Urban Community Governance based on the Perspective of Information Technology Application

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Abstract: With the rapid development of China's social economy, especially affected by the epidemic situation, the residents' community plays an increasingly important role in the process of social management. In recent years, significant progress has been made in community infrastructure construction. However, with the new demands under the new situation, many new problems have emerged in community service and management. Under this background, the research focus is to use information technology, such as big data, grid information management and other means, to build a community e-government framework, in order to meet the service needs of residents, and improve the comprehensive management level and governance ability of the community.

1 INTRODUCTION

As socialism with Chinese characteristics has entered a new era, fundamental changes have taken place in the principal contradiction of Chinese society (Peng, 2015). People pay more attention to spiritual needs, and pay more attention to the sense of belonging and happiness of community life. Traditional community governance has many deficiencies, such as unreasonable main body structure, poor interaction and low intelligence, which can no longer to adapt to the spiritual and cultural needs of the people in the new era (Qu, 2009). Therefore, it is urgent to innovate community governance and create a new pattern of community governance based on co-construction, co-governance and sharing. The Fourth Plenary Session of the 19th CPC Central Committee made clear the role of "scientific and technological support" in social governance. As an important scientific and technological means, the Internet provided a powerful scientific and technological engine for social governance innovation. Then, how to build the community governance community and innovate the grass-roots governance model with the help of the scientific and technological support of the Internet is a major new topic worthy of in-depth study.

2 THE INFLUENCE AND ROLE OF NETWORK INFORMATION TECHNOLOGY ON COMMUNITY GOVERNANCE REFORM

2.1 Ideological Change

The advent of the era of industrialization, changed the whole world, had a lot of can't solve the problem in the long river of time had no match way of ablation, for example, in the last century London, basic it is travel carriage, the biological energy consumption of transportation, not cause air pollution, but the streets were covered with a layer of horse manure, How to deal with it every day? At that time, the British government tried a lot of ways but could not solve the problem (Han, 2017). Finally, it completely got rid of the stinking days because of the advent of the automobile. The invention of steam engine, the improvement of productivity, the change of technology and the change of thinking are the fundamental solutions to such problems -- the problem of modernity needs modernity to deconstruct.

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In the information age, the modernity of network - Internet thinking and the modernity of information - big data thinking had emerged. In traditional thinking, the government is a centralized representation, with the three levels of government passing government orders down to the community from top to bottom, and the community doing grass-roots work and sending information back to the central government from bottom to top. There are many levels and a wide range of involvement, which requires the extraordinary insight of the leader and the inner integrity of the individual. Internet thinking breaks in the shackles, decentralizes, and flattens everything (Wang, 2016). The government and the people directly rely on the community as the interface. U-disk plug-and-play puts the interests of the people in the first place from the bottom of. In traditional thinking, qualitative evaluation is not quantitative, and the qualitative analysis of community service quality is very satisfied, satisfied, good, average, and dissatisfied, while big data thinking lays more emphasis on quantitative analysis, sparse random sampling analysis, and detailed analysis of all samples. Sparse accurate analysis, dense and efficient analysis; The analysis of sparse causality and the analysis of dense correlation (Bullock, 2019).

2.2 Reform of Governance Methods

With the development of network information technology, the world has become a "global village", "virtual community" and "micro-blog space". When information is transmitted without difference, all kinds of thoughts and ideas will come to us. Advanced concepts and governance methods, such as democratic management, civil rights, the right to know, hearings, democratic decision-making, pluralism and co-governance, and global governance, have gradually been accepted by the residents, reflecting democracy, rationality and openness without exception. Citizen - based, prediction as the core, change governance of prevention and control. A good government should be supplemented by technological means, and how to govern always comes after whom to govern. The governance of the network information aged needs to be people-oriented, take the needs of the masses as the meta, and how to use Internet thinking and big data thinking to serve social governance and all-round development of people. Pure Internet governance is the amount of data under the instrumental rationality, rational correct value guidance with good tools is the key to realize from the racquet head decisions to web-based thinking and scientific decision-making of large data

mind ", "from the government administrative leading to people-oriented service government" transformation.

2.3 Institutional Reform

On March 28, 2013, the General Office of the State Council issued the "On the Implementation of the Plan for Institutional Reform and Functional Transformation of the State Council" Task Points.

Notice of work. The circular lays out 28 tasks to be completed in 2014, including one that stands out - - "establishing a unified social credit code system for citizens based on their citizenship numbers (Yu, 2018)." After the completion of the unified social credit code system, every citizen in our country will have one and only one credit account in his life. The social credit code is the unique and invariable code that identifies the subject of social credit information, including the citizen credit code and the organization credit code. It is the bridge to collect, inquire and compare the subject of credit information and realize the sharing of credit information resources. This system aims to build the "top-level design" of the social credit system and form a platform of credit value evaluation system covering the whole Chinese society. This foreshadows the unified sharing of information scattered among various departments in China to strengthen government integrity and promote social integrity. The Fourth Plenary Session of the 18th CPC Central Committee put forward the governance concept of rule of law, and ensured the orderly implementation of the rule of law system, which was observed by everyone to effectively prevent all kinds of irrational, non-democratic and non-transparent behaviors.
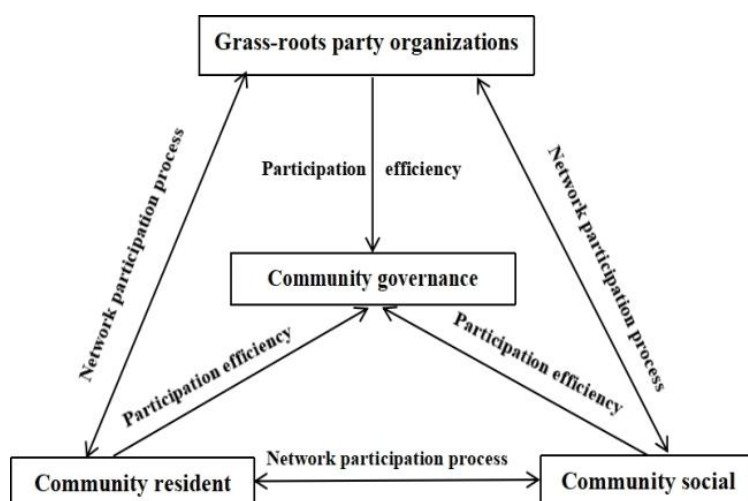
Figure 1: Community governance of network participation model.

3 THE PROBLEM OF NETWORK INFORMATION TECHNOLOGY IN COMMUNITY GOVERNANCE REFORM

3.1 There is a "Glass Door" in Information Disclosure in the Process of Community Governance

Zhou Hanhua, a researcher at the Institute of Law of the Chinese Academy of Social Sciences, said: On the one hand, the government pays special attention to information disclosure, sets up institutions and allocates funds to support their operation; On the other hand, it inhibits the need for information disclosure. This is a strange phenomenon: the Chinese application information disclosure youdao "glass door", looking at you to apply, often once the application is rejected. The information disclosure responsibility for relevant departments of the business is not clear, buck-passing each other, and the application of information disclosure appeals of the masses are "kicked the ball". The relevant government departments arbitrarily attach additional clauses to the applicants to information disclosure, set artificial thresholds, take the need for confidentiality and the cumbersome process as a shield for the non-action of information disclosure, and the administrative cases of suing the government and its functional departments for information disclosure are increasing year by year.

There is also an inexorable gap in demand for active disclosure. The content of some government portals is old or not exhaustive enough. Some government departments are passive, passive and dragging their heels when releasing information. There are a lot of problems, such as some information selective disclosure - want to know not to make public, only not important to make public. Some information is one-dimensional public - only published without response, only told without explanation. These practices have had a negative impact on the credibility of government departments and have also led to massive data collection by the government, much of which is of poor value. The difficulty of information disclosure is more closely related to the way the Chinese government has behaved for a long time. In China, the government is used to the omnipotent model of social management. Government power and citizen power are not equal, so whether the government information is open or do not does not exist great external pressure. We should not change from spontaneity to self-consciousness and take information disclosure as a normal and internalize it as a working method and administrative culture. The asymmetry between government information possession and citizens' right to know makes it more important to pay attention to confidentiality education and develop confidentiality habits than to actively publicize information (Yan, 2015). The government's bottom-up management means are not in harmony with the use of modern network technology and information technology means and the flat networked information management mode of two-way communication and

two-way communication between the government and citizens.

3.2 Information Literacy of Citizens and the Lack of Basic Literacy of Modern Citizens

Quite a number of important positions in society, highly educated, high eq on-the-job personnel, they are living in the community, to enjoy in the community, and the management of community service and community governance don't care, on the Internet and data information such as advanced ideas don't understand, don't agree with, to ignore, not to participate in community governance activities, lack of basic qualities of modern citizens. Some new property community owners' committees are difficult to establish, or established difficult to carry out activities, or carry out activities difficult to form decisions. In addition to some old concepts that are difficult to accept at the moment, there are also some practical reasons. Some residents have low income. Due to the high price of advanced network technology products and the lack of channels for understanding, it is even more difficult for citizens to keep up with the trend when it comes to community governance. The consequence of citizens' lack of information literacy is that not only can they not make full use of the abundant information provided by the Internet to enhance their abilities, but they will shake their moral judgment, legal awareness and social responsibility because of all kinds of junk information on the Internet. They will also change their development orientation, code of conduct and even life trajectory because of specific small probability events, which will bring extremely unfavorable consequences to themselves. The lack of information literacy has become an obstacle to the transformation of Internet thinking and big data thinking.

3.3 The Community Network Information Promotion Department Has Insufficient Resources and Influence

The insufficient resources and influence of the community network information promotion department weakened the influence of the reform of community governance structure to a certain extent, and it is difficult to shake the existing "administrative" governance mode. Many communities have not set up the corresponding information center, the integration and deployment of

resources naturally can not keep up, propaganda also stopped at the website news column and message board column, the lack of interaction depth and immediacy, a waste of resources, resulting in insufficient influence. Many community residents do not know how to understand what is happening to the community through the Internet, and the network information promotion department of the community cannot timely to analyze and collate the collected information and data mining, thus unable to predict what will happen in the community, unable to guide the residents in a positive way, resulting in a lack of influence.

4 IMPROVE THE MAIN COUNTERMEASURES OF NETWORK INFORMATION TECHNOLOGY IN COMMUNITY GOVERNANCE REFORM

4.1 To Make the Internet Connected to the Ground, So That the Big Data Fully Landed

Resource management platform for infrastructure monitoring data. Infrastructure information refers to social production and people life provide public services material engineering facilities, is used to ensure the normal order of the country or region social economic activities of the public service system, and basic with antecedence, cannot be tradable, inseparable and quasi public goods on the whole, the characteristics of the development mode as long as there is: type in advance, the synchronization model, hysteresis model.

Public sentiment collection and service data interface platform. Government management for the masses of the people and public opinion control compared with government community is crucial to the order issued, the reactions and attitudes of the masses, to the wishes and demands of the masses, the government departments have established their own mood acquisition channel, the next step should be horizontal communication, as well as exchange of needed goods, the customs information fully sharing, dig deep, integration of resources.

4.2 Eliminate Information Islands and Realize the Standardization of National Administrative Services

On the one hand, vertical information system integration should be carried out, and a unified information platform should be built between the upper and lower government departments by using multi-level network and central database, which requires both bottom-up deployment and bottom-up experiment. On the other hand, it is necessary to integrate the level of e-government information system to realize the sharing of government information resources and government coordination across departments. For example, in the process of social security card, to share information in the way of using the second generation ID photo, can reduce the cost of citizens to take photos and travel, reduce the waiting time of staff, etc. At the same time, we also need to start from the internal management concept and administrative system (Yan, 2019). Although it is said that the reason for information silos is that the information storage specifications and forms are not unified, the more essential reason is actually the phenomenon of silos in management. With unchanged concepts and attitudes, administrative efficiency and service quality can hardly be improved even if we have sharp tools in hand.

4.3 Create a Harmonious GBCP Triangle

In the field of urban management, there is a GBCP model: G stands for government, B for enterprises, C for public and community, and P for public facilities and public environment. These four elements constitute a harmonious triangle with P as the core of the inner point and G, B and C as the outer point. Centering on the provision of public goods and fully considering the three roles of the government, enterprises and the public, a complete dynamic circulation system covering all aspects of public management services is built (Tan, 2015). By outsourcing part of public utilities to enterprises through market mechanism and competition function, the government can get away from specific affairs and have more energy to carry out platform design and macro-control. It crowdsources the power of finding problems and urging solutions to the public through voluntary participation, thus enabling the government to have "ubiquitous eyes". Any malfunction in the public service system can be found and resolved in

time. It makes full use of modern Internet technology and information technology, and challenges the traditional government behavior mode and organizational culture, and constructs a brand new public governance structure and public service system.

5 CONCLUSIONS

Community information construction is a complex system engineering, through the standard system construction, resource construction, information support platform construction and innovative application mode construction content, effectively solve the problems existing in community management service. Informatization is the means (Ren, 2017). In the era of big data, it is imperative to rely on emerging technologies to build wireless city. Only by strengthening the construction of smart communities can we vigorously promote the development of urbanization and industrialization. More importantly, it is the use of information technology to provide convenient and efficient services for the community units and residents, to achieve the coordinated development of economy and society, and to achieve the ultimate goal of improving the community management level and governance ability.

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