ISSN: 2472-3703 DOI: 10.6911/WSRJ.202111_7(11).0009

Research on the Current Situation and Solutions of the Digital Reform of Zhejiang Province Human Resources and Social Security

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Abstract

Through an in-depth analysis of the current problems in the digital reform of Zhejiang Province Human Resources and Social Security, combined with the digital reform requirements of the Zhejiang Province Human Resources and Social Security Department, it is proposed to use a centralized database, integrate and aggregate external data resources, and build a Middle Platform. The ability of the Middle Platform, develop digital applications and improve the development of data innovation and application development capabilities in the fields of human resources and social security, such as customized business innovation, scientific macro decision-making, smart business supervision, precise public services, and social data applications, Improve the level of human and social governance and public service satisfaction.

Keywords

Digital reform; Digital transformation; Data innovation application; Data sharing.

1. BACKGROUND

The report of the 19th National Congress of the Communist Party of China put forward the reform requirements of digital government such as "transforming government functions, deepening administration and decentralization, innovating regulatory methods, enhancing the government's credibility and execution, and building a service-oriented government that satisfies the people."[1] To realize the modernization of the governance system and governance capabilities, it is necessary to rely on the current situation and rely on the power of the new generation of information technology such as the Internet of Things, big data, and cloud computing to strengthen the construction of digital government and improve the efficiency of government operations and social governance. Focusing on the subject of "government digitalization", many countries have proposed digital strategies for government transformation and innovation. The UK has issued policies such as the "Government Digital Inclusion Strategy", proposing the concept of digital government as a platform [2]. The Japanese government has put forward a digital economy development strategy of "connectting industry" [3]. The policies and strategies formulated by these countries have provided great reference value for the formulation of the government's digital reform strategy in my country under the new situation.

Yuan Jiajun, secretary of the Zhejiang Provincial Party Committee, believes that the current key task is to accelerate the construction of the "152" system and build the Architecture of digital reform [4]. Chinese Professor Liu Yuan put forward the concept, connotation and significance of digital reform: using digital technology as the main means to generate new momentum for government service reform; using digital applications as the main carrier for data sharing, collaboration, and application In order to provide new value to the society [5]. Yang Guorong, director of the Zhejiang Provincial Human Resources and Social Security Information Center, put forward four measures in terms of provincial concentration, business

ISSN: 2472-3703 DOI: 10.6911/WSRJ.202111_7(11).0009

standardization, improvement of service capabilities, and strengthening of system operation and maintenance in response to the current situation of the digital transformation of Zhejiang Human Resources and Social Security [6].

In order to implement the spirit of the Zhejiang Human Resources and Social Security Digital Reform Work Conference, to build the 152 work system, and to set up the overall goal of the Architecture of the Human Resources and Social Security digital reform, field investigations were carried out. Through an in-depth analysis of the current development status and existing problems of the digital reform of Zhejiang Human Resources and Social Security, combined with the digital reform requirements of the Zhejiang Human Resources and Social Security Department, countermeasures and suggestions are put forward.

2. CURRENT SITUATION

2.1. Concept

The digital reform takes the construction of a digital Zhejiang as the main goal, comprehensively uses digital technology to digitally transform government business information, and uses digital thinking to analyze, summarize and apply government data, thereby improving government operational efficiency and service levels. Infiltrate digitalization, integration, and modernization into all aspects of the entire process of government construction under the leadership of the party, coordinate the promotion of digital applications and system innovation, and build an efficient government system, a coordinated system for global connectivity, a comprehensive and intelligent government governance system, and science A rigorous decision-making wisdom system improves the efficiency of government services and enhances government credibility.

The digital reform is the strengthening and upgrading of the government's digital transformation, showing three major significance [4]:

2.1.1 Expansion and upgrade of connotation

Highlight the reform characteristics of "integration, all-round, and digital empowerment", digitize government operations, digitize economic development, and digitize personal information, and realize comprehensive and deep reforms. Use digital technology as an important means to promote the digital reform of the government to generate new momentum; use digital applications as an important reform project to force the government to reform working methods and decision-making methods, promote business coordination between departments, and improve scientific governance capabilities and scientific decision-making Competence and precise service capabilities; using digital governance as a model, change passive to active and active to intelligent services on the server side, actively coordinate various resources, share data and information, and create greater social value.

2.1.2 Expansion and upgrade of the field

Use digital reforms to instigate reforms in all fields, and gradually improve data innovation application development capabilities in the areas of human society, such as customized business innovation, scientific macro decision-making, smart business supervision, precise public services, and social data applications, and further Promote the construction of Digital Zhejiang. Deal with the current and long-term, focus and compatibility, core and extension of the "three pairs of relations", we must adhere to the "three orientations" of people's livelihood, problems, and goals, and clearly promote the fundamental digital reform of systems and mechanisms, and promote the digital synergy and integration of business models. The number of application modules intelligently empowers the construction of "three directions".

2.1.3 Expansion and upgrade of value

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From the vigorous development of digital technology, the digital services developed by Internet companies enhance the convenience of people's lives, to master digital thinking, coordinate the use of digital technologies, build digital governance systems and mechanisms, create new value, and realize government business innovation and scientific macro decision-making, Smart business supervision and precise public services. Digital reform is a key part of realizing the government's overall smart governance, an objective need to optimize the government's public service supply, and an inherent requirement to promote the modernization of the digital government's governance system and governance capabilities.

2.2. The Basis of Reform

In January 2003, Comrade Xi Jinping, secretary of the Zhejiang Provincial Party Committee, put forward a proposal to build a digital Zhejiang at the 11th Party Congress of Zhejiang Province of the Communist Party of China. Since then, the main leaders of the Zhejiang Provincial Party Committee have attached great importance to the construction of informatization, networking, intelligence, and digitization of government services.

In 2014, the province's human resources and social security system promoted the reform of streamlining administration and delegating power with "four lists and one net" as the main starting point, building and connecting to provincial and municipal government affairs clouds, and building a five-level one-stop government with linkage The service portal publishes handling guides for each item, publicly traces the handling process, inquires handling results, and presents user evaluations, realizing a one-stop gathering of Zhejiang Province's "Internet + government service" portal.

In 2017, the province's human resources and social security system initiated the "maximum run once" reform, focusing on the most practical, most needed, and handling people's livelihood issues as the main reform items. Reform levels and promote key breakthroughs in "Internet+", and for the first time proposed the "Eight Unifications" to standardize the handling process, the "three non-submissions" to reduce and exempt handling materials, and the "Internet +" to achieve "zero" running errands, "Ministry-provincial cooperation" has been used to raise the level of reform, which has effectively promoted the simplified, nearby, and quick handling of human resources and social services, which has greatly enhanced the sense of gain among the masses and enterprises.

In 2021, the Provincial Department of Human Resources and Social Security issued the "Zhejiang Province Human Resources and Social Security Digital Reform Overall Plan". Labor relations and other aspects of the entire process of the performance of duties by the human resources and social organizations, and coordinate the promotion of digital technology application and system innovation."

The introduction of policies such as "four lists and one network" and "maximum run once" has sorted out the government's business, unified the management portal, strengthened the construction of informatization and digitalization, improved the service experience of the people in doing things, and laid a foundation for the digital reform. solid foundation.

2.3. Current Reform Effectiveness

The openness of data sharing has been significantly improved. Breaking down the "data islands" and "information barriers" within the agency and realizing data sharing and transfer between systems are the core tasks that can be run once at most. The first is to fully complete the one-card registration work for the human resources and social security departments. Comprehensively sort out the business, compare the interface catalog shared by the Provincial Department of Human Resources and Social Security and the Provincial Big Data Department, and reduce the paper documents needed when handling the original documents, such as ID cards, birth certificates, household registration books, etc., through the provincial and

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municipal systems Data exchange, inter-departmental interface call verification, business collaboration, and the effect of certificate reduction and exemption. The second is to sort out the data asset catalog, carry out data collection, develop data sharing interfaces, and improve data sharing plans. The third is to sort out business sharing needs, submit a sharing application to the big data department to meet the needs of business processing, and provide other departments with social security certificates, employment certificates, social security card information and other data to realize data sharing and circulation between data systems, and effectively support Various government services and the need for coordinated management that can run at most once. The fourth is to accelerate the use and application innovation of public open data, and to further improve the ability to use public data. It has participated in the open data innovation competition for two consecutive years, and the innovative applications of human resources and social data have been well received.

Comprehensively promote the provincial concentration of business systems. By the end of 2020, the Zhejiang Provincial Department of Human Resources and Social Security has carried out provincial-level centralization of social security, employment, unemployment, personnel, labor inspection, integration and other systems through system upgrades, data collection, and unified access, which has promoted business data and business in various regions. The standardization and standardization of the process has laid a solid foundation for the interconnection, business supervision, internal management, business collaboration and business innovation of the province's human resources and social information. In addition to the provincial centralized system, the prefecture-level human resources and social security bureaus have retained their own information systems with local characteristics, which are regularly synchronized to the provincial and departmental databases through data copying and data service interfaces.

The construction of the data sharing platform is progressing steadily. Based on the social security information database and social card information database, the basic information database of the human society is built to realize the full sharing and wide application of basic information, and continuously integrate the business data of various lines of the human society. Centralize the collection of public data resources of the province's human resources and social security, build a data sharing platform, data exchange platform, data synchronization platform and service interface, and provide data sharing services for human resources and social security departments at all levels and the provincial big data bureau.

The effect of digital empowerment continues to be highlighted. The first is to successfully complete the construction of an integrated human and social security platform, smoothly access multiple issues in the human and social fields, change from "offline" to "online", and support multi-channel processing on Zhejiang Government Affairs Network, Zhejiang Province APP, and self-service machines. The second is to achieve sunny government affairs, conduct full-process supervision on people’s livelihood matters, carry out red and yellow light early warnings, conduct business inspections and quantify workloads in various cities and counties through business supervision, improve the efficiency of internal business management, and improve service quality. Improve service attitude and increase the satisfaction of the people. The third is to launch the "One Thing" project, which integrates multiple departments such as retirement, birth, organs and undertakings to jointly handle the "One Thing", and realizes online and handheld operations. The fourth is to operate the big data of the Human Resources and Social Security, and develop the Zhejiang Human Resources and Social Security Index, the analysis of the flow of people, and the analysis of the relationship between unemployment and social security fund collection and other application models to effectively improve the data security and auxiliary decision-making capabilities.

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3. PROBLEMS IN THE DIGITAL REFORM OF ZHEJIANG HUMAN RESOURCES AND SOCIAL SECURITY

3.1. Digital Infrastructure Is Weak

With the continuous development of human and social data applications, the lack of resources such as underlying computing resources, storage resources, and load resources has become increasingly prominent. In the past, the thinking of application system hardware evaluation needs to be switched to the thinking of digital application hardware evaluation. The technical architecture system still needs to be optimized and upgraded, strengthen the monitoring of the system, and improve the efficiency of the use of system resources. In some areas, Oracle technology system or Gbase technology system or Hadoop technology system is used as the data base for data collection, aggregation, integration and utilization, and the operation and maintenance costs of these systems are high.

3.2. Insufficient Comprehensiveness and Standardization of Data Resource Collection

The unification of human and social business and the standardization of data structure are necessary conditions for the implementation of information construction and digital reform. The human and social business process design and data application development in accordance with unified standards can realize the interconnection and intercommunication of the province's human and social data.

The lack of comprehensiveness of data resource collection is reflected in the single data source. Collecting the data collected by various departments of the Human Resources and Social Security Bureau is not enough to complete the development of digital reform application projects. There are too few types of data, low data value, and low timeliness of data. Many key data, objective data and specific data are missing. Some key data are scattered in various functional departments of the government and require human and social security leaders at all levels in the province to communicate, and the efficiency is relatively low; some objective data and specific data come from external companies. To retain the funds for data procurement, external data has also become one of the important sources of data.

The lack of standardization of data resource collection is reflected in the fact that the main systems of each sector are currently being concentrated at the provincial level. At the beginning of the system design, there are differences in the understanding of the same business, resulting in inconsistent data standards and inconsistent handling procedures. When data resources are collected, wrong data, incomplete data, and contradictions and conflicts between the data are highlighted. Data cleaning is difficult, which brings a lot of trouble to data resource collection and application.

Digital resources cannot be collected automatically. Each data collection requires a lot of manpower and material resources, and someone needs to stare at the execution process of the database script.

3.3. Data Sharing Between Systems Is Difficult, and Open Sharing Applications Need to Be Deepened

It is difficult to form effective sharing of data between systems. Human resources and social services include employment, social security, personnel, talents, etc. Each business is independent, and the key data required for each management varies greatly. When coordinating the data requirements between the various sectors, many conflicts will be encountered The place. For example, the business of introducing talents requires information such as the personnel's learning experience, degree, and academic qualifications. This information is often not taken seriously in other sections of the system, and most of the registered information is

ISSN: 2472-3703 DOI: 10.6911/WSRJ.202111_7(11).0009

blank or incomplete. Therefore, when designing the business system introduced by talents, the modules should be re-developed and the key information should be registered.

The design position of the Human Resources and Social Security Data Warehouse is not high. The data warehouse design still stays at designing the table structure based on social security and citizen cards. It cannot break the segmentation and single-business internal circulation model. It should be designed from a higher dimension to design a common, shared, and collaborative table structure that can support it. To a wider range of business areas.

The data open system is not mature enough. The downward human and social business data is not timely, comprehensive, and abundant, leaving limited space for prefectural and municipal information developers to apply to digital projects. Because the system is gradually concentrated at the provincial level, some personalized development needs are difficult to meet, and the leaders of prefecture-level cities do not need provincial-level authority data, and many previously established services need to be re-developed and docked.

The results of open data applications are limited. First, the downlink data needs to be further expanded. After the provincial concentration, the amount of data and the amount of data released are related to the assistance of the human and social bureaus at the county and city levels to the local digital application needs and digital reform. Secondly, there are still difficulties in the integration and utilization of data among the internal sections of the Ministry of Human Resources and Social Security. Although the Department of Human Resources and Social Security has downloaded the data, the data of the various sections of the Human Resources and Social Security are still not centralized enough, and data needs to be collected across multiple databases. Representative works of data applications need to continue to iteratively deepen. Applications like Zhejiang Liban APP and Zhejiang Government Affairs Network are more direct application of data results or interface access of existing systems, achieving a unified entry, but failing to achieve deeper data application.

3.4. The Human Resources and Social Security Application Support System Is Immature and Fails to Effectively Utilize the Existing Component Resources

The human society application support open system is immature and fails to fully open application components, such as modules and interfaces such as identity authentication, electronic signatures, etc., to the development of new applications and systems, which requires repeated construction of modules and waste of resources.

3.5. Poor Public Service Application Experience and Complicated Operations

In some places or business departments, the existing business systems are moved to the Internet without re-optimizing and re-modifying data, processes, and businesses. The operation is complicated and the user experience is poor, which causes the general public to be confused and spend more time learning. How to do business. Some government online service items have not been maintained for a long time, and the page cannot be opened or the items cannot be handled, which affects the user experience. Government departments also need to further strengthen the propaganda of "services on the Internet," "services on the palm," and "services at outlets" so that the people can find the entrance and find the right entrance.

3.6. The Loss of Work Force and Digital Talent Team Is Serious, And the Use Mechanism Needs to Be Improved

With the comprehensive promotion of the provincial-level system of human resources and social security, the information centers of the human resources and social departments at the city and county levels are gradually cancelled, or the information and digital talents cultivated are merged into the business departments, resulting in work forces and digital talents. The loss of the team is serious. At present, digital talents in government departments have been ignored

ISSN: 2472-3703 DOI: 10.6911/WSRJ.202111_7(11).0009

for a long time, with low income and salary, and lack of career development and promotion systems.

The above issues have largely affected the process of the digital reform of the human society in Zhejiang, and it is urgent to study and formulate effective measures to maintain the good momentum of the digital reform of the human society in Zhejiang, continue to deepen the digital reform, and improve the public service capabilities of the human society.

4. SUGGESTIONS

4.1. Strengthen the Construction of Human and Social Digital Infrastructure

Promote the deep integration of unified infrastructure such as government cloud, Alibaba Cloud, Huawei Cloud, and the Internet of Things with the infrastructure of the human society, and provide basic data computing capabilities, data storage capabilities, business load capabilities, and data security capabilities for the digital reform of the human society.

Strengthen the planning and management of human and social infrastructure, optimize the technical framework system, improve the cloud access rate, cloud resource utilization rate and local resource utilization efficiency of the human and social department system, and enhance the efficiency of infrastructure. Establish and improve the security protection system for key infrastructure equipment, open data and sensitive data, purchase network security equipment, strengthen network security defense capabilities; build a network host monitoring system around key business services, and enhance daily warning awareness; regularly carry out network attack and defense Drills and host disaster preparedness handover drills enhance the emergency response capabilities of the information department.

Build a data governance, open and standardized "data center" to provide strong, shareable and reusable public data capabilities for the continuous development of big data applications and services by the human resources and social sectors, and reduce operating costs.

4.2. Strengthen the Formulation of Business Standards and Accelerate the Introduction of Data Standards and Data Governance Plans

Expand the collection of data from other government departments, enterprise data, and Internet data outside the human society industry, further increase the breadth of basic data support for the human society big data analysis and application, and increase the collection and utilization of data outside the human society industry; establish a sound mechanism to allow The human resources department regularly purchases key data from business units to enrich the data dimension of digital reform applications.

The unification of human and social business and the standardization of data structure are necessary conditions for the implementation of information construction and digital reform. Set up special business classes to sort out policy differences, business management process differences, and historical data differences, and cancel or optimize unreasonable, outdated, and conflicting policies, business processes, and data. Based on the data center, it cleans and integrates massive data resources, builds a data warehouse for human resources, and conducts effective management and control of data resources through data quality inspection and exploration and investigation and processing of abnormal data to ensure the complete availability and structure of data Clear and consistent standards, providing fresh and reliable big data support for building front-end human and social data application scenarios. In the center of the human resources and social data center, build an automated collection process, and use the center to perform automatic data collection, data management, data supervision, data quality testing, and intelligent application of data. Through the human resources and social data center to formulate data collection standards, set field constraints, clean up incorrect data, and carry out automated operations, etc., the integrity, effectiveness and consistency of human

ISSN: 2472-3703 DOI: 10.6911/WSRJ.202111_7(11).0009

resources and social business data are ensured, which has laid a solid foundation for the development of digital applications. The basics.

4.3. Strengthen the Construction of Data Sharing System and Build Influential Digital Projects

Solve the problem of information islands, coordinate the data requirements between business segments, build a collaborative human-society digital business application system, and gradually realize the digital full-service coverage of the human-society's duty performance and the entire process; iteratively upgrade the human-society data warehouse to stand at a higher level Dimensional design common, shared, and collaborative table structure, formulate data standards, strengthen data governance, form a closed loop of governance for the entire data life cycle, and improve data quality; build a public data resource platform for human resources and social security to gather and integrate human resources and social security departments at all levels. The comprehensive integration of the collected digital resources into an organic whole provides strong support for the construction of the human and social system and the construction of digital applications; to create an open service system for human and social data sharing to ensure that the national and provincial data can be completely and effectively downloaded regularly Information centers at the city and county levels meet the needs of grassroots data use, and promote human resources and social data to better serve the grassroots governance; actively promote the digital reform task of the human resources and social society to "expose the leader" work, mobilize the enthusiasm and enthusiasm of the human resources and social bureaus Activeness, prefecture-level cities will lead the development and construction of a number of human and social digital reform projects, explore the construction of more digital application projects, focus on collaboration, learning advanced, create more work highlights, and provide more for the national human and social fields "Zhejiang Data Reform Experience".

4.4. Build A Support System for Human And Social Applications

Constructing the human and social business center and data center, providing unified and reusable public components and interfaces and other basic technical support for the human and social business system, such as identity authentication, credit rating query, data collection interface, electronic signature, bio-digital Characteristic information, public data call interface, etc., help developers to quickly develop digital reform applications, realize collaborative processing between business systems, digital identity authentication, and reduction or exemption of handling materials.

4.5. Enriching Digital Collaboration Application Scenarios and Enhancing Service Capabilities

Oriented by the needs of the people, optimize the handling process, build online handling business, and achieve the reform goal that can be completed online; use the insight and perception capabilities of big data to continue to in-depth develop the digital reform application of the human society to meet the needs of people Business supervision in various fields of the agency and managers' demand for innovative applications of big data from the agency will strengthen the agency's precise macro decision-making, smart business supervision, and smart public services, and effectively improve public service capabilities. Uniformly export business services and data services to government public service platforms (Zheli Office APP, Zhejiang Government Affairs Network), and at the same time promote and guide the people to conduct online and handheld operations through various channels such as the management hall and the media, and train the people to conduct online operations. consciousness.

ISSN: 2472-3703 DOI: 10.6911/WSRJ.202111_7(11).0009

4.6. Strengthen Talent Guarantee

Facing the future construction needs of smart human society, retain the information center system at the city and county levels, strengthen the construction of a talent team for digital reform, vigorously introduce digital talents, and cultivate data scientists, engineers, and managers who are proficient in human society business. Focusing on the professional development needs of digital talents in government departments, strengthen the construction of incentive mechanisms, welfare mechanisms, and promotion mechanisms to stimulate the enthusiasm of digital talents.

5. CONCLUSION

With the development of a new generation of information technology, digital reform has surpassed the stage of government informatization and digital transformation, comprehensively using system concepts, system methods and digital means to infiltrate digitalization, integration, and modernization into all areas of the government under the leadership of the party Significant results have been achieved in all aspects of the entire construction process. From the perspective of digital reforms, we comprehensively consider some of the current problems in the digital reforms of Zhejiang Human Resources and Social Security and put forward corresponding policies.

In terms of technology, use the scalable resources of cloud computing to provide resources for the digital reform of the human society; sort out business policies and business processes, formulate data standards, collect all kinds of data resources through the data center of the human society, and clean and integrate massive data resources , Build a data warehouse for the human resources and social security; enrich the data sources of the human resources and social security, construct and develop digital reform applications, realize the precise macro decision-making, intelligent business supervision, and intelligent public services of the human resources and social security, and effectively improve the public service capabilities. In terms of policies, strengthen the formulation of business standards, accelerate the introduction of data standards and data governance plans, meet business management requirements, follow the current development of business data, and reflect the correlation between business and data. By building the overall intelligent governance of the human society, enhancing the innovation ability of the human society public service, closely focusing on the scoring point of the digital reform, answer the high scores of the human society number reform.

6. SUPPLEMENTARY INFORMATION

Funding

Project supported by Zhejiang Province Human Resources and Social Security, Project Name: Research on the Current Situation and Solutions of the Digital Reform of Zhejiang Province Human Resources and Social Security (No. 2021069).

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