

## The function of netizens supervision by public opinion in public emergency

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**ABSTRACT.** *Netizens Express their opinions and suggestions on the Internet and supervise the operation of public power through non-institutionalized political participation, such as participation in politics, deliberation and accountability. In unexpected public events, the supervision of Internet users can correct the abnormal behavior in the operation of public power, strengthen the supervision of the operation of public power, affect the government's decision-making, and improve the government's governance efficiency to a certain extent. To give full play to netizens'role of supervision by public opinion, we should unblock the channels of public opinion expression and encourage netizens'non-institutionalized political participation; strengthen the education of Netizens'internet media literacy and raise the level of media literacy of Government Officials; and Strengthen the self-discipline of Internet users, resist the spread of harmful information, and create a clear network ecological space.*

**KEYWORDS:** *public emergency, supervision by public opinion, New coronary pneumonia virus outbreak*

With the rapid development of the Internet in China, the number of Chinese Internet users has grown exponentially. The 44th Statistical Report on China's Internet development was released by the China Internet Network Information Center in Beijing on August 30, 2019. As of June 2019, China had an internet population of 854 million, according to the report, the Internet penetration rate reached 61.2 percent, up 1.6 percentage points from the end of 2018. [1]The increase of Internet penetration rate shows that the main force of Internet in China has evolved from the elite to the common people. Netizens express their opinions and suggestions on the Internet and supervise the operation of public power through non-institutionalized political participation, such as participation in politics, deliberation and accountability, which plays an increasingly important role of supervision by public opinion.

### **1. The role of netizens in the supervision of public opinion during the New coronary pneumonia virus.**

In China's rapid economic development, social changes have occurred in the era of the trend and citizens' values are becoming more and more diversified, citizens Choose to channel their individual voices through the Virtual Cyberspace, from rational speakers who think about social realities, and from those who hurl curses at public figures, there are from the unknown but random echo of the melon-eating masses, netizens in this virtual space to express their inner feelings, vent inner anxiety, release inner pressure. In the face of social public events, netizens show different emotions, such as sympathy, anger, indifference, or contempt. Rational, irrational, moderate and radical views collide in the virtual space, on the basis of adhering to the "seven bottom lines"[2], Internet users enjoy a journey of self-expression. On all major internet platforms, we can see daily supervision and criticism of officials' political life by netizens, and heated discussions about government policies, which also enable the civilian groups, as the main force of the Internet, to participate in public opinion guidance, it has become an important force to supervise government institutions and officials and influence government decision-making.

In some public emergencies, the supervision of Internet users can correct the abnormal behavior in the operation of public power, strengthen the supervision of the operation of public power, affect the government's decision-making, and to a certain extent can improve the government's governance efficiency. The "newNew coronary pneumonia virus" outbreak in Wuhan at the end of 2019 has infected tens of thousands of people across the country.

In this nationwide epidemic counter-attack, netizens spread correct methods of epidemic prevention and control through various means, actively cooperating with the government's epidemic prevention work, the population is following the information related to the epidemic on a daily basis through various official and unofficial channels. In the new media era, the ability of local governments to respond to emergencies and the ability of government officials to respond to a pandemic has been amplified into the Anticipating's online spotlight. For example, In interviews with reporters and in interviews with the Steering Group, the heads of the relevant competent authorities in Huanggang expressed their views on the prevention and control of the epidemic of Huanggang, they knew little about it.

After the research and consent of the Huanggang City Committee of The Communist Party, to nominate and remove Comrade Tang Zhihong from the post of Director of the Huanggang Health Commission, and his removal shall be handled in accordance with the relevant laws and regulations. During the epidemic prevention and control period, various departments in various places formed a regular press conference on the epidemic situation and announced the epidemic situation data, the supply of materials for prevention and control, enterprise management, market order protection, transportation security, Spring Festival transportation and return prevention and control are closely related to the people's livelihood and the focus of public opinion.

It can be seen that in the handling of emergent public affairs, the government attaches importance to the consideration of public opinions and the exertion of Netizens'supervision by public opinion, and transmits information to the public in a timely and transparent manner, so as to safeguard citizens'right to know, the good interaction between the government and the netizens can enhance the netizens'trust in the government and enhance their ability to deal with unexpected public events. As General Secretary Xi Jinping said during a meeting of the Politburo Standing Committee of the Communist Party of China to study the response to the COVID-19 epidemic, "we should issue authoritative information at multiple levels and in a high density, face up to the existing problems, respond to the concerns of the masses, enhance timeliness, pertinence and professionalism, guide the masses to enhance confidence and firm confidence, and strive to stabilize public sentiment. "[ 3]

## **2. The practical path of giving play to netizens'supervision by public opinion in public emergencies**

All along, the netizen has the status of being regulated in the network information supervision system, but in fact, the netizen is also an important regulator in this supervision system. Unlike government agencies that rely on the state's public power to regulate, Internet users participate in Internet regulation through self-regulation and mutual supervision. In addition to maintaining self-discipline, netizens report harmful information on the Internet through websites, public accounts on Wechat, small programs, micro blogs, phone calls and E-mail, for example, the official Weibo News is managed by the Sina Weibo Community, in addition to the proactive handling of the site, Weibo Supervisors and netizens are also actively reporting illegal content, including more than 298,000 articles reported and handled by Weibo supervisors, and about 203,000 articles reported and handled by netizens,[4] fully reflects the netizens have a strong sense of supervision. The supervision and reporting of Internet users can resist the spread of harmful information, create a clear network ecological space, play the role of supervision by public opinion.

The author thinks, to play the function that netizen public opinion supervises in abrupt public affairs, should proceed from the following three respects:

### ***2.1. Unblock the channel of public opinion expression and strengthen the non-institutionalized political participation of netizens.***

The government should unblock the channels of expression of public opinions, encourage citizens to participate in the deliberation and administration of state affairs, and encourage citizens to analyze and discuss public events. While the government regulates harmful information, there is no limit to what people can say about government officials and what they can say about social policy. Because in the expression and collision of individual preferences, it becomes clear that everyone is part of a larger society, and that the security of their well-being also depends on each taking on a collective responsibility. [5]

In today's Internet communications environment, rather than blocking access to information on the Internet, governments should provide a venue for people to express their opinions and vent their emotions when public events occur, large-scale deletions, feeble explanations and concealment of the truth will only escalate public doubts, intensify public distrust of the government, and affect the government's credibility. Allowing the public to be held accountable, giving full play to the important role of the Internet in understanding public opinions and gathering people's wisdom, and using the Internet to supervise the administrative actions of the government, to improve the government's decision-making level and governance ability is the proper way to resolve various social contradictions in the period of social transformation.

## ***2.2. Strengthen the Internet media literacy education to enhance the level of media literacy of government officials.***

Media Literacy Education is an education that guides people to understand and enjoy mass media information and all kinds of resources correctly and constructively. It is a media literacy education aimed at consumers of media products. Through this kind of education, the audience enable to have the healthy media criticism ability, and can make full use of the media resources to realize self-realization, "[6]

In the face of the vast expanse of information on the Internet, it is said that nylon is mixed with sand and a lot of false information is flooding the Internet. Netizens do not know what is true and what is false. This all needs the netizens to have the network media literacy, to have the rational thinking and the independent thinking ability, to prevent the parroting, to be able to distinguish right from wrong. In the battle for the new crown in the early 2020s, Internet users will be inundated with messages such as can drinking lots of water prevent infection? Will the People's Liberation Army take over Wuhan? Clothing with a fur collar or fleece is more likely to pick up the virus? Is SARS America's biological war against China? Is the New coronary pneumonia virus man-made? It spreads through the eyes. One Look and you get it? U.S. sends aid, but China doesn't report it? These unverified false information, like a virus like rapid spread, to the people living at home to bring some panic. Media Literacy education is to train Internet users to have a certain understanding of the network information, critical ability and ability to identify, guide the Internet users through the media, educational institutions, such as screening, correct evaluation of network information, improve the cultural quality of citizens, become a disseminator of positive information.

In addition, in the course of spreading information about the outbreak, there was a director Tang who "didn't know anything about it", a news conference attended by grass-roots officials, and, of course, the mayor of Wenzhou, who won praise from netizens for his unscripted, non-bureaucratic and clear logic in his interviews with the media. This fully reflects the promotion of China's grass-roots officials of the media literacy level is conducive to the government and the media form a good

interaction, improve the image of the government, and enhance the trust of citizens in the government.

***2.3. Strengthen the self-discipline of Internet users to resist the spread of harmful information and create a clear network ecological space.***

During this new type of coronavirus epidemic, various false epidemic information and insulting remarks of Hubei people appeared on the Internet, the use of derogatory words to curse and insult other people's speech, vulgar content emerge in endlessly, the moral anomie problem is serious. We should strengthen the network moral self-discipline, consciously resist network violence, rumor, mercenary, do not speak credit, cultivate good network moral behavior of citizens. It is Civic Virtue, or "public spirit" or "Civic presence" , that distinguishes a well-ordered liberal democracy from a disorderly liberal democracy, notes Shiels. "[7]

Benevolence, righteousness, propriety, wisdom and faithfulness" , the quintessence of the traditional virtues of the Chinese nation, focuses on the cultivation of citizens' character of being kind to others, spreading the wealth and cherishing justice, practicing law and propriety, and being honest and trustworthy, it is just suitable to be the spiritual criterion of cultivating modern citizens in our country. In the analects of Confucius, there is a saying: "A man of benevolence wants to establish himself and become a man; he wants to reach and become a man. " In the analects of Confucius, there is a saying: "A gentleman is a metaphor for righteousness; a villain is a metaphor for profit. " In the analects of Confucius, there is a saying: "It is a virtue to refrain from self-restraint and restore propriety. " In the analects of Yan Hui, there is a saying. In the analects of Confucius, there is a saying: "those who know not doubt, those who are kind do not worry, and those who are brave do not fear. " In the analects of Confucius, there is a saying:"A man without faith does not know what he can do." [8] The so-called "benevolence" We must reach out to others and help others. The so-called "righteousness", we must see the benefit of thinking, light money heavy righteousness. The so-called "ceremony" , it is necessary to practice law dance ceremony, known Wen da Li. The so-called "wise", it is necessary to distinguish between right and wrong, wise trial. The so-called "trust", it is necessary to be honest and trustworthy, trustworthy and characterized.

It is the key to build a clear network ecological space to strengthen the inculcation and guidance of the Internet users' spiritual level, strengthen the cultivation of the Internet users' moral personality spirit and strengthen the Internet users' moral self-discipline from five aspects of "Benevolence, righteousness, propriety, wisdom and letter" .

## Conclusion

In unexpected public events, the supervision of Internet users can correct the abnormal behavior in the operation of public power, strengthen the supervision of the operation of public power, affect the government's decision-making, and to a certain extent can improve the government's governance efficiency. To give full play to the role of netizens'supervision by public opinion, first of all, we should unblock the channels of public opinion expression and encourage netizens'non-institutionalized political participation. Secondly, we should strengthen the education of netizens'internet media literacy and raise the level of government officials'media literacy, finally, we should strengthen the self-discipline of Internet users, resist the spread of harmful information, and create a clear network ecological space.

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