

Research on the “No More than One Visit for One Item” Government Reform under Holistic Governance Perspective of Wenzhou Practice

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Abstract

Based on the theory of holistic governance, this paper analyzes the concrete effect of Wenzhou's “No More than One Visit for One Item”(NOVOI) Government Reform, paying attention to both theoretical analysis and the main structure of practical testing. This paper summarizes the practical results of the NOVOI Government Reform in Wenzhou, analyzes the guiding value of the concept of holistic governance to practice, and puts forward measures to further deepen the NOVOI Government Reform in Wenzhou.

Keywords

“No More than One Visit for One Item” Government Reform; Holistic Governance; Government Innovation.

1. Introduction

Since the 18th National Congress of the Communist Party of China, the Party Central Committee and the State Council have vigorously promoted the reform of streamlining administration and delegating power. Starting from the reduction and decentralization of administrative approval power, a series of reforms to streamline administration and delegate power have been initiated from the central to the local level. Based on the government power list and the Internet+Various government reform measures have simplified the operation of government power and strengthened the government's ability to supervise.

In December 2016, the Zhejiang Provincial Party Committee's Economic Work Conference proposed the “No More than One Visit for One Item”(NOVOI) Government Reform, which opened the way for a more scientific reform of the operation of government power. NOVOI Government Reform means that the masses and enterprises only need one visit or zero visit to the government to handle one thing,if their application materials are complete and the statutory acceptance conditions are met.In January 2017, Governor Che Jun made a government work report to the Fifth Session of the Twelfth National People's Congress of Zhejiang Province and formally proposed to accelerate the reform of NOVOI Government Reform. Afterwards, a series of reforms and innovations were carried out successively. In terms of sorting out administrative examination and approval items, optimizing work processes, and data sharing construction, Zhejiang has created a number of firsts in the country.

NOVOI Government Reform is one of the important forms of exploration in the reform of "streamlining administration and delegating power", adhering to the core content of "streamlining administration and delegating power" and requires it to take into account the efficiency of administrative examination and the sense of gain from the masses. In March 2018, NOVOI Government Reform was recognized by the central government and written into Premier Li Keqiang's government work report. Therefore, this article is a research direction that keeps pace with the times to carry out research on the performance evaluation of the NOVOI Government Reform from the perspective of "streamlining administration and delegating power".

2. Literature Review and Concept Definition

2.1. Concept Definition

The theory of holistic governance originated in the West and is regarded by western countries as the guiding theory of administrative reform, which has produced remarkable results through the practice of Britain, Canada, the United States and other countries. Holistic Governance was proposed by the British scholar Perri in 1997, and after the scholars continued to construct, reason and demonstrate, the "whole government" rose to the theory of "holistic governance". As one of the frontiers of governance theory, holistic governance is developed on the basis of reflecting and responding to the decline of public administration and the fragmentation brought about by new public administration, and government departments should be within the framework of integrated government, from part to whole, from dispersion to concentration, from fragmentation to integration, from competition to cooperation, focusing on the use of information technology, with integrated government as a distinct feature (Perkins,2005). Perri (2002) puts forward the definition of holistic governance, that is, holistic governance is the governance action between government and agencies through full communication and cooperation. Therefore, the formation of integration and coordination is effective, mutual policy objectives are consistent and continuous, policy implementation means are strengthened.

2.2. Overseas Research Status

Holistic governance theory emphasizes cross-border cooperation around public issues, ranging from upper and lower-level intergovernmental, peer-to-peer, inter-corporate and policy areas. Pollitt (2003) points out the meaning of holistic governance in "Union Government", which is a government governance model that achieves the envisaged goal and benefits through vertical and horizontal synergy. "One-stop-service" in Europe and the United States is an early practice of holistic governance theory, that is, once a customer enters a service, through integration and integration of services, all problems can be solved at once. Klaus Lend (2002) believes that the use of cloud computing, big data, and Internet technologies to obtain information is the trend of administrative approval. Rajagopalan (2013) argues that information technology can help governments better understand citizen needs, analyze citizen behavior, and promote the development of a user-centric online public service system.

2.3. Domestic Research Status

China's attention to the theory of holistic governance started late, and at first it mainly introduced and evaluated the western theory. Zhu Qianwei (2008) introduced the main ideas and opinions of the theory of holistic governance in details and made an evaluation. Zhou Zhinen (2010) believes that the theory of collated governance is aimed at and replaced by the new public management caused by the "fragmented government."

The core idea in the theory of holistic governance is guided by the needs of citizens, and its value concept, organizational structure, mode of operation, technical support and other dimensions have been fully verified in the practice of NOVOI Government Reform and provides theoretical guidance for NOVOI Government Reform. NOVOI Government Reform further combs the relationship of authority and responsibility between departments, transforms the concept of administration, and uses holistic and coordinated governance to promote the highly coordinated and effective integration of governance subjects in the common governance system, to provide seamless services to the public rather than fragmented services.

3. The Practice and the Effect of NOVOI Government Reform in Wenzhou

3.1. Rate the Province's First to Launch the "Four One" Innovative Project

Wenzhou government attached great importance to the NOVOI Government Reform. Taking the needs of citizens as the core, the government has carried out thematic inspection and investigation for many times, and required all departments to speed up the implementation of the reform with the satisfaction of the masses as the standard, so as to ensure that they are in the forefront of the province and work out the characteristics of Wenzhou. On the basis of NOVOI Government Reform, Wenzhou launched the "four one" (one-stop guide, one-network office, one library sharing, one-end service) project construction, which is the first in the province.

In 2020, Wenzhou takes the lead in the reform of NOVOI Government Reform and government digital transformation. The city and county four-level government services "a network" fully completed, the city brain 1.0 version of the online operation, the preferential enterprise policy "through train", for Overseas Chinese services "global pass" and other creation of "Wenzhou experience", integration of the introduction of civilian enterprises "one thing" reform 100 items, government services online can do, palm-up rate reached 100%, 97.2%, respectively. Insist on taking no refuge, take the initiative to assume responsibility, establish a normal "old account management" mechanism, and properly resolve 70 major historical legacy issues.

3.2. The Satisfaction of the Masses is the First in the Province

The masses and enterprises are the sources of "user-side" and information feedback for government work and government services, so rectification and implementation of opinions and suggestions, and enhance the satisfaction of the masses and enterprises are the base of the value orientation and holistic governance concept of NOVOI Government Reform. On February 10, 2017, Wenzhou issued the Implementation Plan for Speeding Up the Reform of NOVOI Government Reform and the Implementation Rules for Deepening the Reform of the Administrative Approval System with the goal of NOVOI Government Reform, and planned the NOVOI Government Reform layout throughout the city. In December 2017, a survey of the results of the province's NOVOI Government Reform results showed that Wenzhou's reform satisfaction index ranked first among the province's 11 districts and cities, at 94.32%.

3.3. Breaking the Information Island: NOVOI Government Reform to Change "the Masses to Run" for "Data Running Errands"

Information technology is not only a tool, but also a means of implementing holistic governance. On July 31, 2018, Wenzhou Civic Center was officially opened. Wenzhou Civic Center physical hall deeply integrates with the Internet Hall. The center opens up the data wall barriers between departments, simplifies and optimizes the service process, really lets less people run, more information run up. Wenzhou Civic Center has more than 40 windows (departments) centralized office, set up commercial services, social affairs, social security insurance, investment project approval, real estate registration, housing provident fund, public security entry and exit, public resources transactions and other 8 business areas, become the city's largest set of administrative approval, public resources transactions, intermediary services, government agency in one integrated government service window, in the construction of hardware and software are first-class, the country's leading.

3.4. To "Promote the Outside Smoothness" with "Internal Excellence" and Optimize the Internal Processes of the Organs

In 2019, Wenzhou regarded the internal NOVOI Government Reform as one of the central work of the municipal committee, through the continuous optimization of the internal process of the organs, around the personnel management, approval coordination, capital assets and other 8

areas of the introduction of more than 70 high-frequency sceneization organs within the "one One thing", the city and county level online matters reached 5297 items, all to achieve "one network through", to "inside excellent" to promote "outside smooth", so as to enhance the overall effectiveness of government services, to create a good business environment.

4. Deepen Wenzhou NOVOI Government Reform Initiatives

4.1. To the National Civilization to Create Standards as a Guide to Create a more Civilized and Standardized Government Service Hall

Wenzhou Civic Center is Wenzhou's largest integrated service platform, an is an important window to show wenzhou cadres' image and business environment. We should comprehensively and in-depth the creation of national civilized units, create standards of civilization to lead the standardized construction of on-site management of the service hall, and actively create a civilized and harmonious, standardized and efficient government service environment. Window team,as the face of Wenzhou Civic Center, should continuously improve the professional level and the professional ability of staff, improve their salary treatment, reduce the mobility of personnel, thus stabilizing the window team.

4.2. Strengthen the Technical Support on the Internet to Re-engineer the Government Service Process with Data Sharing Application

Holistic governance emphasizes coordination and integration, but coordination must have conceptual coordination and operational coordination, only conceptual coordination is meaningless. Governments must integrate information technology and network technology as a means of governance to promote a highly integrated and transparent seamless service for online governance models and government administration. Wenzhou departments should further deepen the system interconnection data sharing, with the help of cutting-edge Internet technology, achieve online and offline integration, open departmental system barriers, open departmental data interface,thus improving the efficiency of government administration.

4.3. Strengthen Third-party Assessments and Promote NOVOI Government Reform to Make Progress

Third-party evaluation is a stethoscope of NOVOI Government Reform that let practice to test, let the grass-roots to judge and let the masses to score. The key to play an evaluation role is to use the evaluation results. We should adhere to the problem-oriented and effect-oriented, with a good NOVOI Government Reform Third-party evaluation report, find out the masses and the enterprises' pain point. The government should mark out the point, find the crux of the problem, and make efforts to make up for the reform landing short board, thus improving the satisfaction and awareness of the masses.

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