

An investigation of e-Government Services in China

by

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ABSTRACT

This objective of this research is to understand the adoption of e-government services in China, especially in the cities of Beijing, Shanghai and Shenzhen. An online survey was conducted to investigate the level of awareness, usage and satisfaction of e-government services in these cities. The survey questionnaire, translated in Chinese, was sent to some 330 participants (110 from each city). The findings show that e-government services in China are not that advanced to address the actual expectations of the communities. There is a general mismatch between what the governments wish to provide online with what the communities see value in. Inadequate promotion, lack of content and the design of the website are some of the factors that limit the value in the e-Government services. The paper also provides suggestions as to how the local governments of Beijing, Shanghai and Shenzhen can improve the adoption of e-government services.

Keywords:

Chinese e-government, government websites, Beijing, Shanghai, Shenzhen.

INTRODUCTION

The Internet has provided governments all over the world with the opportunity to deliver their services effectively through e-Government websites or portals. However, the objectives as well as the strategies to develop information and communication technology (ICT) differ in various types of economies – developing, emerging and transition economies (Roztocki & Weistroffer, 2009). For instance, in emerging economies, ICT is used to support its growth as a means to reach out to its rapidly growing customer base whilst in more mature economies, it is used to manage and enhance its services more effectively (ibid, 2009). In a similar manner, various governments in emerging or developing economies are tapping on ICT to serve its communities and citizens more efficiently and effectively. However, when governments build e-Government services, they need to understand and consider the

fundamental characteristics of its populations' digital literacy, economic status of its citizens, as well as the status of its digital infrastructure for successful or pervasive adoption by its citizens and communities.

In a way, China is no different from many other governments trying to deploy ICT to reach out to its citizens and communities effectively. Indeed, with the tremendous speed in economic, social and cultural developments in recent decades, the Chinese government needs to disseminate more information to its communities and citizens. In fact, arising from the rapid economic developments in China's main cities, its e-government plays a particularly important role in meeting the citizens' needs. For instance, with increased regulations that need to be disseminated and updated, it is necessary to build e-government services to bring about transparency and openness on such information as bidding for public projects, informing employment opportunities, updating price index of goods and services.

Indeed, for the part of improving government transparency and citizen outreach, e-government plays an important role (Li, 2006). The electronic space is especially useful for citizens' outreach, getting feedback from the community, or hearing out complaints and exposing public crimes and bad behaviors. For example, in some cities, the Governor's Mayor's mail box has been very successful with feedback and complaints. Some other features like discussion forums and public opinions surveys are also attracting people who wish to express their expectations as well as to connect with government departments. In recent times, e-government websites offer opportunities for the Chinese citizens to engage in political activities although it is still in its infancy (ibid, 2006). Because of the importance of this public interaction with government, it is critical to understand the effectiveness of and level of satisfaction in these e-government services.

In 1992, under the direction of the China Communist Party (CCP), the State Council general office developed the ICT plan to build an office automation system for national administration. A year later, the three "Golden Projects" were launched to establish a sophisticated information network across the country. The "Golden Project" is a series of separate information infrastructure initiatives aimed at developing an information economy and promoting administrative capabilities. The "Government Online Project" (GOP) started in 1999 and with a focus on "administrative reform" was aimed to provide better services to its citizens. Using information and communication technologies (ICTs), the objective was to improve administrative efficiency and effectiveness, so as to expand the economic development and administrative capacity. Thus, setting up government websites would

provide the public the chance to acquire information and procure services online quickly and efficiently.

The development of China's digital government can be viewed as an approach for its government to reform its mode of management, to optimize the administrative processes, to improve operational efficiency, and to reduce administrative costs (Zhang et al., 2005). As traditional administrative processes are usually department-oriented and can no longer meet the requirements of the modern society, future administrative processes should be customer-oriented, starting from request of services and ending with the delivery of public services. The redesigned processes are supposed to reduce unnecessary overheads and inefficiencies that tend to exist in traditional physical services. Modern digital government should provide reliable, convenient services to citizens anytime anywhere.

Indeed, the Chinese government identified four key objectives for developing its e-Government websites. The first objective is to provide information online, in other words, government information, news and events, such as the 2008 Olympic Games should be readily available. In other words, the links to newspaper, journals, government laws, regulation and major public agencies/department websites are important. The second objective is to provide online services, and indeed, many government websites have improved significantly in recently years, like Beijing e-government that provides e-services such as the filing taxes, applying business licenses and loans, applying for marriage certificates, passport and citizen ID cards. The third objective is to enable government transparency and openness and the fourth objective, is to reach out to the citizens as well as to enable feedback and comments from the communities.

E-GOVERNMENT WEBSITES IN CHINA

In this study, we selected the government websites of three cities, namely, Beijing, Shanghai and Shenzhen because these cities are considered to have relatively high levels of development in ICT. Located in the north, east and south of the country respectively, these cities have followed very different development paths over the past 20 years.

Beijing, the capital of China, is recognized as the political, educational and cultural center of the country. There are over 12 million people living and working in this city. Beijing is a vital inland transportation hub, connecting dozens of railways, freeways and international flights. The city is fast changing due to rapid economic development. In this environment, e-government has become a useful platform to deal with the enormous information exchanging

between public communities and government organizations.

Shanghai, on the other hand, is the largest modern city in China with a population of about 20 million people, and is seen as the “window to the world”, leading the way in construction, finance, and communications. With the busiest ports in China, and close proximity to Japan and Korea, Shanghai is often considered the most advanced city in China. With all of the diverse community needs, online governmental service in this city is promoted as a benchmark.

Shenzhen is the first of the Special Economic Zone (SEZ) cities, located in Southern China with a population of about 10 million people. It is the provincial capital of Guangdong province, situated north of Hong Kong. Since the late 1970s, Shenzhen has been one of the fastest growing cities in the world, and has been a long time destination of foreign investment. "Shenzhen Government Online" was built up to serve the rapidly increasing population from all over the world. Although e-government was established later than the other two cities, its relative improvement is impressive.

To provide the context of the study, the government websites of Beijing, Shanghai and Shenzhen were established in 1998, 2002 and 2006 respectively (for the new version of “Shenzhen government online”). All of them have three language versions, simplified Chinese, traditional Chinese and English, so as to reach the greatest number of people. Because of the different cultures and focus of each government, the websites have different characteristics. Please refer to Appendix B (Beijing), C (Shanghai) and D (Shenzhen) to see the screenshots of the homepage of the three websites.

Beijing’s e-government provides a comprehensive communication channel for collecting public opinions as there is a program where the government officers are invited to explain the policies online, and answer the questions that the public are concerned with. It is interesting that Beijing e-government also provide information such as folk stories, local food, which is very helpful, especially for foreigners. For instance, for the Olympic Games in Beijing, there was an introduction of the city of Beijing, including e-services such as flights booking and accommodation/hotel booking.

Shanghai’s e-government provides e-services that are close to people daily life, e.g. information on water and electricity fees, payment of tax online etc. As the commercial center of China, the e-government services provide investment guide, governmental preferential policy, online business consultant etc. There is also a WAP version for users to access via mobile phone. Although the website provides e-services, however, it is not well designed, and

the layout can be confusing and messy. Also, some information is not updated and worse some links are dead.

Shenzhen's e-government has a tidy and clear layout, and the information is well organized, with different types of information color-coded or by title, e.g. information are in blue, e-services are in yellow. As the strongest growing city in China, its e-government provides abundant information for investors and visitors whilst there are no e-services for transactions.

Comparing the three e-government websites, Beijing provides the most comprehensive information, and its interactive communication with public appears the best, and the most updated. Shanghai provides the best e-services, as many services could be done online, however, the layout of Shanghai e-government website is a rather messy and the classifications are not very distinct, which can be confusing to users. Shenzhen has the best layout and user can locate information easily. The information is updated; however, the e-service is not very good, since users cannot do the online applications on this e-government site. Overall, there are still lot potentials to improve the e-governments in China, especially for most e-services, as only form downloading is available, users still cannot complete the whole process online. It is important that the websites be concerned about the type of information and quality of services they provide in order to increase the frequency of visits. However, the some of the current e-government websites tend to be "propagandistic"; they tend to provide superficial service, unverified or unscientific content and sometimes the classifications of services are problematic (Zhou, 2005). In order for the websites to be useful and to enhance government services, it is essential to strengthen the awareness of "user-centered", communicate with users frequently, understand the needs of users, analyze users' preference, explore service programs with strong practicability, as well as making more effort to improve service quality.

As each of these cities has different backgrounds, politics, economics and cultures which are also reflected in the style and positioning of the e-government solution, we are motivated to understand the e-government services in each of them. Thus the objectives of the research are as follows:

- To identify the types of online content and services provided for citizens,
- To understand the adoption, usage and satisfaction of the e-government services.
- To evaluate the problems, which affect the development of government websites

RESEARCH METHOD

An online survey was conducted to investigate the objectives of the research investigation. The survey questionnaire was developed based on research conducted by Lee et al. (2006). The questionnaire consisted of four components as follows: (1) demographics, (2) awareness of online government services, (3) usage in terms of frequency and duration of the websites, and (4) satisfaction of the online government services.

The questionnaire was translated into Simplified Chinese and went sent to a total of 330 individuals who live in Beijing, Shanghai and Shenzhen (110 participants in each city). The participants were randomly chosen by the researchers who invited each participant on email to respond to the questionnaire. This survey was conducted over a period of 3 weeks.

As the aim of the research is to understand the services that are provided in the government websites in the different cities - Beijing (www.beijing.gov.cn), Shanghai (www.shanghai.gov.cn) and Shenzhen (www.shenzhen.gov.cn), we reviewed the existing government sites to identify the types of services that were available, how the content was structured as well as to understand the distinctive characteristics of each e-government website. Appendix A provides the types of services that were indicated on the various websites of the cities.

FINDINGS AND DISCUSSIONS

Of the 330 participants, 238 responded, providing a response rate of 72 percent. The total 238 responses were as follows: 85 from Beijing, 53 from Shanghai and 100 from Shenzhen, thus giving the response rate as - 77 percent, 48 percent and 91 percent respectively. In terms of the profile of the respondents, 148 (62 percent) are female and 90 males (38 percent). Overall, most respondents (74 percent) are fairly young, between 18- 30 years, whilst 24 percent between 31-50 years old. The results show that overall, most respondents (81 percent) have relatively high education with qualifications of undergraduate degree; Shanghai having the highest percentage of degree holders, (90 percent) followed by Shenzhen (88 percent) and Beijing (68 percent). In terms of internet usage, 95 percent of the respondents have been using the internet for over one year, although 33 percent said that they do not own a computer. The probable reason for high internet usage is perhaps most of them are office workers and therefore they could get access to the internet from their workplace.

Overall most respondents are aware of the governemnt websites (82 percent) with only a

small 18 percent not being aware of such websites. Surprisingly, Beijing has the highest respondents who are not aware (34 percent) and 66 percent being aware of e-Government website; whilst Shenzhen has only 5 percent people who do not realize there is a e-government website. A possible reason for this outcome could be that as the launch was only some 6 years ago in 2006, the Shenzhen e-government's promotion may be effective. Respondents from Shanghai has 86 percent being aware and 14 percent not being aware of the website.

In terms of visiting the e-Government websites, overall 80 percent have visited whilst about 20 percent have never visited the websites. We asked them the reasons for not visiting the websites and the results show 42 percent prefer to use other approaches to get government services, whilst 21 percent said that they do not know the website address and 21 percent said that they do not know how to use these e-services. Interestingly, some 16 percent said that they do not know what types of services are available. In other words, even though they use the internet, they do not use e-government services, the plausible reason could be the poor design of the website.

We asked the respondents what channels they used to obtain public information, and it is interesting to note that people in Beijing and Shenzhen prefer the internet (see Figure 1), whilst those in Shanghai tend to like the newspaper more as well as getting information from formal announcements. The reason for this phenomena is probably because the respondents in Shanghai tend to have more traditional habits. Google searching is another channel indicated by our respondents in the option of "Others".

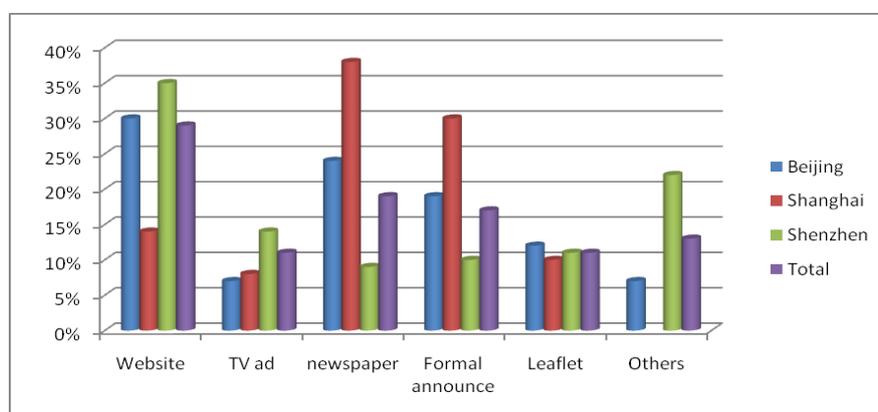


Figure 1: Channels for getting public information

Figure 2 shows the frequency of the respondents visiting the government websites. Overall, a large majority (65 percent) visit the websites few times a year, whilst 22 percent visit only a few times a month. This result implies that the engagement of e-government in

public life is very low. There are two plausible reasons; the first is that they realize the website is always not updated; and the second is that they are not having much confidence in online system.

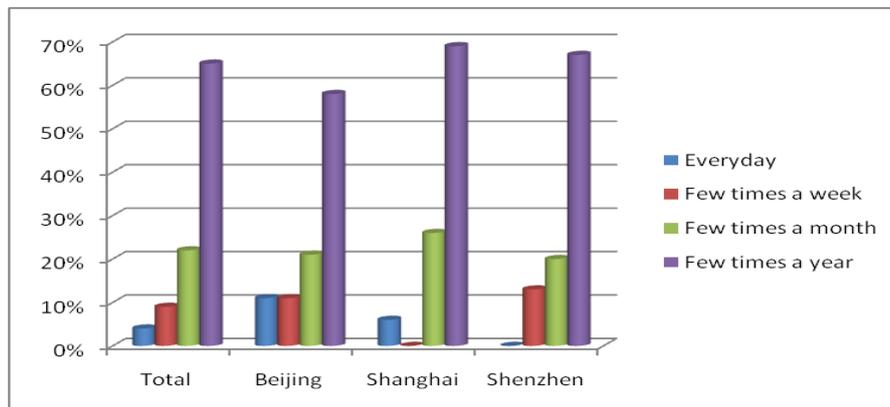


Figure 2: The frequency of visiting government websites

Overall, only 15 percent of respondents have used e-service over three years as shown in Figure 3. Considering that the e-government has been developed more than ten years ago, the results show that the public engagement of e-Government is quite low. Low accessibility and immature website system design could be the possible reasons for the problem. However, in the last 1-3 years, there appears to be an increased usage of e-Government in Beijing and Shanghai.

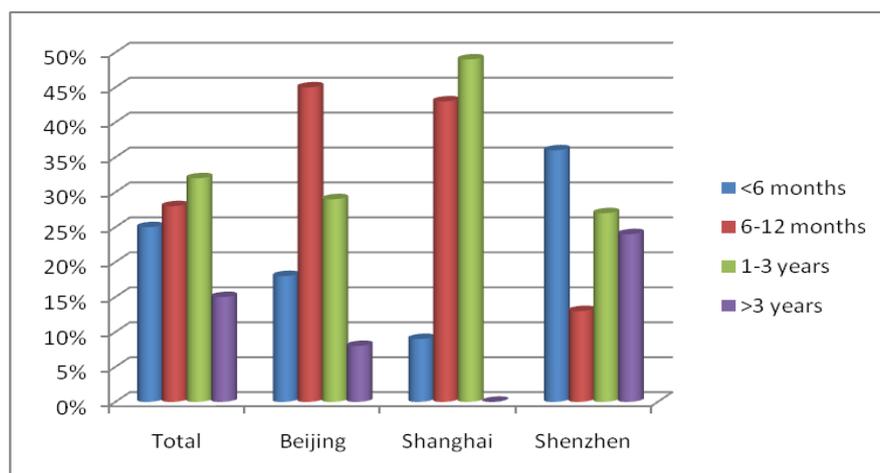


Figure 3: Duration of usage of e-service

Most respondents think the e-government websites are useful, and topping the factors (see Figure 4) include – accessing the services at any time (25 percent), do not have to queue (21 percent), much easier as there are no documents (21 percent). Saving time and high effectiveness are also major reasons for people to consider its usefulness, especially in rapidly developing cities. On the other hand, there are respondents who do not think that the websites

are useful giving the following reasons: the website is too complicated, (35 percent), lack of instructions to use the websites (33 percent) and the internet access is not always available. However, there is a still a small proportion who prefer the traditional approach (14 percent). The online government mode is still not so acceptable, and it appears to be reflective of a common problem of government websites in China.

To evaluate the satisfaction of e-Government services, Figure 5 shows that from the point of view of information searching, "Shenzhen Government Online (SGO)" is the one with most satisfaction level of "OK" (67 percent), while 71 percent think the Shanghai government website is bad. Actually, this result fits well that SGO is simpler in content arrangement than that in Shanghai.

In terms of the friendliness of the website interface, Figure 6 shows that 50 percent of respondents in the three cities are only "OK". It is interesting to note that some 40 percent in Shanghai think that its website has a good interface. On the other hand, 44 percent in Shenzhen consider its interface has a bad website design.

Figure 7 shows that the flow of e-service in Shenzhen and Beijing websites are considered as "OK" with 59 percent and 53 percent respectively. However, the result shows that 49 percent of respondents in Shanghai think its e-government website is bad on processing online services. It indicates that the e-service quality in Shanghai needs to be improved.

In terms of online response speed, as shown in Figure 8, all three websites are comparable and were "OK" with 39 percent from Beijing, 49 percent from Shanghai and 60 percent from Shenzhen.

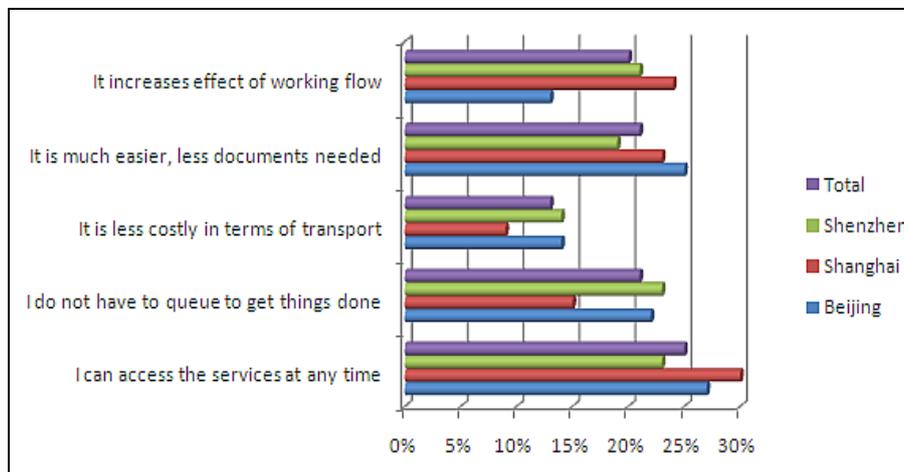


Figure 4: Opinion of usefulness

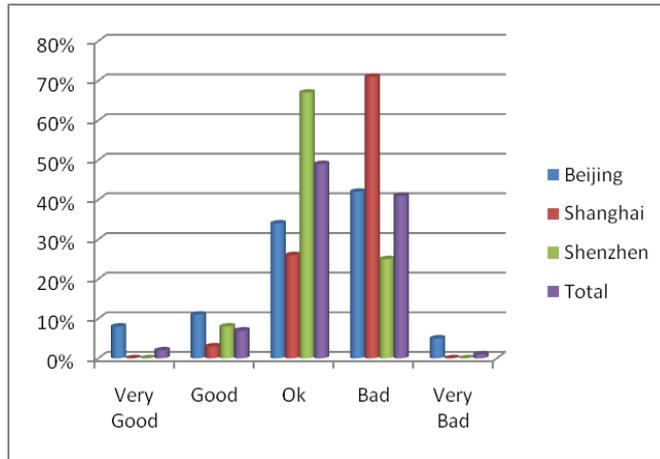


Figure 5: Easy to find information

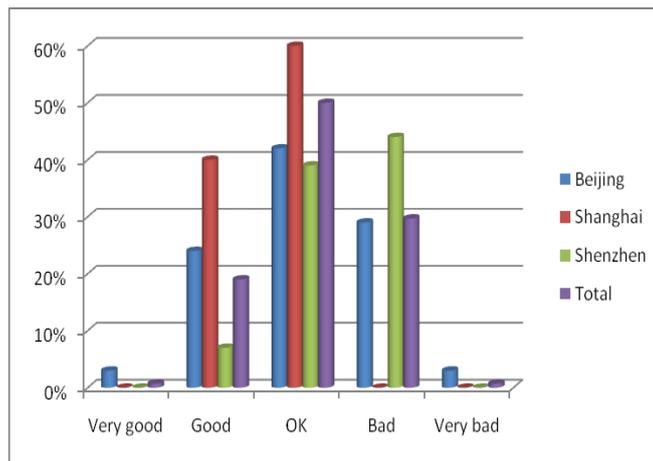


Figure 6: User-friendliness of the interface

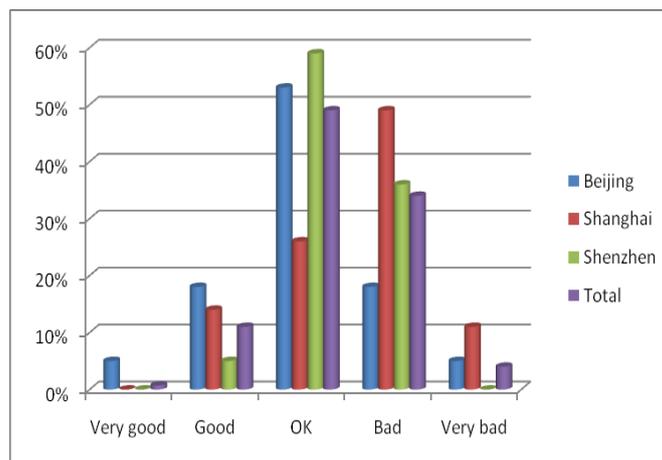


Figure 7: The process flow of online service

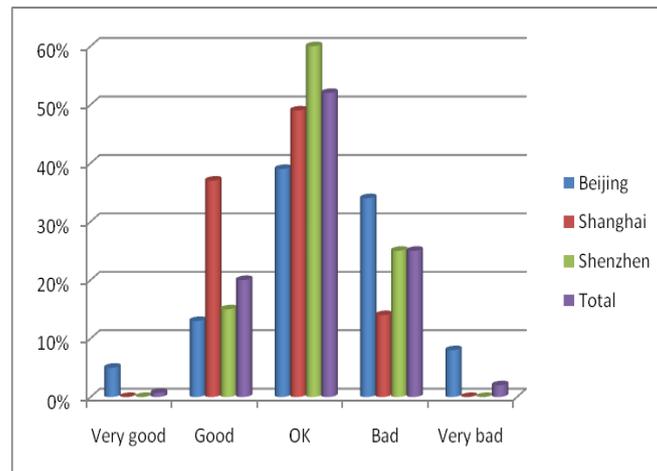


Figure 8: The response speed online

In terms of the types of e-services, and the satisfaction regarding the services, Table 1 shows the types of e-Services of the three cities. The findings show that only few respondents marked “very good” or “very bad” while they evaluated most e-service as “good”, “OK” and “Bad”. Online services of the “Senior citizen portal” had not been marked as “used” at all, which means this kind of service is of little use. Almost the same situation applies for “National Service” – only one vote is selected. The fact that senior citizens and soliders have very low usage to use internet and therefore the government should spend too much resources implementing such services. Yet, on the other hand, it may just be the respondents are fairly young working adults and yet to visit such website.

In Beijing, the commonly used items are education, housing, mailing service and online enquiry. In Shanghai, the popular items include tax services, social insurance and labour legal issues. In Shenshen, the popular items include social insurance, visa service, education and labour laws. Overall, the e-services in all the three government website are just at the average level of ‘OK’. In fact, it appears that the satisfaction of both website design and e-service processes is just an "OK".

Service item	Amount of participants			VERY Good			Good			OK			Bad			Very Bad		
	BJ	SH	SZ	BJ	SH	SZ	BJ	SH	SZ	BJ	SH	SZ	BJ	SH	SZ	BJ	SH	SZ
Marriage Registration	2	2	20				2			1		16	1		4			
Temporary resident certification	1	13	10				1	9			4	5			5			
Register permanent residence	6	5	20	1			1	5	11	4		9						
Birth registration	3		5	1						2		5						
Housing (purchase/rental)	24	17	20	3			5	3	10	8	10	10	4	4				4
Social Insurance	17	23	65		1		4	3	15	6	15	41	7	4	5			4
Medical care	18	4	20				4	3		11	1	20	2					1
Labour/legal	22	19	40				6	3	16	10	2	19	5	14	5			1
Tax Service	12	24	15	1			1			8	15	10	1	9	5			1
Education matters	27	21	50		8		13			9	8	33	5	5	17			
National Service	1						1											
Mailing service	25	14	45				10	11	13	11	3	21	3		6	1		5
Senior citizen portal																		
Visa service	14	17	65	1		5	4	2	24	8	6	23	3	9	13			
Online enquiry	27	17	20	1	1		8	1	6	8	2	4	7	10	7	3	3	3
Total votes				8	10	5	58	42	95	86	66	216	38	55	67	11	3	12

Table 1: Types and rating of the e-services of Beijing, Shanghai and Shenzhen
(Note: BJ-Beijing.gov.cn, SH-Shanghai.gov.cn, SZ-Shenzhen.gov.cn)

CONCLUSION

Overall, there are three basic principles of e-government development in China. The first principle is to support economic development, the second is to promote the transformation of government functions and the third is to provide transparent services to the citizens and communities. The research findings show that the e-government websites of Beijing, Shanghai and Shenzhen in China are developing along these three guiding principles to provide a good platform for public communication with the government. Although there is a rise in the numbers of people using e-government services, there are still a lot people who do not know that the e-government websites exists, or do not use e-government due to many various factors such as access to the internet, do not own a computer, do not see the need to go online etc. But the most important is the lack of promotion or publicity by the governments themselves to educate citizens on how to use e-government services.

It appears that currently the e-government websites in China are more focused on distributing information about political policies; they either lack e-services or have limited online services as in most instances the website only provide forms for downloading. A problem with bad website arises from dead links or that the information has not been updated.

In fact, most of the respondents who have experiences in using e-government services think the services are just “OK”. After almost ten years development since the nation-wide e-government initiative was launched in 1999 by the Chinese government, we still see the early forms of e-government infrastructure. Despite the development of e-government, especially in advanced cities such as Beijing, Shanghai and Shenzhen, it appears that the e-government services are just rudimentary. It appears that China has a long way to go in terms of providing effective digital services to its people.

Based on our findings, it appears that there are various problems that the Chinese government needs to address to provide more useful and effective e-government services. Even in the most advanced cities of China like Beijing, Shanghai and Shenzhen, there are still quite a large portion of citizens who are not aware of the existence of e-government services. Thus, China’s e-government services are still at the initial stage compared to some other developing countries which are also providing e-Government services. Unfortunately, in China, there are a number of significant barriers that need to be addressed to improve e-government effectiveness. For instance, it is very hard to change traditional views to accept and apply e-government services in a short timeframe. This of course requires the changing of mindset that will take time in terms of the providers, the government officials and the users or citizens. Also, the traditional government operational systems and infrastructure, which are largely based on the planned economy of the past, tend to hold back the development of e-government due to the problems of overlap of departmental functions, lack or no standard procedures, and finally the complexity involved in the administrative processes, systems and leaderships.

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Appendix A: Service items provided on Beijing, Shanghai, and Shenzhen Government Website

City/Service	e-governance	e-service	e-knowledge
Beijing.gov.cn	1) Mayor mailbox 2) Complaint and prosecution 3) Administrative affair hotline 4) Online interview video 5) Survey and idea collection 6) Email addresses list 7) Message board	1) Residence registration 2) Visa application 3) Marriage and adoption 4) Driver license 5) Small & medium business affairs 6) Hotline service and online enquiry 7) Application form downloading	1) News press release 2) Legal regulation 3) Organization responsibility 4) Financial management 5) Human resources, crime supervise 6) Education plan, food quality control 7) Old story 8) Special topic reports 9) Pictures and e-magazine 10) Site map navigation 11) Q&A and online enquiry 13) Quick links and search engine
Shanghai.gov.cn	1) Mayor window 2) News channel 3) Government Politics 4) Economics information 5) Investment information 6) Public opinion survey 7) Public scrutiny information 8) Public affairs 9) Q&A (for policy interpretation) 10) Connected links	1) Declare damage 2) Complaint only 3) Meters check 4) Online approve on coal business 5) Agriculture products 6) Second-hand cars business 7) Military products 8) Auction business 9) Animals slaughter business 10) Online legal aid 11) Traveling and tourism 12) National exam registration 13) Bill payments	1) Demographic information, history 2) Tourist information 3) Include view-points 4) Transportation information 5) Culture 6) Sports 7) Public accommodation information 8) Shopping 9) Food 10) House 11) Transportation 12) Entertainment 'live in shanghai' information
Shenzhen.gov.cn	1) Mayor Information 2) Leader mail box 3) Consultation and complaint 4) Online survey 5) Public opinion collection 6) Online interview video and message board 7) Government branch mail box addresses 8) Online survey and public opinion collection	1) Residence registration 2) Marriage registration 3) Education and employment 4) Medical care 5) Housing 7) Social insurance 8) National service 9) Finance and tax 10) Business registration & Certificate 12) Intellectual property issues 13) Finance and tax 14) Human resource	1) Government policy announcements 2) Government news and gazette 3) Statute and archives 4) Human resources 5) Finance publicity 6) Special topic reports 7) User guide 8) Approach Shenzhen 9) Investment direction

Appendix B: Beijin.gov.cn Screen shot

The screenshot displays the official website of the Beijing Municipal Government. At the top, there are navigation links for '市委', '市人大', '市政府', and '市政协'. A search bar and a '网站地图' (Site Map) are also present. The main content area is divided into several sections:

- 拆自建房可按无房户申请廉租房**: A prominent article about housing policies for those who demolish their own homes.
- 今日北京**: A section for daily news, including the 16th International Olympic Committee meeting.
- 政府办事服务**: A central hub for various government services such as '个人办事' (Personal Services), '企业办事' (Business Services), and '办事绿色通道' (Fast-track Services).
- 城市综合信息服务**: A section providing information on transportation, tourism, and public services.
- 征集调查**: A section for public consultations and surveys.

At the bottom of the page, there is a '首都之窗网站导航' (Beijing Window Navigation) section with a grid of links to various departments like the '市政府办公厅', '市发展改革委', '市公安局', etc. Below this is a '中央政府和国家部委网站' (Central Government and State Commission Websites) section with dropdown menus for '省(区)市政府网站', '高等院校网站', and '新闻媒体网站'. The footer contains contact information, including the address '北京市通州区北京西路数字北京大厦八层' and phone numbers.

Appendix C: Shanghai.gov.cn Screen shot

中央政府门户网站 | 繁体中文 | English Version | WAP无线门户 | 个性化定制

站内搜索: 检索 高级检索

中国上海 www.shanghai.gov.cn

努力建设——国际航运中心

市长之窗 | 上海年鉴 | 上海概览 | 政策法规 | 市民办事 | 企业办事 | 互动社区 | 便民问答 | 投资上海 | 旅游者 | 救助服务

2008年4月9日 星期三 雷阵雨转多云 14℃-21℃ 空气质量良

上海要闻

2008年4月9日 星期三 雷阵雨转多云 14℃-21℃ 空气质量良

政府目标：努力建设服务政府、责任政府、法治政府

· 市教委、市语委关于转发《上海市民“迎世博，学双语”新三年行动计划》的通知

· 市科委关于申报2008年上海市科普教育基地项目的有关事项通知

· 市政府外办关于领馆车辆实施国III标准的通知(中英文)

· 市体育局关于做好2008年上海市体育社会科学课题研究招标及申报工作的通知

· 市信息委关于开展企业信息技术应用方案(产品)推荐目录编制工作的通知

· 市人防办关于2008年3月民防部门处置灾情情况通报 >>更多

便民提示

· 4月10日国资委在中国政府网谈“节能减排...”

· 本市社保敬老专用卡集中申领4月7日启动...

· 今年市实验性示范性高中对区内普通初中招生...

· 本市国家级重点中等职业学校自主招生... >>更多

生活地图

· 上海三维实景电子地图 · 三维上海(内环)地图

· 公交出行地图查询 · 高架实时交通状况地图

· 轨道交通周边换乘地图 · 民政便民地图

· 上海市体育场馆地图 · 上海市容电子地图 >>更多

政府信息免费服务平台

· 电子邮件订阅

· 手机短信订阅

应急管理

· 国家总体应急预案

· 本市总体应急预案

互动社区

· 市长信箱 · 给我写信 · 信箱须知 · 情况反馈 · 办理查询

· 市政府各委、办、局网上领导信箱 · 情况反馈

· 各区县、街道(乡镇)网上领导信箱 · 情况反馈

· 市人大代表书面意见和市政协提案办理

· 市委、市政府网上信访受理(投诉)中心

· 市劳动保障局12333在线

· 浦东新区区长网上办公

· 市科委海岱先生问答

· 徐汇区咨询服务平台

· 上海卫生网上咨询

· 杨浦区区长在线

· 教育大家谈

· 宝山区网络热线

· 工商网上咨询

· 区长在线话嘉定

· 市质监局质量热线

· 青浦区区长“网上访谈”

· 食品药品博士信箱

· 奉贤区区长网上办公 >>更多

便民问答

· 为什么要实施《上海市城...

· 如何办理社会保险卡(或...)

· 参保人员可否再享受单位...)

· 参保人员需临时居住外省...)

· 城镇低保等人员个人缴费...)

· 什么时候办理登记缴费手...)

· 参保人员在哪些情况下,...)

· 哪些人可以参加居民医保?...)

· 2008医保年度, 城保... >>更多

城市生活 食住行游购娱

交通 | 旅游 | 就业 | 教育 | 金融 | 医疗 | 图书馆 | 档案馆 | 社保 | 水电网

文体 | 科技 | 新闻 | 房产 | 建筑建材 | 购物 | 汽车 | 企业 | 市场

服务导航 | 展会 | 热线 | 社区家庭 | 外事 | 时尚 | 法律咨询 | 上海百科

投资上海

投资新闻 | 招标公告 | 重点项目 | 区县投资

上海外国投资促进平台 | 上海产业投资 | 招商项目

投资指南 | 投资环境 | 人才政策 | 财税政策 | 产业基地

综合开发区 | 工业园区 | 农业开发区 | 现代服务业 | 先进制造业

城市明信片 **视频播放** **政府网站便民服务手册** **付费通** **子网站报送统计**

市政府部门网站: 市发展和改革委员会 (市物价局) | 市经济委员会 | 市教育委员会 | 市科学技术委员会

区县政府网站: 浦东新区 | 徐汇区 | 长宁区 | 普陀区 | 闸北区

本市重要部门网站: 市人大 | 市政协 | 市高级法院 | 市检察院 | 上海基层党建网

电子邮件系统

用户名: 密码: 登录

公务邮箱 企业邮箱 市民信箱 使用帮助

个性化定制

市民 企业 投资者 旅游者

救助服务 个性化定制

中央部门网站 | 各省市政府网站 | 国内重要城市网站 | 友情链接

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沪ICP备 05042248 网站地图 关于我们

上海市人民政府 地址: 人民大道200号 邮政编码: 200003 电话: 23111111 (建议您将电脑显示屏的分辨率调整为1024*768浏览本网站)

Appendix D: Shenzhen.gov.cn screen shot

The screenshot displays the Shenzhen Government Online (SZGOV) website interface. At the top, there are language selection options: 简体中文版 (Simplified Chinese), 繁體中文版 (Traditional Chinese), English, and 个性化定制 (Personalized Customization). The main header features the Shenzhen Government Online logo and a search bar with '检索' (Search) and '高级检索' (Advanced Search) buttons. Below the header is a navigation bar with links for 首页 (Home), 市长之窗 (Mayor's Window), 信息公开 (Information Disclosure), 个人办事 (Personal Services), 企业办事 (Enterprise Services), 互动交流 (Interactive Communication), 投资指引 (Investment Guide), 旅游观光 (Tourism), 走进深圳 (Enter Shenzhen), and 帮助 (Help).

The main content area is divided into several sections:

- 信息公开 (Information Disclosure):** Lists various types of information disclosure, including government information disclosure regulations, directories, and application procedures.
- 政务动态 (Government News):** Features a news item about the 4th Shenzhen Municipal People's Congress meeting, with a date of 04-08. It includes a photo of the meeting and a list of related news items.
- 新闻发布 (News Release):** Lists recent news items, such as '【采访通知】4月9日16:30...' and '关于加强生态文明建设...'.
- 政府公报 (Government Gazette):** Lists official government notices and regulations.
- 通知公告 (Notices):** Lists various public notices and announcements.
- 专项服务 (Special Services):** Provides quick access to services like '我要买房' (I want to buy a house), '我要办理户口' (I want to handle my household registration), and '我要办理出入境' (I want to handle immigration).
- 快速通道 (Quick Lane):** Offers shortcuts for students, the elderly, military personnel, and public servants.
- 便民提醒 (Convenient Reminders):** Lists reminders such as '昨起禁随身携带打火机' (Prohibition of carrying lighters) and '白云机场携带100毫升内...' (Carrying liquids at Baiyun Airport).
- 信息咨询服务 (Information Consultation Service):** Provides a grid of links for various government services, including education, healthcare, and social security.
- 在线调查 (Online Survey):** Lists various surveys and public consultations.
- 意见征集 (Opinion Collection):** Provides a platform for citizens to express their views on government policies.
- 咨询投诉 (Consultation and Complaints):** Offers a channel for citizens to report issues and seek assistance.
- 政企通 (Government-Enterprise Communication):** Provides information for government agencies and enterprises.

At the bottom of the page, there is a footer with contact information, including the website's main address, phone numbers, and a list of related government websites and services.