Connotation Expansion and Practice Path of Community Digital Governance in the New Era

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Abstract. In the new era, as an innovative governance model, community digital governance not only improves governance efficiency, but also enhances the sense of participation and acquisition of community residents. However, with the continuous upgrading of digital information technology and the increasing diversification of the actual needs of community residents, how to integrate digital tools and platforms to form a set of community governance work plan that balances technical orientation and practical functional services is an important challenge facing the current community digital governance. In this regard, this paper will focus on the connotation expansion of community digital governance under the background of the new era, and put forward specific practical paths. At the same time, the core concept, key elements and practical strategies of community digital governance will be analyzed and verified with specific cases, which will provide theoretical support and practical guidance for the further promotion of community digital governance in the new era.

Keywords: community digital governance; connotation expansion; practical path; information technology; public administration

1 Introduction

With the steady progress of urbanization, the community has become an important social basic unit, which not only shoulders the important task of implementing national policies and promoting economic and social development, but also plays an important role in giving play to grassroots democratic autonomy. [1] In this context, the importance of community governance has become increasingly prominent. Especially in today's rapid development of digital technology, embedding digital technology into community governance has become a key means to improve governance efficiency and meet the needs of residents. The rise of digital community governance in the new era is the concrete embodiment of this change.

At present, although community digital governance has achieved initial results, it is still in the primary stage of development. The rapid development and wide application of digital information technology have caused problems such as technology abuse and privacy protection, and increased the technical complexity of community governance. At the same time, the overall level of informatization application of community residents is relatively low, which limits the full play of the effectiveness of digital community governance, thus affecting the interactive and cooperative relationship between digital technology and social governance and reducing the sustainability of community digital governance. [2] Faced with this situation,

experts and scholars at home and abroad have devoted themselves to research, trying to put forward solutions from multiple angles, promote the continuous updating of governance models and methods, and guide the governance system to be mature and perfect, so as to realize the comprehensive improvement of the level and efficiency of community digital governance. For example, literature [3] analyzes the challenges faced by the current digital technology to empower community governance, and puts forward a series of optimization paths in order to promote the progress of community governance in the new era; Kostiantyn Herasymiuk[4] and others emphasized the importance of community governance to adapt to the challenges of the digital age and the necessity of finding the best solution, and designed and established an effective, transparent and open community governance system; Adelia Oktarina[5] and others have realized the wisdom quality of villages and promoted the sustainable development of regions by creating grass-roots databases and using them in the planning and decision-making process. In view of this, this paper holds that under the background of the new era, community digital governance is facing new requirements and challenges. In order to adapt to these changes, we need to re-examine and optimize the strategies and paths of community digital governance, realize the optimization of community governance processes and the innovation of models, and promote the continuous development and improvement of community digital governance.

2 Connotation expansion of community digital governance in the new era

2.1 The definition and characteristics of community digital governance

Digital governance refers to the use of digital technology, information technology and innovative thinking to optimize, improve and reshape the governance process to achieve efficient, accurate and democratic governance. [6] With the continuous progress of information technology, digital governance has developed from simple e-government to a comprehensive system covering advanced technologies such as big data, cloud computing, Internet of Things and artificial intelligence. In this process, digital governance not only improves the work efficiency and service level of government departments, but also promotes social participation and democratic supervision, and promotes the process of modernization of governance system and governance capacity.

Community digital governance, as a concrete practice of digital governance in grass-roots society, is a way to optimize and improve the process of community governance based on data, using digital technology and information technology. It can adhere to the people-oriented concept, give full play to the practical advantages of digital information technology, lower the participation threshold of community residents, broaden the channels of free expression and supervision, not only ensure the cooperation between community residents and grass-roots governments, but also enhance the service efficiency of grass-roots governments and safeguard the actual interests of community residents. In addition, community digital governance emphasizes overall planning and intensive. This means that in the process of governance, the government is no longer the only center, but plays a role together with multiple subjects. This model can promote the transformation of governance mode from extensive operation to overall intensive, break down the barriers of regions, industries and

government departments, and integrate various governance resources, thus effectively solving the problems of insufficient resources and limited development space.

2.2 The connotation expansion of community digital governance in the new era

A. Deep integration in the field of digital technology

In the new era, the deep integration of digital governance and community governance has become an inevitable trend, which not only means the simple application of technology, but also the comprehensive innovation of governance concepts, models and methods. Among them, the main integration directions are data-driven, platform thinking and intelligent upgrade. [7]

First of all, in terms of data-driven, community digital governance will gradually form a new operation mode based on data. By collecting, sorting out and analyzing all kinds of community data, including population data, environmental data and public service data, it provides scientific basis for governance decision-making. These data can help community managers better understand the needs and pain points of residents and optimize resource allocation and service supply.

Secondly, in terms of platform thinking, we will build a unified community governance platform, integrate various resources and services, and realize the interconnection and sharing of information. This platform can provide online service, information inquiry, interactive communication and other functions, which is convenient for residents to participate in community governance and improve the transparency and participation of governance. Figure 1 shows the overall community governance system and platform operation process.
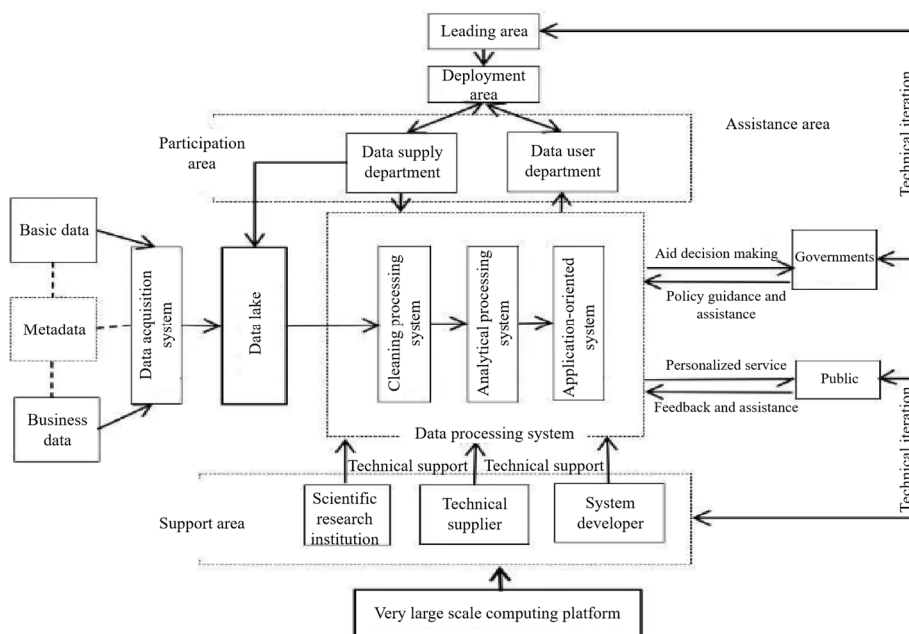

Fig. 1. Integrated community digital governance system and platform operation process

Finally, in terms of intelligent upgrading, the integration of technological innovations such as the Internet of Things and cloud computing will be strengthened to improve the intelligent level of community governance. Through the application of intelligent equipment and the interconnection of data, the automation, intelligence and refinement of community management are realized.

B. People-centered concept of digital governance

The core concept of digital community governance in the new era is people-centered, that is, the application of all digital governance measures and technologies should take meeting the needs and expectations of the people as the starting point and the end result. [8] This means that in the process of promoting community digital governance, we should fully consider the actual needs of residents and ensure that digital services can really benefit the masses. At the same time, we should also pay attention to protecting residents' personal privacy and data security and avoid information leakage and abuse. By building a people-centered digital governance system, residents' sense of acquisition, happiness and security can be further enhanced.

C. Building a comprehensive, efficient and convenient digital governance system

In order to achieve the goal of digital community governance in the new era, it is necessary to build a comprehensive, efficient and convenient digital governance system. This system should include digital infrastructure construction, data resources integration and sharing, governance process optimization and other aspects. [9] In terms of digital infrastructure construction, it is necessary to strengthen infrastructure construction such as networks and data centers to ensure a solid and reliable material foundation for digital governance. In the integration and sharing of data resources, it is necessary to break the information barrier, realize the interconnection and sharing of data resources, and provide data support for precise governance. In the optimization of governance process, digital means should be used to simplify governance process and improve governance efficiency and quality. By constructing such a comprehensive, efficient and convenient digital governance system, we can promote the modernization of community governance system and governance capacity and realize the harmonious, safe and sustainable development of the community.

3 The practical path of community digital governance in the new era

3.1 Formulate a scientific and reasonable digital governance plan

Under the background of the new era, the practice of community digital governance first needs to formulate a scientific and reasonable digital governance plan. This plan should be based on the actual situation and development needs of the community, and define the objectives, tasks, measures and timetable of digital governance. By formulating scientific and reasonable digital governance planning, it can provide clear guidance and direction for the practice of community digital governance. As shown in Figure 2 is the formulation process of digital governance planning.[10]
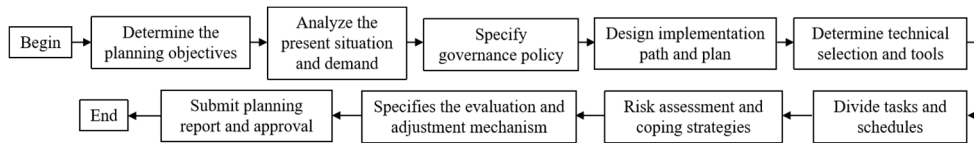
Fig. 2. Formulation process of digital governance planning

3.2 Strengthen the construction of digital infrastructure

Digital infrastructure is an important support for community digital governance. Therefore, strengthening the construction of digital infrastructure is a key link in the practice path. This includes improving community network facilities, building data centers, and promoting intelligent equipment. By strengthening the construction of digital infrastructure, we can improve the efficiency and quality of community governance and provide more convenient and efficient services for residents. At the same time, the improvement of digital infrastructure can also promote the information flow and resource sharing within the community and promote the democratization and transparency of community governance.

3.3 Improve the digital literacy of community residents

The digital literacy of community residents is an important foundation of community digital governance. Improving the digital literacy of community residents will help to enhance their awareness and acceptance of digital governance and promote the smooth implementation of digital governance. Therefore, we can improve the digital literacy of residents by developing digital training, popularizing digital knowledge and popularizing digital applications. At the same time, residents should be encouraged to actively participate in the process of digital governance, give play to their main role, and jointly promote the development of community digital governance.

3.4 Promote diversified subjects to participate in community digital governance

Community digital governance needs the participation and cooperation of diversified subjects. Government, social organizations, market organizations and individual residents should all become important forces of digital community governance. Therefore, it is necessary to promote these diversified subjects to actively participate in the process of community digital governance. By establishing a sound participation mechanism, strengthening communication and coordination, and giving full play to their respective advantages, we can promote the cooperation among diversified subjects. This can form a joint force to jointly promote the in-depth development of community digital governance and realize the harmonious, safe and sustainable development of the community.

4 Case analysis

Combined with the above description of the connotation and practical path of community digital governance in the new era, this paper will analyze a practical case in a certain place to verify the effectiveness of the community digital governance work plan.

4.1 Status of community governance

Community Y is located in the central business district of X city, and there are 4 communities in its jurisdiction, all of which have been established for more than 20 years, belonging to typical old communities. At present, the total number of households in the community is 2,630, with a permanent population of about 7,500, including about 1,800 elderly people over 60, accounting for 24% of the total population. At present, there are 15 community workers and 10 full-time grid administrators.

Since 2020, the province's integrated administrative service platform has been put into trial operation, which has promoted the reform of the traditional business management model. In 2021, the "micro-governance" system for communities and grass-roots units was launched, forming a community governance model of "online application+offline grid". In terms of online application, the "micro-governance" system can provide one-stop service for residents. These applications can include, but are not limited to, government services, property services, life services. In terms of offline grid, the community divides the jurisdiction into several grids according to geographical location and resident distribution, and each grid is equipped with special grid members for management and service. Grid members are responsible for collecting information such as social conditions, public opinion and potential safety hazards in the grid, and reporting and handling them in time. At the same time, the grid members can also help the online application to promote and guide residents to use online applications for self-service.

4.2 Problems and causes analysis

In order to effectively improve the effectiveness of digital governance in Y community, and closely combine with the guidance of digital governance in the new era, this study plans to explore the residents' awareness of digital governance in Y community by means of questionnaire survey.

Limited by space, this paper only lists the statistical results of the questionnaire survey. As shown in Table 1 and Table 2, the gender and age distribution of the respondents in this questionnaire survey, of which 500 points were distributed, and 469 points were effectively recovered, with a recovery rate of 93.80%.

Table 1. Sex distribution of the questionnaire respondents.

Sex	Male	Female	Total
Number of people	210	259	469
Proportion	44.78%	55.22%	93.80%

Table 2. Age distribution of the questionnaire respondents.

Age	$\leqq 20$	21-30	31-40	41-50	51-60	$\geqq 60$
Number of people	28	76	124	99	106	36
Proportion	5.97%	16.20%	26.44%	21.11%	22.60%	7.68%

Generally speaking, this questionnaire survey focuses on middle-aged and elderly people, which also intuitively reflects that the main service target of digital governance in Y community is this kind of people, and the subsequent adjustment and optimization strategies also need to be geared to the aging groups. Tables 3, 4 and 5 show the survey results from

three aspects: the understanding of community digital governance, the tendency of business handling and the service concerns of community digital governance.

Table 3. Results of questionnaire survey on the understanding of digital governance in communities.

Question	Options and proportion				
Understanding of community digital governance	Understand	Know quite well	Ordinary	Know little about	Incomprehension
	15%	21.4%	30.6%	27.1%	5.9%

Table 4. Survey results of business handling tendency questionnaire.

Question	Options and proportion				
Tend to choose digital online or traditional offline to handle business	Choose the online way	Tend to choose online way	Both are fine	Tend to choose offline way	Choose the offline way
	26.2%	55.6%	10.5%	5.8%	2%

Table 5. Survey results of community digital governance service concerns questionnaire.

Question	Options and proportion				
Service concerns about community digital governance	The operation is complicated and difficult to master	Personal information security issues	There are many applications to download and maintain	No worries	Other
	12.6%	15.1%	22.6%	38.5%	13.2%

According to the comprehensive survey results, this questionnaire survey intuitively reflects many problems existing in the current digital governance of Y community. In Table 3, more than 63% of the respondents still have a big knowledge blind spot about community digital governance, which further affects residents' participation in community governance. In combination with Tables 4 and 5, community residents are willing to choose the digital online business management mode to reduce time and cost, but at the same time, there are many concerns about the security and perfection of the application system or platform, which reduces the actual efficiency of digital governance in Y community. This aspect reflects that there are some shortcomings in the current working mechanism of digital governance in Y community.

4.3 Countermeasures and suggestions for digital governance of Y community in the new era

In the face of the shortcomings in the current digital governance of communities, we put forward the following four comprehensive suggestions. First of all, it is the key to strengthen the construction of community digital governance talent team. We should improve professional quality, introduce professional talents and establish incentive mechanism to ensure that the team has the ability to adapt to digital governance. Secondly, improve the working mechanism of digital governance, formulate standardized processes, strengthen cross-departmental cooperation, and establish a supervision mechanism to ensure orderly and efficient governance. At the same time, strengthen the construction of community digital governance platform, optimize platform functions, improve security, and promote innovative

research and development to meet the growing needs of residents. Finally, we should create a good working environment for community digital governance, and enhance residents' awareness and participation in digital governance by strengthening publicity and promotion, establishing feedback mechanisms and cultivating residents' digital literacy.

5 Conclusions

In order to promote the innovative development of community digital governance in the new era, this paper discusses and studies many problems faced in the current process of community digital governance, and puts forward specific practical paths with connotation expansion as the core. At the same time, the core concept, key elements and practical strategies of community digital governance will be analyzed and verified with specific cases, which will provide theoretical support and practical guidance for the further promotion of community digital governance in the new era. In the follow-up research, we will start with the innovation and integration of digital technology and community governance, so as to realize the intelligent and intelligent transformation and upgrading of community digital governance and make positive contributions to the harmonious, stable and sustainable development of the community.

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