border Minority Areas—Taking Guangxi Zhuang Autonomous Region as an Example

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**Abstract:** With the deepening application of digital technologies such as big data, artificial intelligence and blockchain in the field of social governance, digital technologies provide new practical paths for improving municipal social governance. Based on the case of Guangxi, this paper explores the practice of municipal social governance under digital governance in border ethnic areas, analyzes its practices and experiences in promoting the modernization of municipal governance under digital governance, and addresses the problems of poor linkage of traditional government platforms, backward governance model, insufficient innovation of governance methods, and few professional digital technology talents and poor risk resistance in the field of municipal social governance empowered by digital technology. We propose countermeasures to increase the investment in digital governance platforms, further empower the "digital future", seize the opportunity of digital transformation, promote the diversification of governance models, use the advantages of digital technology to change governance models, promote the modernization of grassroots governance system and governance capacity, and train professional technical talents in a system.

**Keywords:** digital technology; municipal social governance; frontier ethnic areas; path

## 1. Introduction

Over the past 40 years of reform and opening up, China's frontier ethnic areas have undergone radical and historic changes, with continuous progress in economy and social governance. Frontier ethnic areas are societies with complex interactions. The increase in interactions, special regional conditions, complex social and livelihood issues, and severe social management pressure make non-traditional security in frontier ethnic areas also inevitably face some threats and challenges. The solution of such a serious contradiction can not be delayed, which is related to the development of the economy of the whole border ethnic areas, the improvement of ethnic awareness, and the implementation of relevant policies. On March 13, 2021, the Outline of the 14th Five-Year Plan and 2035 Vision for National Economic and Social Development of the People's Republic of China proposed to "continuously improve the level of scientific, refined and intelligent urban governance, and promote the modernization of municipal social governance" [1]. The modernization of municipal social governance is an important part of the modernization of the national governance system and governance capacity, and plays an important role in advancing the construction of socialism with Chinese characteristics and achieving the historical process of the "two hundred years" goal [2]. With the arrival of big data and "Internet Plus" era, Guangxi's municipal social governance faces new problems and challenges, and digital technology is an effective measure and a new way to improve the level of Guangxi's municipal social governance, and to improve the level of municipal governance in the border ethnic areas. The modernization level is the key part to strengthen the construction of harmonious society and consolidate the long term peace and stability of the country.

## **2. Guangxi Practice of Digital Technology Empowering Municipal Social Governance**

### ***2.1 Expanding the application scenes of digital technology and optimizing the process of public services in the city***

#### ***2.1.1 Strive to enhance the intelligent level of comprehensive service management***

In order to promote the development of intelligent level of comprehensive service management, Guangxi thoroughly implements the decision and deployment of the Fifth Plenary Session of the 19th CPC Central Committee, and effectively uses digital technologies such as cloud computing, block chain, big data and artificial intelligence to improve the quality, level and effectiveness of comprehensive service management. In recent years, in the context of the epidemic, in order to better provide medical services to the public, Guangxi has made full use of big data and information technology empowerment in the five pilot cities of municipal social governance to carry out "smart epidemic prevention" and establish a smart epidemic prevention and control system to effectively improve the efficiency of prevention and control. In terms of intelligent medical care, it promotes the innovation of medical service mode and strengthens the role of information support. The First Affiliated Hospital of Guangxi Medical University takes informationization as an effective means and priority area to improve the comprehensive service capacity of the hospital, and builds a wisdom hospital with "trinity" of wisdom medical treatment, wisdom service and wisdom management. Guangxi Chongzuo implement "home management intelligence" to achieve certain results, in the "love my Chongzuo" APP set the corresponding convenient services, can provide cleaning and storage, plumbing and electrical repair, housing maintenance, moving and pulling goods, dredging and other types of domestic services, all service items You can place an order at any time. As the city's municipal social governance "the last kilometer" of the community artificial intelligence field also developed rapidly, more and more tends to digital governance, relying on "snow bright project", the comprehensive promotion of "intelligent community" construction, to promote big data artificial intelligence, blockchain and other modern technology and social governance deep integration, to create a more intelligent and harmonious living environment for the public.

#### ***2.1.2 Promote network resolution services to meet the demand for "online" dispute resolution***

On the one hand, strengthen the application of information technology. Guangxi mobile micro court system, with its WeChat mini-program as the main platform, covers all levels of courts in the region and provides support for litigation activities such as trial and execution filing, payment of litigation fees, electronic service, online mediation, online court session and cross-domain filing, and cooperates with China mobile micro court mini-program to build a multi-channel, one-stop and comprehensive litigation service system. In 2021, Guangxi courts provided nearly 267,000 cases of online case filing service, 4,556 cases of cross-domain case filing service, and 90% of the courts with jurisdiction over cases achieved response within 30 minutes [3]. Through digital technology to resolve conflicts and disputes between parties in an efficient and convenient manner and at low cost. On the other hand, speed up the construction of intelligent politics and law. Guangxi attaches importance to the role of intelligence in the modernization process of political and legal affairs, and in implementing the infrastructure construction of "intelligent court", it improves the quality and efficiency of office and case handling by implementing the "double gigabit" dedicated network speed-up transformation project and constructing the remote arraignment room of the detention center, etc.; it builds the Guangxi The digital information center of the court has been built, providing samples for the construction of intelligent courts in the region; strengthening the construction of police science and technology information system, changing the traditional concept, upgrading to intelligent management mode, innovating technological policing, and creating a new model of "intelligent public security"; comprehensively deepening the reform of public security, The number of administrative approval matters and public service matters of public security organs in the region has been reduced from 124 to 49, and the innovative "three-in-one" self-help service of all-weather household administration, immigration and traffic police business has been launched. 594 self-help devices have been installed in the whole region, which greatly reduces the burden of the public in handling business.[4]

### ***2.2 Enhance the coverage of digital facilities, and further promote the construction of safe cities***

#### ***2.2.1 Construction of comprehensive governance center "network", promote the construction of "snow bright project"***

General Secretary Xi proposed to "rely on more and better scientific and technological innovation

to ensure national security" and "improve the construction of social security prevention and control system legalization, socialization and informationization level." [5] The project is based on public security video surveillance networking applications, and video expansion and blindness as the basis of the "mass security prevention and control project". [6] In recent years, Guangxi has been accelerating the construction of social security prevention and control system, to carry out the "snow bright project" construction, in order to achieve public security video surveillance construction networking applications, for social management, security prevention and control, services to provide support for people's livelihood. In the promotion of border and sea defense construction, according to the actual needs of the local increase in the "snow bright project" construction, has networked a large scale of high-definition video surveillance, vehicle chokepoints, terminal collection equipment and other intelligent eyes in the sky, to enhance the security control, social management, service people's livelihood of governance capacity. Fangchenggang City efficiently promote the construction of "snow bright project", complete the construction of intelligent community, "border railroad", "border intelligence", to promote the city, county, township three levels and the border sea village "Three networks in one" the standardization of the construction of the comprehensive governance center, and solidifying the foundation of the solid border, to achieve region-wide coverage; public security departments to "snow bright project" construction as an opportunity to complete the monitoring of full coverage. The comprehensive governance center plays the role of information resource sharing hub, promoting the integration of video images, face recognition, electronic card gates, hotspot collection, key personnel database, mobile population, grid information and other resource integration to help border governance. The construction of "snow bright project" provides strong scientific and technological support for digital municipal social governance, and focuses on deepening the application platform for public security operations, comprehensive governance center, and multi-disciplinary expansion to enhance the level of physical and technical defense and human defense, and maintain the peace of the border and national political security.

### ***2.2.2 Build a good social security prevention and control network, and improve the level of wisdom of border management and control***

The difficulty and complexity of dealing with the challenges of municipal social governance in Guangxi, which is a combination of ethnic areas, border areas, coastal areas, old revolutionary areas and poor areas, is elevated. Chongzuo City is located at the border between China and Vietnam, and the border line is 533 kilometers long, and various kinds of illegal and criminal activities occur from time to time, so it is difficult to realize all-round prevention and control by human resources. The city of Fangchenggang took the opportunity to build the "Snow Light Project" to improve the ability and level of intelligent information technology in grid construction. During the new epidemic, Fangchenggang City firstly focuses on the epidemic prevention requirements, plays the advantage of "SkyNet" monitoring, strengthens the tracking management of inbound personnel, and effectively prevents the importation of epidemic from abroad. Secondly, the use of video patrols to monitor alleys, community entrances, village roads, communities and other important entrances and exits to ensure timely detection of problems and timely disposal in place; at the same time, the use of grid intelligence information technology to promote the crackdown on smuggling, drug trafficking, terrorism and other illegal and criminal acts in border areas, to enhance the border social security control capabilities and consolidate the sense of security of the city's people. In order to do a good job of sea defense port control, to prevent the infiltration of the "three non-" people, Qinzhou City innovation to build intelligent sea defense control system, to promote the military, armed police and other units to strengthen communication, efficient collaboration. At present, Qinzhou City has built a sea defense monitoring center and 7 sea defense monitoring stations, steadily promote the Maowei Sea, Qinzhou Port, Dafengjiang area 3 coastal sealing control point construction, the formation of "human defense, technology, physical defense" organic combination, the overall linkage, efficient operation of the intelligent sea defense control pattern, and strive to prevent and solve the sea defense security risks. [6]

### ***2.3 Improve the level of data intelligence, accelerate the digitalization and intelligent process of social governance in the city***

#### ***2.3.1 Consolidate the construction of communication infrastructure and build a solid foundation for the development of big data***

With the continuous development of modern network technology, it provides multi-functional and high-efficiency options for municipal social governance, and communication infrastructure plays a more and more important role. Chongzuo City has been increasing the promotion of 5G network construction, actively coordinating with basic telecom operators, striving to seize the 5G high ground

and creating new 5G advantages, providing network foundation channels for video detection and control subsystem and flat command subsystem, and effectively using network technology to enhance the level of border control. Baisai Xilin County relies on 5G information technology applications, taking the lead in the city to build "5G + smart community", in the jurisdiction of the large population base, mobile people, the management of the difficult 11 districts to install 5G intelligent security system, configure intelligent community management platform, intelligent AI face recognition, aerial throwing monitoring system and cloud radio and other equipment. To facilitate the community to carry out epidemic prevention and control, security and other work, to achieve the digitalization of community management, information technology, visualization, to provide the masses with efficient, intelligent and accurate services, the formation of "human, physical and technical" security prevention and control system, the source to eliminate security risks, and effectively enhance the public's sense of access, happiness and security, around the three elements of data, network and platform to promote digital infrastructure. Network, platform three elements to promote the construction of digital infrastructure, and constantly improve the digital infrastructure security capacity.

### ***2.3.2 Improve the level of data intelligence pre-judgment and research and judgment***

Bold attempts in mathematical modeling, early warning analysis, detection and evaluation, etc., through a variety of practical data analysis models, promote the transformation of municipal social governance from relying on empirical decision-making to relying on big data decision-making, promote the transformation of human sea tactics to intelligence, and the transformation of post-event disposal to pre-emptive prevention, and enhance the ability to predict and prevent risks. Realize the modernized governance operation mechanism integrating data acquisition, intelligent analysis, dynamic mapping acquisition and operational solution. First of all, establish administrative procedure rules that are compatible with digital intelligent social governance, including the components of administrative procedures. Establish four core command layers at the township, county and municipal levels to coordinate data resource management and overall implementation of monitoring and command. Secondly, at the municipal level, establish and improve the inter-departmental coordination mechanism of municipal social governance, solve the problems of multi-departmental decentralized governance, fragmented administration, lack of coordination mechanism, and difficulty in sharing data of horizontal system, and enhance the systemic, holistic and synergistic nature of municipal social governance. In addition, the realization of accurate research and judgment, to effectively play the effectiveness of video surveillance resources. Chongzuo City Public Security Bureau integrated criminal investigation, anti-drug, public security, intelligence and other police internal resources, platforms, and coordination of border defense, customs and other departments, unified in the public safety video image information sharing platform office, to take the pre-investigation, real-time tracking, early warning, timely fixed evidence of the work methods involved in various aspects of the fight against crime, greatly improving the effectiveness of the use of street video resources.

## ***2.4 Play the advantages of the new media era, to provide a strong guarantee for the city's social governance***

### ***2.4.1 Rely on network publicity***

First, give full play to the characteristics of "WeChat" for instant interaction and discussion, build a new model of "WeChat police" work, set up a "village contact group" WeChat group, the civilian police, community cadres, police assistants, heads of enterprises and institutions The police officers, community cadres, police assistants and heads of enterprises and institutions are added to the WeChat group. Extending the tentacles of publicity services, through text, photos, videos, etc., in the "village contact group" WeChat group to push legal knowledge and conflict mediation case examples, deepen the public's understanding of the laws and regulations involved in daily life, enhance the legal awareness of the masses, enhance the legal literacy and moral cultivation of the masses, and promote small contradictions, small disputes can be to resolve small conflicts and disputes on their own. Second, through the "WeChat" platform for the masses online to solve problems and answer questions, carry out psychological guidance, resolve the masses of grievances and conflicts. Finally, we actively use the new media to push the key contents of the special action to combat and rectify cross-border crimes, special publicity videos, classic cases and other information, and further expand the publicity area through new media such as public numbers, headline numbers, Shake No., microblogs and WeChat.

### ***2.4.2 Expand the form of propaganda***

For one thing, give full play to the role and advantages of the police and police stations, visit and

publicize during daily inspection activities, and urge mail delivery units to display information such as safety systems, police reminder signs and important safety announcements in obvious locations using digital technology. Chongzuo public security organs fully use "two micro a shake one end" and other publicity carriers to expose the illegal use of the illegal and criminal practices and tricks of the delivery logistics channel, and call on the practitioners, the general public to actively report the use of the delivery logistics engaged in illegal and criminal activities clues. Second, through the power of the government, each department is required to establish their own traffic safety micro letter education public number according to the coverage and impact of their work. Traffic police departments timely release dynamic information on local road traffic safety management, in each important time node to the drivers in the region to release safety tips, encountering bad weather timely release of road conditions information. The traffic police department timely in each WeChat group on the occurrence of traffic accidents to analyze, with easy to understand language to explain to the masses the relevant laws and regulations knowledge points; mobilize the location of the "net red" using the power of Jitterbug, microblogging, fast hands and other net red popular traffic safety knowledge education, shooting some more representative traffic violations, so that the people through a small story warning. Through a small story warning, let the people consciously abide by the law and regulations, and achieve the effect of large volume of broadcast and wide impact.

#### ***2.4.3 Play the role of the integrated media platform***

On the one hand, use the communication function of the integrated media platform. The new media platform makes the process of public participation in social governance simplified and fast, which facilitates government departments to understand the needs of the people in a timely manner and provides a basis for the introduction and improvement of social governance measures. On the other hand, amplify the public service function and social function of the integrated media platform. The traditional media and the new media platform each have their own strengths and are integrated with each other, and the media effectiveness is geometrically increased. Social public opinion and network public opinion interact with each other, and the emergency disposal of public opinion is a normal operation faced by media in the development of media integration. The integrated media platform has absolute advantages in the guidance and disposal of public opinion, which can not only unify the dispatch, timely release accurate and authoritative information and eliminate public doubts, but also grasp the initiative of public opinion response through the analysis and research of public opinion.

### **3. Predicaments and shortcomings in the field of using digital technology to promote municipal social governance in Guangxi**

The results achieved by Guangxi in using digital technology to enhance the efficiency of social governance are obvious to all, but the following bottlenecks also exist.

#### ***3.1 The use of digital construction of government platform needs to be strengthened***

In the process of building digital government pilot cities in Guangxi, there is a gap between the number of integrated government service center construction and other sister cities that use digital technology to enhance municipal social governance. According to the data, only in cities with larger population and stronger economic strength will be able to build digital government platforms and achieve certain results in the use of the platform, while most remote areas are still relatively backward in terms of digital governance system and hardware configuration. Part of the digital government platform, the enterprises and the masses need to cross-sector, cross-window for a "package" of things to "only one window", "once done" as the principle of optimization and integration. To solve the problems of enterprises and the masses to do multiple runs, multiple submission of materials, multiple declaration links, smooth flow of "run once" is just a formality, not effectively solve the actual livelihood issues. In strengthening data support, data sharing, breaking down information barriers, creating an upgraded version of government services, strengthening the principle of running with the platform instead of running manually, making full use of the "Internet + government services", coordinating the self-constructed systems of various departments to exchange information with each other through the platform, the close connection between the systems of various departments and other issues need to be strengthened.

### ***3.2 New digital transformation to change the governance model to be improved***

Digital transformation and its accompanying risks have brought enormous pressure and new challenges to the optimization of the grassroots governance system and the enhancement of governance capacity. How to integrate the technical advantages of digital governance with the institutional advantages of government governance and crack the adaptive dilemma of the traditional governance model is the key to digitally empowering grassroots governance innovation and governance capacity modernization [7]. The creation of governance model cannot be generalized, but should be based on local characteristics to create local features and enhance the municipal social governance capacity more efficiently and accurately. In recent years, Guangxi gradually introduced digital governance to enhance the level of municipal social governance, but in the governance model transformation has not been able to timely change, the work mechanism of various departments to promote in collaboration is not perfect, the use of digital technology to create horizontal articulation, vertical linkage of awareness is not strong enough, resulting in the problem of not being able to effectively play the technology to bring us efficient and convenient.

### ***3.3 Technology-enabled innovation in social governance to be enriched***

The Fourth Plenary Session of the 19th CPC Central Committee proposed to "improve the social governance system led by the Organization Committee, responsible by the government, coordinated by the society, with public participation, guaranteed by the rule of law and supported by science and technology", and the Fifth Plenary Session of the 19th CPC Central Committee further proposed to "strengthen and innovate municipal social governance and promote the modernization of municipal social governance ", the 20th Organization Congress also proposed to use science and technology to support the strengthening of innovative municipal social governance. Many conferences of the Organization have emphasized the importance and urgency of shifting social governance from traditional governance to innovative governance. As a frontier ethnic region, Guangxi has certain peculiarities in using digital technology to enhance municipal social governance, and does a good job in promoting stable borders and solidifying security barriers in frontier ethnic regions when innovating governance, as well as subtly resolving ethnic conflicts in frontier areas with insufficient innovation. Daxin County is located in Chongzuo City, Guangxi near Vietnam, under the epidemic, the border security issues need more digital technology support, in the innovation of means to resolve the masses of contradictions and disputes is urgent, but through the use of network construction of conflict resolution platform, earlier detection of problems, in order to focus on solving the masses "urgent, difficult and worrying" problems. There is a certain gap between the "nerve endings" of grass-roots governance and the modernization of grass-roots governance system and governance capacity.

### ***3.4 Professional digital technology personnel training needs to be strengthened.***

Guangxi has a "one-size-fits-all" phenomenon in expanding public service application support scenarios, and the software and hardware are only introduced to places where public service capacity needs to be improved, but not maintained and applied to actual livelihood issues, resulting in failure to bring into play the benefits and convenience brought by digital technology. The analysis of these problems is mainly due to the failure to pay attention to the cultivation of talents. In recent years, various regions in Guangxi have been introducing digital governance technology to promote municipal social governance in a way to improve governance, and on May 7, 2019, China's first 5G Huawei digital town - Qinzhou Huawei Digital Town - was launched in Qinzhou City [8]. The construction of Chongzuo City's "Love Me Chongzuo" APP provides software support in the application of digital technology to improve municipal social governance, and the hardware is laid out in large quantities but the governance effect is not so obvious because it is not supported by enough talents. The source of talents is mainly new talents or technical training for the original team, but Guangxi is not strong enough in introducing professional digital technology talents and digital technology literacy training for the original team, so it is not able to play the role of digital transformation to improve governance ability.

### ***3.5 Technology-enabled municipal social governance risk resistance needs to be improved***

Since entering the digital era, the harmfulness and spillover of data security risks have negatively affected many fields such as politics, science and technology, economy and society, etc. The importance and urgency of global data security governance issues are rising, and there is an urgent

need to study and scientifically respond to them in depth [9]. Guangxi, as a border ethnic region, is even more cautious in data governance, which further relates to national security issues, making digital technology itself with certain limitations. In the data security, border confidentiality, personal information did not do a good job of security protection led to the increased probability of the emergence of governance crisis. Increasing the security factor of data protection is the top priority to do a good job of improving the level of social governance in the municipality.

#### **4. Realistic path to enhance the digital level of social governance in border ethnic areas municipalities**

##### ***4.1 Continuously promote the digitalization and modernization of municipal social governance***

###### ***4.1.1 Increase investment in building digital government platforms to further empower the "digital future"***

The construction of digital governance platform is a project with huge investment. At present, in the process of building digital government pilot cities in Guangxi, the digital government platform which is relatively complete and can achieve certain effect only appears in cities and regions with higher development degree, and the construction of digitalization in most relatively remote areas is still relatively backward, which leads to slowing down the improvement of Guangxi digital municipal social governance level. To further improve the digital level of Guangxi's municipal social governance, we should increase the investment in building digital government platform, and in the way of "the rich first drive the rich later", we should allocate some relevant resources from the cities with certain effect to help the relatively backward cities to further promote digital transformation. At the government management level, we give priority to promoting digitalization, making full use of the "Internet + government services" to create an upgraded version of government services, coordinating the exchange of information between the systems built by various departments through the platform, realizing the close connection between the systems of various departments, and continuously improving the response speed and decision-making speed of the government management in the field of municipal social governance. To further empower the "digital future" for municipal social governance.

###### ***4.1.2 Seize the opportunity of digital transformation and promote the diversification of governance models***

For a long time, China as a whole has relied on a system based on the extensive use of human resources to achieve municipal social governance, which has led to the persistence of various problems and hidden dangers due to the disadvantages of the system itself and the improper use of human resources. It is easy to foresee from the general trend of national development that the majority of municipal social governance in the future will be on new technologies in the new era. Whether the technical advantages of digital municipal social governance can be integrated with the institutional advantages of relying on human resources governance to break down and dissolve the dilemmas and drawbacks of the traditional governance model is the key to digitally empowered grassroots governance model innovation and governance capacity modernization. However, not all areas are suitable for digital technology to governance, comprehensive digital technology governance is inevitably less humane temperature. Each locality implements the use of new-age digital governance technology in suitable areas according to local conditions, so as to seize the opportunity and windfall of digital transformation, nesting areas suitable for the use of human resources governance and areas suitable for digital technology governance with each other, and comprehensively promoting the diversification and multiple options of municipal social governance models.

##### ***4.2 Strengthen the governance of the collaborative working mechanism, sincere cooperation to create a better***

###### ***4.2.1 Take full advantage of technology to further strengthen the internal linkage of government departments***

The various problems brought about by the lack of close connection of mechanisms within government departments are undeniable, but in today's digitalized municipal social governance process, the problems can be eliminated through technological initiatives. It may be possible to invest in the development of a software app for the internal use of governance departments and popularize its use, in order to clarify departmental responsibilities, strengthen the transparency and flow rate of horizontal

information between departments, improve the working mechanism of each department, enhance the horizontal connection and vertical linkage of each department, and make full use of the convenience brought about by technology to strengthen the three-tier linkage with the organization building as the leader, the government in charge and the democratic supervision model. The work of the Organization building is the leading, government responsible and democratic supervision model.

#### ***4.2.2 Digital technology further helps to broaden the propaganda position and deepen ideological education***

Based on the digital municipal social governance integration software APP, with reference to the "Learning Power" software model, we report more and more information about the border ethnic areas of Guangxi, continuously expand the publicity and education positions, deepen the ideological education of the people and the government service team, strengthen the awareness of the main body of the government, correct the misconceptions, and strive to make the people understand and support the work of the government, while enhancing the people's affinity with the government service team, and also make the government service team have highlights and characteristics in the work process.

#### ***4.3 Do a good job of risk planning, a variety of initiatives go hand in hand***

##### ***4.3.1 Define the source of risk***

In the digital era, data security risk concerns the operation of the whole society, including but not limited to data information leakage, personal or institutional data is maliciously tampered with, data illegal use for profit, etc., any of which will have a significant negative impact on politics, science and technology, economy and many other fields, the importance and urgency of doing a good job of data security protection keeps rising. The transmission of data in the digital era deeply depends on the cyberspace, and the data information security problems also mostly occur in the man-made malicious network attacks, Guangxi as a border ethnic region itself exists a large number of border secrets interacting with the mainland, and in the changing international situation nowadays, the network attacks from outside are increasing day by day, which always threaten the data information security in Guangxi region. At the same time, the special geographical environment of Guangxi region has the potential danger of natural disasters such as flash floods and mudslides, and the hardware facilities relied on by digitalization such as optical fiber cable, signal base station and cable power grid are difficult to withstand the impact of large-scale disasters. In addition, there may be spies and other foreign organizations to carry out cross-border smuggling to carry out artificial destruction of hardware facilities and other problems, which makes it more difficult to implement data governance in border ethnic areas, and will undoubtedly slow down the process of digital municipal social governance.

##### ***4.3.2 Prepare risk plans and actively deal with challenges***

It is the call of the new era to continuously promote digital urban social governance, and it is inevitable and irreversible to follow the development trend. We should be well prepared and have multiple plans for the risks that may appear in the digitalization process to ensure that we can react quickly and solve them in time when the crisis occurs. In the face of all kinds of malicious network attacks, we should convene a professional team to set up network protection measures, constantly update the network firewall and network virus database, actively defend, and at the same time have the ability to launch a network counterattack to cut off the black hand behind the scenes. To deal with problems caused by various natural disasters, there should also be multiple filings and multiple backup facilities, establishing backup base stations and power supply networks, and fiber optic cables should ensure smooth data transmission even if part of the cables are destroyed. At the same time, the relevant departments set up relevant professional teams to actively patrol all kinds of hardware facilities to achieve rapid response and rapid repair. Relying on the application of digital municipal social governance in the field of law and order and border defense, the hidden danger of illegal cross-border smuggling will be reduced or even eliminated through the in-depth application of digital technology on the borderline.

## **5. Conclusion**

In the process of community social governance, promoting digital governance transformation with science and technology, constructing a new paradigm, creating new tools and building a new model under the conditions of digital technology, promoting the rule of law, specialization, socialization and wisdom of social governance.

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