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DIGITIZATION OF PUBLIC ADMINISTRATION IN CHINA: FROM E-GOVERNMENT TO DIGITAL GOVERNMENT

Background. *In the context of the digital era, the digital transformation of China's public administration is not only a key step in the modernization of national governance, but also has a demonstration effect on global governance models. This transformation covers a number of key areas such as data flow, information capacity enhancement and decision-making optimization, marking the evolution from traditional e-government to data-driven digital government.*

Purpose. *This study aims to provide an in-depth analysis of the progress of digitization of public administration in China, especially its important role in enhancing administrative efficiency, optimizing public services, and enhancing policy transparency. The study also aims to explore how digital transformation contributes to the modernization of national governance, and how China can respond to the new challenges and opportunities brought about by digitization in the process, so as to provide lessons that can be learned globally.*

Methods. *This study utilizes a combination of research methods, including literature review, case study analysis and policy assessment. The theoretical framework is constructed by systematically sorting out relevant theories and empirical studies. In addition, through in-depth analysis of specific policy and practice cases, it reveals the effectiveness and problems of digitization of public administration in China.*

Results. *The digitization of public administration in China has achieved an important shift from e-government to digital government, a shift that has significantly improved the administrative efficiency of the government and the quality of public services. However, as the digitization process deepens, China also faces challenges such as data security, privacy protection, and digital divide. The existence of these issues may affect the effectiveness of digital transformation and need to be addressed through policy and technological innovation.*

Conclusions. *This paper points out that while the digital transformation of public administration in China has improved the efficiency and quality of government services, it has also brought about problems such as privacy protection and uneven distribution of resources. These problems need to be solved by strengthening laws and regulations, improving public digital literacy, and optimizing the allocation of technological resources. In the future, China needs to continue to deepen its digital transformation to achieve more efficient national governance while ensuring inclusiveness and fairness in the digitization process.*

Keywords: *digitization of public administration, digital government, e-government, data-driven decision-making, policy transparency, public service optimization, information technology application, digital divide*

Background

In the information age of the 21st century, digitalization has become a core force to drive social change and enhance national competitiveness. The digital transformation of China's public administration system not only has a profound impact on its domestic governance model, but also serves as a model for global digital governance trends.

Regarding digital government, Huang Juan, a professor at the School of Governmental Administration of Peking University, proposes (Huang Juan, 2018) that data flow, information capacity, knowledge application, and decision-making optimization are several key dimensions for understanding the concept of digital government, which involve the resources, goals, and dynamics of digital government. Bao Jing and Jia Kai, on the other hand, proposed (Bao, & Jia, 2019) that digital governance capacity building should be strengthened in three dimensions, including technical capacity, normative capacity, and organizational capacity. One year later, Bao Jing, Fan Ziteng, and Jia Kai went one step further by proposing a conceptual definition of digital government (Bao et al., 2020), which, in terms of governance technology, characterizes the application of data-based, network-based, and smart digital technologies in the government governance system; in terms of governance objects, characterizes the mutual integration of governance objects in the physical and virtual worlds; and, in terms of governance subjects, characterizes the synergy of multiple governance subjects. In terms of governance objects, it is characterized by the mutual integration of physical and virtual world governance objects; in terms of governance

subjects, it is characterized by the collaborative governance of multiple governance subjects; in terms of the scope of governance, it is characterized by the integration of domestic and international perspectives. The value form of digital government governance is embodied in the concept of governance, characterized by the pursuit of building a service-oriented, innovative and open government".

This paper argues that the proposal of digital government is a major expansion and deepening of the concept of e-government. E-government is seen more as a tool or means to assist internal government management and services, while digital government is a brand new governance model that not only focuses on internal government informatization, but also emphasizes the comprehensive digitization of government services through the application of information technology, so as to provide the public with more efficient and convenient services. The core of digital government lies in the use of data-driven decision-making, and the integration and analysis of data to improve the transparency and responsiveness of government services so as to better meet the needs of the public. It requires the government to be data-centered and oriented to the needs of the public in all aspects of service delivery, decision-making, and policy implementation. Compared with e-government, the implementation of digital government means that the government must consider data as an important asset and the government must ensure data security and privacy protection.

Purpose

The purpose of this study is to explore the process of digitization of public administration in China, especially the

transition from e-government to digital government, and how the government uses modern computing technologies to improve administrative efficiency, optimize public services, and enhance policy transparency and public participation. The study will analyze the main features of the early stage of the establishment of the digital government, the challenges it faced and the direction of its future development, as well as how this transformation has affected the way the government interacts with the public and the process of modernizing national governance.

It will also examine how the digital government can improve the government's responsiveness and the scientific nature of decision-making when dealing with public crises. In addition, the study will identify the major challenges faced in the process of digital government building, including data security, privacy protection, digital divide, and uneven distribution of technological resources, and propose effective solution strategies for these challenges. Ultimately, the study aims to look into the future development trend of digitization of public administration in China and explore its important contribution to the modernization of national governance, with a view to providing useful experiences and insights for digital government building in China and globally. Through this study, we expect to provide policymakers, scholars and practitioners with profound insights that will help them better understand and address the opportunities and challenges in the process of digital transformation.

Methods

In this study, in order to deeply explore the process of digitization of public administration in China and its impact on the modernization of national governance, a combination of research methods is adopted to ensure the comprehensiveness and accuracy of the research results.

First, this study adopted a literature review methodology to construct a theoretical framework for the study by systematically reviewing and analyzing domestic and international theoretical and empirical studies on the digitization of public administration, e-government and digital government. The process involves in-depth analysis of relevant policy documents, academic journal articles, conference papers, book chapters, etc., in order to understand the development history, current status and trends of public administration digitization. In particular, the conceptual structure of digital government proposed by Huang Juan, Vice Dean of the School of Government at Peking University, as well as the studies of Bao Jing, Jia Kai and other scholars on the modernization of the digital governance system and governance capacity were analyzed in a focused manner, and these theories provided a solid theoretical foundation for this study.

Second, the case study methodology was used to analyze government digitalization practices in different regions and levels of China. By collecting and analyzing data and information from specific cases, the actual effects and impacts of digital government building are assessed. These cases include the health code system, the epidemic information collection system, and the new public service management platform for pneumonia prevention and control, whose applications in epidemic prevention and control provide rich empirical materials for the study.

Finally, the policy analysis method is an indispensable part of the study. By analyzing the policies and measures introduced by the Chinese government to promote the digitization of public administration, the effectiveness of these policies and measures is assessed and recommendations for improvement are made. This

includes in-depth analyses of policies such as the "one run at most" reform and the construction of a national integrated government service platform.

In summary, this study comprehensively and thoroughly examines the process, challenges, and future direction of the digitization of public administration in China through a combination of research methods, including literature review, case study, and policy analysis. The combined use of these methods not only enhances the rigor of the study, but also provides a solid foundation for proposing practical policy recommendations. Through this study, we expect to provide policymakers, scholars, and practitioners with profound insights that will help them better understand and respond to the opportunities and challenges in the process of digital transformation.

Results

Huang Juan, Associate Dean of the School of Government Administration at Peking University, noted in the third issue of *Governance Studies* 2020 that the development process of the Chinese government's use of modern computing technology can be divided into three policy phases based on important policy nodes: the first phase, the late 1970s–2002. From the late 1970s to the early 1980s, the Chinese government began to apply computer-aided scientific computation in the fields of electric power, earthquakes, meteorology, geology, and population. These were mainly applications of computing power, not yet support for government management. The second phase, 2002–2017, is called the "e-government" phase, as the state issued the "Guidelines of the State Leading Group on Informatization on the Construction of E-Government Services in China" in 2002 and the "Overall Framework of National E-Government Services" in 2006, which basically laid down the overall scope of the construction of e-government services in the following decade or so. Therefore, we call this stage the "e-government" stage. The third stage is from 2018 to the present. When Comrade Xi Jinping discussed the national strategy of big data in late 2017, he pointed out the need to "accelerate the construction of a digital China" and at the same time "use big data to enhance the modernization of national governance" (Huang, 2020).

On November 23, 2024 Professor Meng Qingguo, Executive Director of the Institute of National Governance at Tsinghua University, released the "2024 Online Government Innovation and Development Report", which surveys and researches 685 governments and departments in ministries and commissions, provinces, autonomous regions and municipalities directly under the central government in five aspects: public interpretation, online services, interactive exchanges, platform support, and excellent cases of innovation. The report conducted a survey and research on 685 governments and departments in ministries, provinces (autonomous regions, municipalities directly under the central government), provincial capitals, prefectures, counties and counties (counties and municipalities under the central government and sub-provincial cities), and pointed out that the index of China's online government development in 2024 will be 73.81 (Meng Qingguo, 2024).

This paper argues that the first two phases have simplified administrative processes and reduced the use of paper documents through e-office and online office platforms, which have significantly improved the government's administrative efficiency and decision-making speed; in addition, the construction of government portals and mobile government platforms has made it more convenient for the public to access government information and services,

realizing the "one network for all In addition, the construction of government portals and mobile government platforms has made it easier for the public to access government information and services, realizing "one network to do everything" and improving the convenience and accessibility of public services.

Now in the third phase, the scope of digitization of China's public administration has gone beyond the primary

stage of mere electronic digitization of official documents and data information, and is undergoing a transformation to a deeper level of digitization. This transformation not only marks the upgrading of technology application, but also heralds the revolution of public service model. Digital government and e-government, although both rooted in computer science and technology, there are significant differences in the nature and goals of their services (tabl. 1).

Table 1

E-Government vs. Digital Government in China

	E-government	Digital government
Key features:	<ul style="list-style-type: none"> • Focus on efficiency improvement within government • Streamlining administrative processes through electronic means • Reduce the use of paper documents • Realize the sharing of information resources 	<ul style="list-style-type: none"> • Emphasizing the full digitization of government services • Information technology applications • Data-driven decision-making • Guided by the needs of the population • Integration and analysis of data
Objectives	<ul style="list-style-type: none"> • Enhance the efficiency of the government's internal work • Optimize government workflows • Improve the speed and quality of decision-making 	<ul style="list-style-type: none"> • Provide efficient and convenient public services • Precise management and optimal allocation of public services • Increased transparency and responsiveness • Meeting the needs of the public
Achievement	<ul style="list-style-type: none"> • Optimize internal government processes • Improve the efficiency of government workers • Reduction of administrative costs 	<ul style="list-style-type: none"> • Online government services have become the norm • Improve access to and coverage of government services • Predict public service needs and trends through big data analytics • Make resource allocation and policy adjustments in advance
Service Targets	<ul style="list-style-type: none"> • Mainly government workers 	<ul style="list-style-type: none"> • General public
Governance model	<ul style="list-style-type: none"> • Seen as a tool to assist in the internal management and service of the government 	<ul style="list-style-type: none"> • A new governance model that is data centric and people's needs-oriented
Data Applications	<ul style="list-style-type: none"> • Internal information sharing and process optimization 	<ul style="list-style-type: none"> • Data collection, processing, and analysis to optimize the quality and efficiency of public services
Transparency and credibility	<ul style="list-style-type: none"> • Optimized internal processes with relatively low external transparency requirements 	<ul style="list-style-type: none"> • Be more demanding, and enhance public understanding and trust through open and transparent data sharing
Data culture	<ul style="list-style-type: none"> • Internal data use, limited external data sharing 	<ul style="list-style-type: none"> • An open data culture that emphasizes data security and privacy protection while enhancing public trust in the work of government

First of all, the rise of e-government is mainly to improve the efficiency of the internal work of the government, simplify the administrative process through electronic means, reduce the use of paper documents, and realize the sharing of information resources. To a certain extent, this model has optimized the government workflow and enhanced the speed and quality of decision-making. However, e-government focuses more on the internal informatization of government agencies, and its service targets are mainly government staff rather than the general public.

In contrast, the proposal of digital government is a major expansion and deepening of the concept of e-government (Milakovich, 2012). Digital government does not only focus on the internal informatization of the government, but also emphasizes the comprehensive digitization of government services through the application of information technology, so as to provide the public with more efficient and convenient services. Under this model, the government achieves precise management and optimal allocation of public services by integrating and analyzing a large amount of electronic information. The core of digital government lies in the use of data-driven decision-making and the integration and analysis of data to improve the transparency and responsiveness of government services so as to better meet the needs of the public.

The essential difference lies in the fact that e-government is seen more as a tool or means to assist management and services within the government; whereas digital government is a brand new mode of governance, which requires the government to be data-centered and oriented to the needs of the public in all aspects of service

delivery, decision-making, and policy implementation. The implementation of digital government means that the government must regard data as an important asset and optimize the quality and efficiency of public services through data collection, processing and analysis.

Under the digital government model, the onlineization of government services becomes the norm. By establishing a unified online service platform, the government is able to provide one-stop services to the public, including but not limited to administrative approvals, public services, and information consultation. The onlineization of these services not only greatly facilitates the public, but also improves the accessibility and coverage of government services. At the same time, digital government is also able to forecast the demand and trend of public services through big data analysis, so as to make corresponding resource allocation and policy adjustment in advance. In addition, the implementation of digital government has also put forward higher requirements for government transparency and credibility. In the process of digitization, the government must ensure data security and privacy protection, and at the same time, enhance public understanding of and trust in government work through open and transparent data sharing. This open data culture is another essential difference between digital government and traditional e-government (Qiu Ziqing, 2023).

Digitization of public services: technical support and innovation. In terms of public services, "running at most once" is an important reform measure that the Chinese government has been pushing in recent years. This reform was first proposed at the Zhejiang Provincial

Party Committee's Economic Work Conference in 2016, with the aim of streamlining administrative processes, improving the efficiency of government services, and making it easier for people and businesses to handle government services. The core of this reform is to reduce the number of times that people and businesses go to government offices, and to achieve "one-time completion" or "zero door-to-door" (mobile government platforms has made it easier for the public to access government information and services, realizing "one network to do everything" and improving the convenience and accessibility of public services.

At present, the "one run at most" reform has achieved remarkable results, according to the "Digital China Development Report 2023" (2024) released in June 2024, 92.5 % of the provincial administrative licensing matters in China have realized online acceptance and "one run at most", which greatly facilitates the public. "This has greatly facilitated the public. Compared to the previous model of e-government where information was collected online and processed offline, online processing has been realized, and zero door-to-door means that government affairs are solved entirely online, making the digital management of public services a reality. Although not all offices have regions that can achieve zero door-to-door, China is indeed moving forward in this direction. Currently, regions such as Tibet and Xinjiang are also realizing one-stop network services by strengthening communications infrastructure, such as 4G and 5G network coverage, enabling local residents to enjoy the convenience of the mobile Internet. 2024 Xinhua News Agency reported that the State Council Information Office held a series of themed press conferences on "Promoting High-Quality Development" on May 23rd, which was followed by a series of press conferences on "Promoting High-Quality Development". At a series of press conferences on the theme of "Promoting High-Quality Development," Yan Jinhai, deputy secretary of the Party Committee of the Tibet Autonomous Region and chairman of the autonomous region, introduced that fiber-optic broadband and 4G signals in administrative villages across the Tibetan region have achieved full coverage.

The State Council's guidance issued in 2024 emphasized further optimization of government service reform, setting the goal of "efficiently doing one thing" and promoting the standardization, normalization, and facilitation of government services in order to enhance the sense of access for enterprises and the public. The guidance clearly points out the need to strengthen one-stop public services both online and offline, encouraging the setting up of convenient service points in bank outlets, postal outlets, parks, etc., where there are conditions and demand, and exploring the use of integrated self-service terminals to provide "24-hour non-closing" services. Strengthening the construction of a "one network" of national government services, with the national government services platform as the main hub and connecting government services platforms of all regions and departments, to promote more high-frequency matters to be handled online, in the palm of the hand, and in one go, and to realize a shift from being available online to being easy to handle. It has strengthened the construction of online unified acceptance terminals of provincial government affairs service platforms, promoted real-time sharing of information on handling cases, and realized "one-time submission" of applications and "multi-accessibility" of handling results. In the process of strengthening the digitization of public services, in principle, there will be no

more separate construction of government service platforms below the prefecture and municipal levels, and the unification of standards for government service platforms, business synergies and linkages, and homogeneity and efficiency of services will be continuously promoted. China's public service digitization has completed the creation of a national integrated government service platform, and the way forward now lies in strengthening and unifying it.

Digitization of public finance: good policy and trust. The digitization of China's public administration has also manifested itself in public finance. Public administration is a financial revenue and expenditure activity to meet the public needs of the society, which includes government revenue, government expenditure, financial management, fiscal policy, public debt management, state-owned asset management and so on. Among them, fiscal policy has a great influence on the public, and it contains macroeconomic policy and microeconomic policy. The government regulates the national macroeconomy to achieve economic growth, price stability, full employment, balance of payments, etc.; and regulates the microeconomy to improve market efficiency, promote fair competition, protect consumer rights and interests, support innovation and technological progress, and promote social welfare, etc. Traditionally, these fiscal policies need to be disseminated and implemented within the government first, but nowadays, the policy regulation can be made public on the government information portal, and the general public can also learn more about the latest fiscal policies through the Internet in the first time.

At 9:00 a.m. on September 24, 2024, at a State Council press conference attended simultaneously by the People's Bank of China, the State Financial Supervision and Administration Bureau and the Securities and Futures Commission, China announced that it would introduce a heavy package of monetary and financial policies, including not only aggregate measures such as lowering of interest rates and quota rates, real estate support policies and the first-ever creation of a new monetary policy tool to activate the capital market, but also a plan to increase core tier 1 capital of six large commercial banks, as well as expanding bank shareholdings. Core Tier 1 capital, as well as expanding the pilot bank equity investment and so on. After the end of the meeting, the Internet's major websites, microblogging and microblogging and other social media about the central bank to support the stock market news spread rapidly. In fact, not only websites and social media, Alipay, which owns more than 50 % of the mobile payment market share in China, also appeared on its home page with the words "bull market is coming" in red. As soon as the news came out, the Shanghai and Shenzhen markets surged from September 24 to October 8, with the Shanghai Stock Exchange Index rising from 2,761 to a high of 3,674, and the Shenzhen Composite Index rising from 8,083 to a high of 11,864. The timing was actually quite interesting, as it coincided with China's National Day, which was so much so that some shareholders expressed their desire to abolish the tradition of the stock market being closed for the holiday, and many members of the public invested their savings in the securities market, sending China's assets soaring. assets skyrocketed. In this case, we can see that the Chinese government first announced a favorable fiscal policy, and then mobilized public sentiment through the Internet in order to ultimately achieve a positive fiscal development. In fact, this operation of the Chinese government can obtain such a great success, on the one hand, the rapid dissemination of information on the

Internet, on the other hand, the public trust in the government, believe that the government on the market regulation of the strong force, so the digital public administration not only need to be supported by digital technology, but also need to be full of trust between the government and the public.

Digital Public Crisis Management: digital technology still has drawbacks. The most recent public crisis to date that affected all of China and the world should be COVID-19, the outbreak was first detected in China in December 2019, when the Wuhan Municipal Health Commission made the first public notification of unexplained pneumonia. Subsequently, the Chinese government quickly took a series of measures to respond to the outbreak, including locking down the city, setting up square-bay hospitals, large-scale nucleic acid testing, and tracking close contacts, many of which relied on the application of digital public administration.

In response to the COVID-19 epidemic, a global public crisis, the construction of China's digital government has played a crucial role, with the health code system standing out, which utilizes big data technology to realize real-time updating and sharing of personal health information, greatly facilitating the monitoring of epidemics and the management of people's mobility. The application of health codes is not only limited to checking personal health status, but has also been extended to public services, such as Shanghai's SuiShin code, which allows residents to easily take public transportation, seek medical treatment, borrow books, and so on. In addition, the epidemic information collection system developed by the Zhejiang Provincial Health Commission in cooperation with Alibaba has achieved comprehensive coverage of epidemic data and rapid response, effectively coordinating the supply of materials and feedback on epidemics. The launch of a new public service management platform for pneumonia prevention and control served more than 30 million users, collecting more than 500 clues in just three days and becoming a key tool for tracking cases. Through the integration of big data, the five-color epidemic map divides areas by risk level, providing a scientific basis for the government's hierarchical control. The application of the

intelligent community epidemic prevention system has improved the efficiency of community epidemic prevention and simplified the processes of residents' entry and exit registration, health punch card and epidemic notification. The epidemic prevention material information public service platform supports material supply and demand matching and information reporting, realizing the new mode of "Internet + supervision". In terms of resumption of work and production, the use of health codes helps enterprises mobilize healthy employees in an orderly manner, reduces the risks associated with paper registration, and improves the efficiency of the labor market. The national integrated online government service platform provides real-time tracking of epidemics, querying of people on the same journey, and information on medical masks, guaranteeing the continuity of government services during epidemics. The construction of digital platforms, such as the "one map, one code, one index" model in Zhejiang Province, demonstrated the level of risk in different areas through a five-color map and implemented differentiated prevention and control strategies. Various types of platforms for resumption of work and production launched in areas such as Shenzhen and Hangzhou have further promoted the orderly resumption of social production by means of code access and online declaration of resumption of work. The implementation of these digital measures has not only improved the efficiency and precision of epidemic prevention and control, but also demonstrated China's strong capacity and innovative spirit in digital public crisis management.

However, this public crisis management has also revealed some urgent problems that need to be solved. For example, some members of the public faced difficulties in traveling and seeking medical treatment during the outbreak due to their lack of familiarity with smartphones, highlighting the problem of digital divide. Meanwhile, the lag in information collection affected people's daily lives and travel, while some regions were unable to take full advantage of digital public administration due to the uneven distribution of technological resources. To address these issues, the Chinese government can take a series of measures (tabl. 2).

Table 2

Main Challenges and Proposed Solutions of Digital Government in China

Main Challenges	Proposed Solutions
Digital Divide	<ul style="list-style-type: none"> • Develop digital inclusivity strategies • Provide digital skills training • Simplify user interface design
Information Collection Lag	<ul style="list-style-type: none"> • Establish real-time data monitoring and feedback systems • Utilize AI and big data analytics to improve data processing speed and accuracy
Uneven Distribution of Tech Resources	<ul style="list-style-type: none"> • Ensure balanced allocation of technology resources across regions-Invest in infrastructure, such as broadband expansion and mobile network coverage
Public Participation	<ul style="list-style-type: none"> • Encourage public involvement in the design and implementation of digital public administration
Private Sector & NGO Collaboration	<ul style="list-style-type: none"> • Collaborate with private sector, NGOs, and international institutions to develop and provide digital services
Privacy and Data Protection	<ul style="list-style-type: none"> • Formulate strict data protection regulations • Ensure all digital services comply with these regulations
Continuous Assessment and Improvement	<ul style="list-style-type: none"> • Regularly evaluate the effectiveness of digital services • Make necessary adjustments based on feedback
Technological Adaptability	<ul style="list-style-type: none"> • Develop technology adaptability plans to quickly adapt to new technologies • Ensure digital services remain modern and efficient

First, the Government needs to develop a digital inclusion strategy to ensure that all citizens have equal access to and use of digital services by providing digital skills training and simplifying user interface design. Second, it should establish a real-time data monitoring and feedback system and utilize artificial intelligence and big

data analytics to improve the speed and accuracy of data processing in order to reduce the lag in information collection. In addition, the Government should ensure a balanced distribution of technological resources among different regions, especially in remote and underdeveloped areas, through infrastructure investments, such as the

expansion and upgrading of broadband networks and the coverage of mobile communication networks. At the same time, public participation in the design and implementation process of digital public administration should be encouraged to ensure that services meet the actual needs of the public, and to cooperate with the private sector, non-governmental organizations and international agencies in the development and delivery of digital services (Liu Gusheng, 2022). In terms of privacy and data protection, Governments need to put in place strict data protection regulations and ensure that all digital services comply with those regulations. In addition, digital public administration should be a continuous process of evaluation and improvement, and Governments need to regularly assess the effectiveness of digital services and make necessary adjustments based on feedback. Finally, governments should develop technology adaptation plans so that they can quickly adapt to the emergence of new technologies and ensure that digital services remain modern and efficient. Through these measures, digital public administration can be further optimized to ensure that it can better serve the public, improve the transparency and credibility of the Government and ultimately modernize the country's governance system and capacity.

Discussion and conclusion

In an in-depth study of the digitization of China's public administration, we can clearly see that digital transformation is not only a technological innovation, but also a profound change in the government's governance model. During the evolution from e-government to digital government, the Chinese government has achieved remarkable results in improving service efficiency, optimizing public services, enhancing policy transparency and improving public participation. The construction of digital government has realized the comprehensive digitization of government services through data-driven decision-making and the use of information technology applications, providing the public with more efficient and convenient services.

According to the Digital China Development Report 2023, 92,5 % of provincial administrative licensing matters have been accepted online and "run at most once", the national integrated government service platform has more than 1 billion real-name users, and the government data sharing service has exceeded 500 billion times, which are practices that show the important role of digitized public administration in improving the responsiveness and scientific decision-making of the government. These practices show that digitalized public administration plays an important role in improving the responsiveness of Governments and the scientific nature of decision-making.

In responding to public crises, digital government has demonstrated its unique advantages. For example, during the COVID-19 epidemic, the Chinese government quickly adopted a series of digital measures, such as the health code system, the epidemic information collection system and the intelligent community epidemic prevention system, which not only improved the efficiency of epidemic monitoring, prevention and control, but also guaranteed the efficiency of government services during the epidemic. These practices show that digital public administration plays an important role in improving the speed of government response and the scientific nature of decision-making.

However, the process of building a digital government also faces a number of challenges. The issues of data security and privacy protection are particularly prominent. The Digital China Development Report 2023 noted that the total amount of data production in the country amounted to

32,85 ZB, a year-on-year increase of 22,44 %, and the total amount of data storage amounted to 1,73 ZB, and that the rapid growth of this data has put forward higher requirements for data security and privacy protection. The data security system, framed by the Cybersecurity Law, the Data Security Law and the Personal Information Protection Law, has basically taken shape, but still needs to be further strengthened. In addition, the digital divide and uneven distribution of technological resources are also important constraints to the development of digital government. Some regions and groups are unable to fully enjoy the convenience of digitization due to technological constraints, which may lead to social injustice and waste of resources.

In the face of these challenges, the Chinese government needs to take effective measures to strengthen laws and regulations on data security and privacy protection, improve the public's digital literacy. The Digital China Development Report 2023 emphasizes that the data security system, framed by the Cybersecurity Law, the Data Security Law and the Personal Information Protection Law, has basically taken shape, but still needs to be further strengthened. Also need to narrow the digital divide, and achieve a balanced distribution of technological resources. At the same time, the government also needs to continuously optimize and innovate its digital services to meet the public's growing demand for services.

Looking ahead, the digitization of China's public administration will continue to deepen, and the construction of digital government will focus more on the standardization, normalization and facilitation of services. With the continuous advancement of technology and improvement of policies, the prospect of digitization of China's public administration will be even broader, providing strong support for the realization of the modernization of national governance. Through continuous technological innovation and service optimization, China is expected to play a leading role in the construction of the global digital government and provide Chinese experience and Chinese solutions for the digitization of global public administration. In conclusion, the transformation of China's public administration digitization is a continuous process, which will evolve with the development of technology and the needs of the society to provide the public with better and more efficient services.

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ОЦИФРУВАННЯ ДЕРЖАВНОГО УПРАВЛІННЯ В КИТАЇ: ВІД ЕЛЕКТРОННИХ УРЯДОВЦІВ ДО ЦИФРОВОГО УРЯДУ

Вступ. Наголошено, що в умовах цифрової ери цифрова трансформація державного управління Китаю є не лише ключовим кроком у модернізації національного управління, а й має демонстраційний вплив на глобальні моделі управління. Ця трансформація охоплює низку ключових сфер, таких як потік даних, посилення інформаційної спроможності та оптимізація процесу прийняття рішень, що знаменує собою перехід від традиційного електронного уряду до цифрового уряду, керованого даними.

Мета дослідження – надати глибокий аналіз прогресу цифровізації державного управління в Китаї, особливо її важливої ролі в підвищенні адміністративної ефективності, оптимізації державних послуг та підвищенні прозорості політики. Дослідження також має на меті з'ясувати, як цифрова трансформація сприяє модернізації національного управління і як Китай може реагувати на нові виклики та можливості, що постають у процесі оцифрування, щоб надати уроки, які треба засвоїти в усьому світі.

Методи. Використано комбінацію дослідницьких методів, включаючи огляд літератури, аналіз конкретних прикладів та оцінку політики. Теоретичну основу побудовано шляхом систематичного впорядкування відповідних теорій та емпіричних досліджень. Крім того, за допомогою поглибленого аналізу конкретних політичних і практичних кейсів розкрито ефективність і проблеми оцифрування державного управління в Китаї.

Результати. Визначено, що оцифрування державного управління в Китаї дозволило досягти важливого переходу від електронного уряду до цифрового, що значно підвищило адміністративну ефективність уряду та якість державних послуг. Однак у міру поглиблення процесу оцифрування Китай також стикається з такими проблемами, як безпека даних, захист приватного життя та цифровий розрив. Підкреслено, що існування цих проблем може вплинути на ефективність цифрової трансформації, і їх потрібно розв'язувати за допомогою політики та технологічних інновацій.

Висновки. Обґрунтовано, що, хоча цифрова трансформація державного управління в Китаї підвищила ефективність і якість державних послуг, проте вона також призвела до виникнення таких проблем, як захист приватності та нерівномірний розподіл ресурсів. Ці проблеми необхідно розв'язувати шляхом посилення законів і нормативних актів, підвищення цифрової грамотності населення та оптимізації розподілу технологічних ресурсів. Аргументовано, що в майбутньому Китаю необхідно продовжувати поглиблювати цифрову трансформацію, щоб досягти більш ефективного національного управління, забезпечуючи при цьому інклюзивність і справедливість у процесі оцифрування.

Ключові слова: цифровізація державного управління, цифровий уряд, електронний уряд, прийняття рішень на основі даних, прозорість політики, оптимізація державних послуг, застосування інформаційних технологій, цифровий розрив

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