

Research on the Path of High-quality Public Service Sharing of the People's Social Security under the Background of Digital Reform

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Abstract

Through in-depth analysis of the overall situation, application achievements and existing problems of the current digital application of Zhejiang People's Social Security, combined with the requirements of the digital reform of Zhejiang Provincial Party Committee, and based on the theoretical analysis model of "multi center collaborative governance", this paper analyzes the development trend of the digital application scene of Zhejiang People's Social Security in recent years; Based on different core elements, the quality path of public services of the People's Society is divided into government led emergency development, government initiated industry driven, enterprise led platform supply; The key to the high-quality public service sharing path of the People's Social Security is the innovative application of data under different advantages of different entities. Through data collaboration, business collaboration and data empowerment between different entities, they can jointly create greater value; Different types of subjects and collaborative governance methods will affect the realization path of the digital application of human society; This project has objectively explored the current high-quality public service sharing path of Zhejiang People's Society, clarified the ideas, and made suggestions on the next step of high-quality public service path selection and practice strategy of Zhejiang People's Society.

Keywords

Research on Sharing Path; Digital Reform of Zhejiang People's Society.

1. Introduction

In the Proposal of the Central Committee of the Communist Party of China on Formulating the Fourteenth Five Year Plan for National Economic and Social Development and the Vision for the Year 2035, it is clearly stated that "strengthen the construction of digital society and digital government, and improve the digital intelligence level of public services, social governance, etc." Digital means enable public service innovation to become the key force to promote the modernization of the national governance system and governance capacity during the "Fourteenth Five Year Plan" period, It also points out the direction for the high-quality development of public services. Yuan Jiajun, Secretary of the Zhejiang Provincial Party Committee, believes that digital reform is the general starting point for comprehensively deepening reform in the new development stage. The current key task is to accelerate the construction of the "152" work system and build a "four beams and eight pillars" for digital reform. Dr. Zhou Yu, Graduate School of the Chinese Academy of Social Sciences, pointed out that public services have changed from "single subject" to "multiple interaction", from "hierarchical management" to "platform mode", from "department led" to "data driven", and from "homogenous solidification" to "situational adaptation" Wu Weibin, Director of the Department of Human Resources and Social Security of Zhejiang Province, proposed to further promote the "quick action of human resources and social services", deepen the reform of one thing, promote the standardization of government services, continue to enrich the supply of services, and sink 100% of people's livelihood issues to the grass-roots level.

Horner put forward that public value management emphasizes optimizing the functions of the public sector and improving performance through the cooperative production model, and emphasizes that the government's goal should be shifted from mainly pursuing economy, efficiency and benefits to pursuing more extensive and essential public values Yu pointed out that in the public value paradigm, the main body of value creation is diverse, and it is the common responsibility of the government, citizens, enterprises and other social organizations. The United States pursues the road map of digital government, and has issued the administrative directive *Digital Government: Building a 21st Century Platform to Better Serve the American People*. The directive aims to achieve the strategic goal of digital government that "government information resources can be obtained at any time, anywhere and any device, and improve the quality of services for the whole society". The digital strategy of the United States is mainly reflected in the overall deployment of Internet companies. With the development of Internet technology, Internet applications help people solve various problems in life, such as entertainment consumption, travel taxi, intelligent navigation, etc; Strengthen the construction of information infrastructure, open public data information, and take big data and cloud computing as the main development strategy; Pay attention to the research and development of digital technology and products, the protection of invention patents and software works, and actively improve the market transformation of scientific research and product research.

At the beginning of 2015, the United Kingdom issued the *Digital Economy Strategy (2015-2018)*, which aims to promote social and economic development through digital technology, improve production efficiency and transaction efficiency through information and communication technology innovation, integration and diffusion, and establish the direction of building Britain into a digital power. The main measures are as follows: encourage enterprises to carry out digital transformation, and effectively innovate existing business processes through the advice of digital experts; Focus on users, build a digital society, provide relevant intelligent digital product applications, and improve the user experience; Promote the construction of digital infrastructure, develop a digital ecosystem, and support the interconnection of various equipment and systems.

In recent years, the German government has put forward the "Digital Strategy 2025", which clarifies the basic path of Germany's digital transformation in terms of national strategy. The main measures are to invest in network infrastructure, increase human and material resources, speed up the iterative upgrading of networks, improve the construction of 4G networks, and promote the upgrading and transformation of rural broadband networks; At the same time, actively promote the construction of Industry 4.0, combine communication technology, information technology and factory production process, and promote the construction of intelligent factories. The enlightenment of foreign public service concept and digital governance development experience to China is that it is the basic goal of social public service to use digital and information technology as the core to drive governance practice, and the integration of digital technology and social governance concept is the highest realm.

The existing research results mainly lie in the reform experience of the Chinese government's public service under the background of digital transformation. There are few materials to study the combination of "digital reform" and "people's social public service", which provides space for topic selection and research.

2. Analysis on the Current Situation of Zhejiang People's Social Public Service

2.1. Theoretical Basis

Public service innovation under the framework of "multi center collaborative governance" is a complex, nonlinear and self driven system. The successful construction and operation of this

system depends on multiple elements. The self driving mechanism of public service innovation under this framework means that, under the constraint of the goal of value co creation, the government takes the lead in designing a multi center collaborative governance mechanism to continuously stimulate the enthusiasm of the government, enterprises, social organizations and the public to participate in public service innovation, and form the self driving of public service innovation within the system composed of multiple subjects. Self driving mechanism mainly includes the division of labor mechanism and coordination mechanism of multiple subjects.

Based on the theoretical analysis model of "multi center collaborative governance", this paper summarizes the implementation paths and applicable scenarios of different driving types of governance models from the characteristics of multi center governance, collaborative governance and use scenarios.

(1) Government led emergency development

This mode is aimed at the rapid development of public service applications led by the government under the emergency scenario. This mode is mainly in the form of government led project teams, with the participation of backbone teams from relevant commissions and bureaus of the public sector, relevant enterprises and other organizations. Different subjects in the project team perform their own duties.

Taking health code as an example, enterprises develop health code applications, and the government is responsible for promoting the use of health code and the support of service application resources. Through the use of health codes, the government successfully solved the problem of epidemic situation authentication and management. At the same time, through the use of health codes, it collected the red and green codes of the people, and based on health information, it carried out epidemic prevention and control policy formulation, governance and personnel travel management.

Zhejiang People's Social Security Digital Public Service: Taking the social security refund business as an example, the national and provincial people's social security and tax business departments will take the lead, the people's social security operation and maintenance enterprises will be responsible for application development, and the people's social security and tax departments at all cities and counties will ensure stable operation and diffusion. It alleviates the pressure of enterprise users and the pressure of people, social security and tax departments. Accurately locate the business boundary between the people's social security department and the tax department. The people's social security department is responsible for the amount of social security refunds, and the tax department is responsible for the collection of fees. Both of them realize the implementation of policies through data exchange.

(2) Enterprise led -- platform supply

This mode is to be able to quickly launch integrated government services in a region, and the portal and interface are unified, consistent with user habits. At the same time, the platform provides new technologies and functional modules, making the government services on the platform constantly changing.

Take Guangzhou's WeChat city service as an example, and take WeChat as the city service portal to provide a new model of urban government service similar to Zheli Office APP. Through WeChat, more than 300 cities have launched WeChat city services in WeChat. People can quickly find services on WeChat, facilitate the rapid promotion of applications, and form a scale effect.

Digital public service of Zhejiang People's Social Security: Take the business module of Zhejiang People's Social Security Office as an example, take Zhejiang People's Social Security Office as a starting point, integrate the service entrance of the city, provide a mature new model of government service, and quickly promote it in governments at all levels. The businesses that have been launched include retirement, transfer, insurance participation, work-related injury

identification, and unemployment insurance subsidies. The business is connected with the platform by the human resources and social security department, and the system background directly handles the business to avoid the risk of human misuse of data.

(3) Initiated by the government -- industry driven

This model is used for the local government to have a unified deployment of relevant technologies and industries and have an industrial foundation. Secondly, the government can issue policies to form institutional guarantees, so as to jointly promote the digital transformation of public services in the region.

Taking Guiyang government data open platform as an example, the government issued policies and built municipal data construction and management, opened more than 3000 data sets and 500 data interfaces to the society, and nearly 12 million pieces of data. Based on the developed data, more than 10 digital applications can be developed, further speeding up the effective use of government non sensitive data, and improving the happiness index of people through digital applications.

Zhejiang Renshe Digital Public Service: Take Renshe's nanny cloud business as an example, break the information barrier, share multi-dimensional information such as nanny skills identification information and nanny credit information, form a benign interaction with nanny intermediary companies, build a nanny supermarket, improve the quality of nanny service business, and the Renshe department has absolute control and voice over the platform, and can develop required services.

2.2. Development Trend of High-Quality Public Service Sharing Path of Zhejiang People's Society

After 2017-2022, Zhejiang People's Society has laid a solid foundation for the path of high-quality public service sharing: first, sorting out simplified and standardized matters, sorting out the list of rights of people's society, completing the task of online Zhejiang Office of government livelihood matters, and realizing multi department joint and "downsizing"; Second, taking advantage of the large number of outlets and wide network coverage of the rural commercial bank system, the rural commercial bank in each county (city, district) of the city has set up social security convenience service outlets, delegated the authority to handle insurance registration, information change, payment verification and payment, transfer and continuation of social security relations and other businesses, so as to enable people to handle human social security temporary matters "nearby". The third is to complete the collection and sorting of data business, upload the data to provincial and national human resources and social security data centers, and transfer the data to big data departments in the form of interfaces according to the actual work needs, and deliver it to other relevant bureaus and offices to achieve business collaboration; The fourth is to design the application scenario of the digital reform of Renshe, effectively serve the people, and accelerate the improvement of the people's experience.

Under such a background, Zhejiang People's Society, centering on the "152" work system of the provincial party committee and government, adheres to the principle of "top-level design, incremental development, iterative upgrading", takes "three lists" and "one account" for major applications as the key points, systematically plans, demonstrates, leads, connects and promotes the system as a whole, systematically promotes digital reform, builds a digital public service brand of Zhejiang People's Society, and through digital reform Digital Transformation Boosts the Construction of the Demonstration Area for Common Prosperity:

(1) Build a system of "employment brain+intelligent employment". "Employment Brain", based on the provincial integrated intelligent public data platform, gathers the handling data of mainstream human resources and social security businesses and the data shared by brother departments, builds a data warehouse for the number of people, carries out user portraits and business portraits for social security, employment, personnel and other businesses, and

provides support for "smart employment" services, supervision and decision-making services. The "smart employment" service is people-centered, integrating the services required by ordinary people for employment, and forming a personalized service mechanism; Focusing on the mainstream business handled by the People's Social Security, we will build a digital application scenario for online supervision to achieve online business detection, precise supervision and closed-loop management.

(2) Build a scene of "social security fund security online". With the promotion of digital reform, the five level social security system is vertically connected, and the business system of each brother department is horizontally connected. Through the services of insurance participation, retirement, recruitment, etc., cross region and cross department coordination is achieved to upgrade and reengineer the social security service process. Grasp the key data of each department, find out risky information points in time through intelligent comparison, build a mechanism system of "risk prevention links in advance, risk prevention and control links in the process, and post supervision and rectification links", check business risk points from multiple perspectives such as repeated insurance participation, repeated pension collection, illegal handling of business, and achieve closed-loop management of fund supervision.

(3) Build the "Safe Pay Online" scenario. Through the whole process registration of projects under construction, monitor the daily attendance, wage accounting and other information of enterprises. If migrant workers have objections to their wages, they can apply for mediation or reporting online to achieve normal prevention. Implement the working mechanism of "one window acceptance, mediation first, classified circulation, and time limited settlement", so that people can query handling information online, track the progress of dispute coordination business handling, and effectively resolve disputes.

(4) Build the scene of "online employment assistance for key groups". Build a one-stop, integrated employment service sector, integrate all employment application services, analyze the needs of different groups, and through data analysis, personalized push policy services, from people looking for policies to policies looking for people. Focus on hierarchical governance, show the number of people in the province, their characteristics and employment assistance, establish personal assistance files, realize the whole process of identification and identification of key groups, active assistance, and employment, establish an evaluation and assessment system, assign effective responsibilities to people, and track the effectiveness of business supervision.

(5) Build the scene of "online labor rights protection of new employment form". We will establish regional security index and platform security index, and explore dynamic evaluation and digital and intellectual assistance for the protection of labor rights and interests of workers in new forms of employment. The regional security index constructs an evaluation system from six dimensions: contract agreement, labor remuneration, social insurance, labor safety, rights and interests maintenance, and employee evaluation, and evaluates and ranks all regions; The platform security index ranks platform enterprises in a negative way from four dimensions: labor contract, endowment insurance, work-related injury insurance, and labor dispute. Those with low scores are listed as key regulatory targets, and they are urged to strengthen employment management, implement main responsibilities, and protect the rights and interests of workers.

(6) Build "i talent" application. Focusing on 54 talent service items, we established talent cloud files to achieve automatic access to basic talent information, automatic review, and universal use across the network, and to achieve business handling process re-engineering and multi span collaboration; Gather resource elements such as talent introduction and talent cultivation, concentrate information elements such as talent employment and talent shortage, form a service loop for policy acceptance, review, feedback, evaluation and supervision, form a full

cycle and full chain talent service ecology, and achieve "digital closed-loop" for talent governance.

(7) Develop the application of "flexible employment". Build a cloud sharing employment platform to match personal job search information with market positions through data intelligent analysis technology, and achieve intelligent recommendation of job search; For some elderly people, the village grid staff will assist in answering the policy, filling in information, and recommending work; The application launched 45 training projects. Focusing on the demand of collection, it increased the inclination of popular courses, made effective course setting, course arrangement and employment recommendation, and achieved "point to point" skill improvement.

(8) "Smart governance and happy enjoyment" service for the rights and interests of citizen card. Through the digital reform and application construction of "people's livelihood all-in-one card" card rights and interests, we will promote the construction of a new system of card use mode, create a new platform for card use scenarios, innovate a new model of card use management, build a happy card model of intelligent operation, intelligent inspection, intelligent use and intelligent matching in terms of services, and build a closed-loop management system of intelligent governance for monitoring, analysis, evaluation and supervision in terms of governance.

(9) Electronic labor contract (agreement) online platform. Promote the electronic and information construction of labor contract management, enable online enterprises and workers to sign online contracts, online information inspection and other services, protect the legitimate rights and interests of enterprises and workers, and improve the digital service capacity of human resources and social security departments.

(10) Key talent project "Yong Cai Tong" digital application construction. Integrate talent application, review and tracking system to form a whole process closed-loop management integrating talent project application review, fund allocation, tracking evaluation and performance management; Focusing on the application of talent project management, we can expand our services, achieve access in batches and cities, connect other important talent projects, and maintain and push other talent policies.

(11) Build the application scenario of "vocational training voucher". Shaoxing City takes the application of "vocational training vouchers" as a small incision, running vocational training vouchers through the whole process of training registration, training supervision, skill evaluation, subsidy application, training records, etc. Human resources and social security departments take the initiative to push vocational training vouchers according to big data analysis, so that workers can get vouchers and choose training independently, establish a multi span collaborative lifelong vocational skills training system covering talent growth, market supply and government management, and send trained qualified professionals to industrial production, which can not only meet the needs of enterprises for talents, but also promote high-quality employment of workers.

(12) Create an application scenario of "industrial injury security chain". Establish an index system for occupational injury prevention and safety production, collect comprehensive data, build a cockpit for occupational injury data, and achieve the full process precision intelligent control of "prevention first, prevention combined" with the content of "one phase one analysis", "one matter one troubleshooting", "one place one benchmark" and "one zone one platform"; The enterprise shall be comprehensively scored according to 162 indicators such as the incidence of industrial accidents and emergency management, and the industrial injury prevention code shall be generated. According to the situation of the prevention code, effectively formulate the industrial injury policy, explore the scientific floating mechanism of the industrial injury rate of one phase and one adjustment, carry out joint law enforcement and

joint interview, increase the interaction between the government and enterprises, and enhance the awareness of industrial injury prevention in enterprises.

(13) Create employment business code application scenarios. Through 14 digital source systems such as "enterprise code" and "smart construction site", we created a database of employment innovation services, collated and analyzed real-time data, carried out diagnosis and analysis of employment innovation data such as employment and entrepreneurship trends and industry distribution, and provided refined support for employment decisions of the People's Society of China; Innovate and launch color "just create code", generate multi-dimensional personnel portraits for employees, and push personalized information according to personnel characteristics; Change the traditional "form filling" and "input" declaration process to the "confirmation" application mode automatically. The masses can directly enjoy the payment of benefits according to the matching results of policy enjoyment, realizing the "one key direct access" of benefits and the "one key feedback" of information dynamics.

(14) Create an application scenario of "retired butler". According to the cross department data, the behavior of retirees was analyzed, and the survival certification was completed without feeling. The face brushing certification of "retired butler" was retained; The "digital search" is used to automatically match the object of assistance, so that retired people can enjoy public services "once and for all", and the relief policy is "one and many".

3. Problems

The business sector is too concentrated. After analyzing the distribution of digital application business sectors recommended by 14 Personal Social Security Departments, it is found that there are 5 digital applications in the employment sector, 3 digital applications in the social security sector, 1 digital application in the citizen card sector, 2 digital applications in the personnel sector, 1 digital application in the talent team sector, and 2 digital applications in the labor relations sector. See Table 1 for details. In terms of social security, it mainly focuses on social security fund management, retirement business and work-related injury management business, but the handling of work-related injury business, work-related injury identification, and social security data analysis can be further deepened. The face brushing certification function of retired butler has been realized in 2017, and it is necessary to further deepen the connotation construction of retiree business management; In terms of employment business, it mainly focuses on the connection between employment supply and demand. It is necessary to further add some new employment business scenarios, such as business analysis of vulnerable groups, regional employment data analysis, and application scenarios of expanding employment codes. See Table 1.

The drive types are too centralized. Based on the core elements of the theoretical analysis model of "multi center collaborative governance", 14 applications are divided into three types: government led emergency development, government initiated industry driven and enterprise led platform supply. Among them, there are 9 government led applications, 4 government initiated applications and 1 enterprise led application. See Table 1 for details. The development of digital applications is mainly led by the government, which leads to many projects invested by the government, mainly focusing on such topics as fund security, business handling, and emergency needs that the government cares about. The scope of theme content is small, and the promotion of digital applications is difficult, with insufficient influence.

Lack of flexible control. The system of some local human resources and social security bureaus is rigid, and they lack flexibility for the public service innovation of human resources and social security with the participation of other government departments, enterprises, individuals and other multiple entities, and their positioning for themselves and other entities is not clear and accurate. For the public service business of the People's Social Security, data exchange and

sharing with external entities need to set up a more detailed system authority management mechanism, which not only needs to complete data exchange to improve the public service quality of the People's Social Security, but also ensure that data security can be managed and controlled.

Lack of border freedom. In the process of digital transformation of public services, due to the lack of clear borders and supervision, public data "abuse", public opinion transmission and other issues are out of control. It is necessary to design an intermediate platform for data exchange. Data cannot be exported and leaked for other unrelated businesses. Data needs to be set with a security level to ensure that key data encryption cannot be read. The system background analyzes and applies data to avoid "misuse".

Lack of multi-dimensional development. The ultimate goal of the public service of the People's Social Security is the people's sense of gain and satisfaction. However, the dimensions of service evaluation are limited to the efficiency of the unit. For example, "One Network Communication", "run once at most", "second batch", "millisecond batch", and the basis for evaluation is too single.

Table 1. Digital Application of Zhejiang People's Society Shared Services

No	Name	Type	Human Resources and Social Security Business
1	"Employment brain+smart employment"	Government initiated industry driven	Employment
2	Social security fund security online	Government led emergency development	social security
3	Anyue Online	Government led emergency development	Labor relations
4	Online employment assistance for key groups	Government led emergency development	Employment
5	New forms of employment Labor rights protection online	Government initiated industry driven	Labor relations
6	I Talent	Government initiated industry driven	personnel matters
7	Flexible employment	Government initiated industry driven	Employment
8	Wisdom, governance and enjoyment	Government led emergency development	Citizen Card
9	Online platform of electronic labor contract	Government led emergency development	Employment
10	Yongcai Tong	Government led emergency development	personnel matters
11	Vocational training voucher	Government led emergency development	personnel matters
12	Industrial injury security chain	Government led emergency development	social security
13	Employment Entrepreneur Code	Government led emergency development	Employment
14	Retired housekeeper	Government led emergency development	social security

4. Solutions

4.1. Strengthen the Construction of Digital Public Services in All Business Sectors of the People's Social Security

In the social security business segment, the insurance information of local people has been collected through the universal insurance system, which can provide interfaces such as education enrollment query through the insurance information data. Every year, the schools of the regional education bureau will come to the local social security for unified data query, so as to support children's enrollment problems. Therefore, through the development of the interface, the efficiency of school enrollment can be effectively improved, and the social security interface can be integrated into the education system; Access to the national universal insurance system, conduct nationwide data inspection, fund verification and joint inspection, and effectively ensure the safety of social security funds; Through the big data bureau, more government data can be obtained, and some data services can be appropriately purchased from commercial institutions, so as to improve the database of people's social security participation, and lay a solid foundation for more accurate measurement of people's insurance participation, people's employment, smart retirement, and retirement delay.

In the employment business sector, develop platform based government public services to promote flexible employment. We will vigorously support the development of the digital economy, promote employment through entrepreneurship, provide entrepreneurial electronic vouchers and tax preference vouchers for entrepreneurial companies, and effectively play the role of the People's Society in the field of employment and entrepreneurship; Establish the operation mechanism of employment prediction, early warning and analysis of "alarm with alarm and no alarm", constantly improve the governance ability of the human resources and social security department, help the digital transformation of the human resources and social security, and create a "smart human society and smart government". Utilize the online teaching platform, innovate the new mode of training, carry out skills training for new digital occupations under the digital economy, and focus on helping key groups to find jobs; Innovate the way of granting employment training subsidies, from government led organizations to individual training institutions, and from training to online verification, grant subsidies.

In the talent team business segment, we should do a good job in the template system that can be commonly used throughout the province, and the template digital application of public services, to avoid the red hot in individual regions, which can not be effectively supported in other regions of the province; We should integrate policy and system, talent data and system, talent introduction business and system, and build an integrated digital system of talent team.

In the personnel business segment, in order to promote the digital progress of public services in the business circulation, the current transfer process from one public institution to another is very lengthy. It is hoped that through the digital transformation, online query of personnel files, online application of personnel transfer, real-time query of business circulation can be achieved. The steps of business circulation can be further compressed to achieve a single thing of personnel circulation, at most once.

In the labor supervision section, mobile office, mobile query and real-time monitoring of business supervision business are realized; Labor arbitration can realize online inquiry of cases, online application for case arbitration, online processing and online offline mixed arbitration, which facilitates the smooth development of labor arbitration business for ordinary people; Improve the indicator system of labor arbitration, improve the statistical caliber and data collection methods, establish digital statistical monitoring indicators for labor supervision and labor arbitration, and reflect the implementation of labor supervision and labor arbitration in a more multi-dimensional way.

4.2. Promoting the Construction of Digital Public Services of the People's Society Driven by Multiple Types

Develop government initiated industry driven digital public services. Innovate the management mode of platform type organizations, actively adopt and promote the mode of "government governing platform, platform governing enterprise", and mobilize more enterprises and non-profit organizations to take the lead in building "talent network" and "employment network", so as to achieve the effective connection between the supply and demand of employment and entrepreneurship talents; Promote the construction of the sharing economic model in terms of shared drivers, shared Didi taxis, shared delivery staff and other aspects of life, help more people find jobs flexibly, explore ways to pay labor insurance, work-related injury insurance and unemployment insurance by week, day and hour, and improve the flexibility of social security policies; With the government's public service business as the core, we will carry out the business of Wenzhou Renshe Home Service Cloud, take the lead in establishing the joint system of the household service industry, further refine the high-frequency issues of Wenzhou's household service industry, reconstruct the process of traditional household service mode, realize the intensive and refined management of household service, and boost the healthy development of the industry; We will continue to deepen the construction and management of the "employment brain", "social security brain" and other data platforms, and open the HR and social data sets and HR and social data query interface resources to the whole society, such as social security certificate query, retirement certificate query and other businesses. At the same time, based on the open HR and social data, the society can develop HR and social public services or public services related to HR and social data, such as HR and social intelligence customer service, labor arbitration regulations consultation and other applications, Promote the openness and effective use of the data of the People's Social Security, and give play to the use value of the data of the People's Social Security.

Develop enterprise led platform supply digital public services. Focusing on citizen cards, we will integrate public services of people and society, expand convenience services to transportation, tourism, cultural experience, fund distribution and other fields, and open up information barriers between counties to achieve "sharing in the same city" for different benefits and functions in different counties.

4.3. Strengthen the Formulation of Standards for the Use of Human Resources and Social Security Data, and Accelerate the Introduction of Data Use Plans

The Human Resources and Social Security Society plays a supporting and exemplary role, opening up non confidential data and supporting the widespread use of society; Give certain subsidies to companies and individuals who use the data of Renshe; We will expand the collection of human resources and social security data, supplement data from other government departments and enterprises, and improve the data richness of the human resources and social security business database; Strengthen the formulation of data use standards, sort out the authority levels, use times, use methods and other contents of data use, and set different use standards against different human society application needs or social service needs; Through the data public service platform of the Human Resources and Social Security Bureau or the Big Data Bureau, release the government data use plan, attract more social resources, and effectively use the government's public data.

4.4. Attach Great Importance to the Data Security and Network Security of the People's Social Security, and Strengthen Supervision

Use third-party data security island products, cooperate with digital signature and process tracking audit technology, set the use authority level of human resources and social security data, ensure the safe circulation and use of data, and accelerate the reliable, controllable and

traceable process of data development and sharing; For the designed data exchange platform of the People's Social Security, the data of the People's Social Security should not be exported or disclosed, the data needs to be encrypted, and the entire public service digital process should be calculated safely and controllable on the relevant government platforms; Units and individuals using data should register real name information, and the use process can be tracked; Strengthen the supervision of the digital public service process, prevent risks before data use, effectively monitor the data use process, conduct business design after data use, and conduct post event accountability in case of data leakage.

4.5. Promoting Cross-border Cooperation and Integrated Public Service Construction

Cross level cooperation to build an integrated governance pattern of provinces, cities and counties. Establish a normalized vertical communication and docking mechanism, and carry out effective communication and docking among leaders of the people's society at all levels to achieve a high degree of consistency in policy understanding, governance philosophy and governance behavior; By promoting the reform of "Internet plus Human Resources and Social Security", the national insurance system, the reform of running at most once, the digital reform and other major central work of high-quality path construction of social public services, the information system and the digital system have been established as the carrier of important policy implementation, and the integration of upper and lower levels of agency interaction and policy implementation has been strengthened.

Cross sectoral cooperation and cohesion of the system resultant force of co governance within the government. The internal departments of the Chinese government divide their work according to their respective functions and professional degrees. How to achieve the division of labor and coordinate business handling on the existing basis is the top priority. Connect the public data platform of the big data bureau with the point-to-point functional departments to gather departmental data and enrich the human resources and social security database; Creatively build the people's livelihood affairs within the government, similar to retirement, through the government's intermediate platform, carry out data exchange, business relay, integrate more than five departments to coordinate business handling, and handle the business required by the people in stages and orders and functions, so as to achieve a maximum of one joint effort of the system.

Cross regional coordination to explore a new path of integrated high-quality development. The three provinces and one city in the Yangtze River Delta, relying on the national integrated government service platform, have jointly established a "1+1+X" collaborative promotion work system and achieved one network for all. Through the national integrated government service platform, the people's livelihood issues commonly used in the Yangtze River Delta will be concentrated, so that people do not have to re register for business and do not have to handle business across provinces again. Through the Yangtze River Delta government service "One Network for All", business can be handled quickly.

Cross field linkage and joint promotion of government, enterprise and society. Government functional departments and large enterprises, such as banks, sign agency agreements to handle the government's public service business and expand the channels for handling government business. At the same time, it can improve the convenience of people's handling and improve the quality of public services, such as handling the business of social citizen card through government bank cooperation; Through the data sharing platform, government functional departments open unclassified data, help enterprises and society improve their public service applications, enhance the value of data use, and expand the influence of public services of people and society.

5. Conclusion

Through in-depth analysis of the overall situation, application achievements and existing problems of the current digital application of Zhejiang People's Social Security, combined with the requirements of the digital reform of Zhejiang Provincial Party Committee, and based on the theoretical analysis model of "multi center collaborative governance", this paper analyzes the development trend of the digital application scene of Zhejiang People's Social Security in recent years; Based on different core elements, the quality path of public services of the People's Society is divided into government led emergency development, government initiated industry driven, enterprise led platform supply; The key to the high-quality public service sharing path of the People's Social Security is the innovative application of data under different advantages of different entities. Through data collaboration, business collaboration and data empowerment between different entities, they can jointly create greater value; Different types of subjects and collaborative governance methods will affect the realization path of the digital application of human society. Focusing on the high-quality public service sharing path of Zhejiang People's Society, we will improve the public service capacity of the People's Society and provide more convenient services for the general public.

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