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Innovation of the Government Management Model in The Digital Economy Era

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Abstract

The methodology chapter describes the complete framework of how the research has been conducted. The philosophy taken is positivism, the design chosen is descriptive and the approach chosen is deductive and qualitative in nature. A stratified sampling technique has been considered for the secondary qualitative method with proper and valid instrumentation. The data analysis and findings chapter hold only secondary qualitative research. A systematic review has been conducted to validify the sources presented and then a thematic analysis has been done to critically evaluate the variables involved in the research. The study has been depicted with better scope for further study work with the help of in-depth exploration, critical identification of the research question and standard methodological application.

Keywords: *Innovation; Government Management Model; Digital Economy Era*

Introduction

Digital economy refers to financial operations by which digitized knowledge and information are utilized as major factors that are associated with “modern information networks”, and “production”. This kind of economy is related to communication and information technology by which productivity development is driven. Digital economy becomes important due to the emerging transformation of companies and adoption of new technologies. Digital economy is changing the ways people interact. Government management is also taking important initiatives to change the direction of the country’s economy towards digitalisation. “Innovation-oriented government management model” signifies prosperity and sustainable development that is contingent upon social, cultural, economic, and political system. Approach related to

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management is also signified by this government model. Culture, management mechanisms, plans, programs, legal norms, policies, and governance play an indispensable role in developing a country. This study tells of the innovation of government management in the digital economy era. To do this, the government management model of China has been studied and compared with foreign countries, the US and the UK.

The main battlefield of the new economic revolution of digital economy is the fast variable of growth and the growth pole of the future economy. At the same time, the digital economy is also the main battlefield of scientific and technological innovation and institutional change, and the main engine to promote future social change. The era of the interconnection of all things is coming to us, and fundamental changes have taken place in economic form, industrial form and social form. To our governance. It has brought unprecedented opportunities, but also unprecedented challenges. So, the digital economy is a battleground.

Problem Statement

Innovation of government management model towards digitalisation of a country's economy can lead a country to effectively achieve its development goals. China's government management model is based on policy instruments that can help the country to achieve development goals. [1] To understand the circular economy model of China in which it has been suggested that the government of China need to impose a certain amount of pollution tax as the process cost of circular economy development is higher than the natural resource price. The E-government model is important to improve service quality, perceived value, and use the intention of citizens. [2] The e-government model in China becomes crucial to develop due to citizen's low continuous-use intention, and low service quality in the country.

A reciprocal relationship is generally shared by a digital economy that is sustainable, new technologies, and corporate governance. A key role is played by "digital economy" in the field of ameliorating the entire performance of the government. Programs and services of government can be efficaciously delivered with the aid of this type of economy. Innovation in the government management model is cost effective as it can help to achieve a high level of citizen's engagement in continuous use. Innovation is fostered by the government through the collaboration on product growth and "advanced R&D". [3] The adoption of a digitalised economy provides numerous benefits to a country such as improving the operations and services of government agencies and increasing exchange of information between the general public and public institutions. E-government is a term that is used to denote the digitized movement of government towards the digital economy. E-government has been categorised into supply and demand sides. Supply side is the implementation of government actions and innovation. Demand side is the acceptance or use of e-government services in the country. Studying the government management model of China and comparing it with the UK and the US can help to understand how the innovations are working to develop the digital economy.

Research questions

What are the functions of the e-government management model of China?
What are similarities and differences of the e-government management model of China with the UK and the US?
How does the innovation of government management models contribute in the digital economy era?
What are the possible innovative steps from the government management model of foreign countries to develop the digital economy of China?

This study is significant to understand the government management model that promotes the digital economy. Analysing the innovation of the government management model can help to explore how e-government management provides several benefits such as enhancing service quality, increasing customer's use intention, emerging information exchange between public institutions, improving operations and service of government agencies.

Literature review

Innovation in government management refers to the use of information and communication technology in the government services and agencies. Cloud computing information based computing technology is a crucial part of this innovation. Cloud computing application is an important part of e-government management. Therefore, improving the e-government cloud application is an innovative step of the government to develop the digital economy. [4] E-government cloud applications in China have provided significant contributions to create public value. E-government cloud application is the core of next-generation information technology innovation in order to address the challenges of connectivity, resource sharing and business coordination. Adoption of cloud computing technology is a deeper integration of e-government systems to achieve the potential benefits and guided by the national cloud policies and strategies. Many government agencies face significant challenges to implement e-government systems based on cloud computing technology.

The development of e-government in China has significantly contributed in improving administration of state institutions and the delivery of public services. There are various factors that influence the use of e-government services. [3] A study was conducted by Mensah to understand the influencing factors of the use of e-government services of China among the university students. [3] Performance expectancy, social influence, effort expectancy and facilitating conditions are the factors that have significant impact on the influence of citizens towards the use intention of e-government services. Digital services by the government help individuals to accomplish a particular job performance. Performance expectancy is a key determinant of the success of use intention. Effort expectancy of people is the extent to which users believe in accepting e-government services and particular technology that would not be challenging and easy to use. People who think that use of e-government services would be easy to use, tend to accept and use e-government services.

Increasing complexities of public administration and financial outcomes, governments of many countries are adopting innovative steps in government management to lead the country in the digital economy. Use of information and communication technology in government management is the primary objective to forward the country in the global digital economy. E-government is the use of information and communication technology in the public sectors to integrate management and services to facilitate the digital economy. [5] The government of China uses information and communication technology in its websites to explore what drives online co-production of citizens.

Digital economy and its benefits

Digital economy has become a significant starting point towards high quality economic development. The urgent requirements of the digital economy have a significant contribution to energy conservation and reduction of emission. [6] China's digital economy has added 36.2% of GDP as value. Therefore, there is no doubt that the digital economy has an important impact in all aspects of the country. For example, the digital economy takes information technology as the core to develop an intelligent management of the environment. In the field of energy consumption and environment protection, the penetration of the digital economy is effective to improve the ecological environment and solve potential problems such as the decline of environmental carrying capacity.

Digital economy helps to make decisions of the public administration system about research and development infrastructure and education. [7] Policy makers use GDP data to make investment decisions for the country's infrastructure and R&D development. The ability of people to properly access digital goods and services is a key determinant of the success factor of the effective management of the digital economy. GDP data in the digital economy has its own limitations such as it fails to capture negative factors associated with a country's growth such as congestion and pollution.

Digitalisation of the national economy in the context of globalisation plays a significant role to integrate economies of developed countries. [8] Adoption of digital networking and communication technology provides an international platform of the country's economy that enables the enterprises and organisations to develop strategies. These strategies enable collaboration, information exchange, economic communication and efficiency. Digital economy is at the forefront of a country's performance in the global economy. Digitalisation of all sectors in a country is not an easy process but without this, the country cannot be integrated into the world economy.

Innovation towards the digital economy enforces the country to establish digital production with the use of information technology and ensure competitiveness and product quality in both small and large industries. Thus, advancing the country's economy with digitised technology provides significant benefits and allows it to be integrated with the global economy. [9] Innovation of government management includes creation of data centres that are able to provide secure and stable data storage services for the government and businesses. Digital economy ensures integration of electronic payment systems that are integrated with the world payment systems.

Government management for digital transformation of economy

The government of China has taken important initiatives to transform the country's economy in the digital world. Digital transformation of China's economy helped the country to address the issues created by Covid-19 in the transaction system and face the economic challenges during the pandemic. [10] Information technology and artificial intelligence has positively assisted in healthcare delivery and medical diagnosis. Technologies such as electronic recording systems helped the healthcare systems and related economy to sustain in the Covid-19 era.

In the digital era, the development of a national economy based on information and communication technology and development of e-government are preconditions for the socio-economic growth of a country. Government management for adopting digital transformation in the national economy helps to improve the operations and delivery of services of the government to the customers. [11] Innovation of government management refers to the organisational forms, strategies, information and communication technologies that are employed by the government to not only access government information and services for the businesses or citizens, but also for the public institutions and agencies. The importance of innovation in the government management model is subject to major and frequent changes. Therefore, the importance of government initiatives to function the digital economy has brought several issues related to the public administration and scientific community.

Use of information technology and development of the digital economy requires vision and strategies to integrate. [12] The article has showcased identified e-government vision and strategies of Thailand, such as developing capacity of providing better government services, providing quality life to the citizens, enhancing the competitiveness of the business sector, and increasing national security and public safety. The government management that develops the digital economy is supported by the data technology system that is able to improve the integration and access of data. Therefore, the government initiatives should include integration and application of data science to resolve problems such as illegal fishing, and human traffic. The electronic government agencies also need to develop training programs in order to improve the digital literacy of public employees. Lessons and training of the employees from public institutions will allow them to adopt the new information and communication technologies within the government management model.

Theoretical underpinning

The theory of economic development by Joseph A. Scumpeter

Economic development theory presented by Scumpeter acknowledges that analysing the business cycles means analysing the economic process of the capitalist era. This theory has been established to realise a necessary symbiosis between political, social, historical, and economic elements of all the processes of economic development in the capitalist world. [13] In addition, this theory shares an important point of view that economic phenomena are not undetermined and isolated but explaining the economic world through external factors should not be accepted to analyse economic development. The main features of this theory are based on four elements such as circular flow, role of entrepreneur, business cycle and end of capitalism. According to this theory, entrepreneurs play the role of innovator by introducing a new product, introducing a new method of production, opening a new market, identifying new sources of raw materials and introducing new organisations within the industry.

Economic development of a country lies in the abilities of entrepreneurs to share the rate of profits to the country's GDP. However, the success of entrepreneurs not only depends on the rate of profits but also the contribution to the society. [14] The theory indicates the rate of profits as the resembling factor of favourable climate. Therefore, any tendency of squeezed profits, measures of redistribution of income, intensifying the welfare programmes, and strengthening the trade union movement can deteriorate the economic development and climate of investment. According to this theory, the first stage of economic development is a circular flow where consumers use similar products and services every year. In this stage of economic development, the supply and demand are in equilibrium

state at each point in time. Scumepeter in his theory of economic development has stated that the development is a spontaneous change and disturbance of equilibrium that displaces previously existing equilibrium states.

Solow–Swan model of economic growth

Solow–Swan model of economic growth presents the dynamic process between inputs such as labour, technology and capital and the output such as the consumption and population of this dynamic result. In macroeconomics, the Solow model of economic growth can be separated into two assumptions such as discrete condition and continuous condition. This model is used to indigenise the capital labour ratio. Additionally, this model of economic growth is important in the digital economy era to understand the technological concept correlation with the economic growth. Moreover, this model explains the most important part of the variance of growth.

The theory of economic development is important to apply in this study to understand the critical factors and change in the economic development. The present literature tells about the digital economy and government management models to promote it. [15] The economic development theory is able to identify the key reasons and responsible factors for the need of economic development in a country. Presented literature regarding digital economy and integration of information technology can be understood with the high-level principle of Solow-Swan model economic growth.

Methodology

Several design considerations have been made based on philosophy, design, approach, sampling size and procedure. Thus, with the inclusion of all these holistic considerations has been made. In this case of the proposed research as well, primarily a hypothesis has been developed that declares an innovation consideration is being made in different manners and in different countries based on tackling the current pandemic situation. Based on that primary accepted hypothesis, research has been conducted and the findings of the literature review, the theoretical frameworks and the data analysis, all is to prove the hypothesis. Thus, the philosophy accepted for the research is purely a positivism philosophy. Amongst them a descriptive research design is a type of design that aims to obtain systematically information to describe a phenomenon or a process of research. Thus, in a descriptive research design, through consideration of systemic approach is taken with a descriptive evaluation of all the variables involved in the research.

In this particular research process, first all the variables involved in the research have been identified. Then a discussion has been made in the literature review concerning all the variables. The data analysis has also been done based on the thematic evaluation of the objectives undertaken based on the detailed and current evaluation of the variables. Thus, the design considered in this case is a descriptive research design. A stratified sampling is done to selectively include and exclude some variables in the sampling process and to filter the sampling process in a desired manner. Thus, the stratified sampling process is to selectively simple out some materials through an inclusion and exclusion criteria. In this research also, an inclusion and exclusion criteria-based research has been done to ensure a proper stratified sampling of the secondary qualitative data. The entire sampling process has been accounted for from the platform of Google Scholar.

Inclusion criteria:

The journals and articles after 2018 publication have been included.

The journals with proper volume and issue number have been included.

Journals with only relevance to the proposed research have been included.

Exclusion criteria:

The journals and articles before 2018 publication have been excluded.

The journals with unidentified volume and issue number have been excluded.

Journals with information irrelevant to the topic have been excluded.

Findings

Table 1: Systematic review

Theme	Author	Discussion	Remarks
Digital government management model and innovation of China	1. Ma and Wu, (2020) 2. Chen and Qiu, (2019) 3. Rodrigues *et al.* (2021) 4. Gruin and Knaack, (2020)	1.The study describes the relation between e-governance and co-production operations of the government and people of China. Thus, an administrative level and population level production has been discussed in relation with each other. 2. In China there are some private transport services such as DiDiChuxing, who have provided the stakeholders with an effective concept of digital unity in the pandemic situation, the exemplification of which would be used in other operations of China to develop a sustainable digital model. 3. As a part of digital payment operations China has been able to involve in a significant amount of mobile payment activity adopting several different strategies and thus the digital governance is slowly progressing. 4. Innovation in Chinese digital governance is seen with involvement of authoritarian capitalism model and tolerance for shadow banking operations.	1.A digital governing operation requires the hand of both administration and the public. The study however does not clearly indicate the solutions of the problems rising in an uncertain situation. 2. The study does not primarily focus on how to improve China's holistic digital governance and operating practices and focus on only exemplification. 3. The study presents a comparison of part of India and China's competitive digital governance adherence process. 4. The study however does not denote the direction of such innovation.
Digital government management model and innovation of US and UK	1. Ivanova *et al.* (2019) 2. Williamson, (2021) 3. Janssen *et al.* (2018) 4. Satalkina and Steiner, (2020)	1. US and UK have managed to pioneer in the fields of digital governance with the vast availability of services including universal electric cards, UES IS data processing centers, district data centers, municipal data centers, unified directory systems. 2. TheUK and US have not only managed to survive in the pandemic situation, but also managed to develop numerical valuation, market valuation, customer valuation and labor market valuation in the market stability consideration.	2. The effectiveness of such operations in the US and UK market has not been disclosed in detail in the study. 2. The study however is completely theoretical in nature and does not provide any primary data based evidence. 3. The study does not specify other factors behind a successful digital governance based on the US and UK.

	3. The main factor behind the sustainable development of digital governance is public satisfaction. 4. Digital governance in the US and UK is largely driven by digital entrepreneurship.	4. Other variable effects of digital entrepreneurship have been avoided.

Thematic analysis

Theme 1: Digital government management model and innovation of China

Digital governance includes digitalization of all aspects the government is involved in and regulations regarding digital operations. China, for the most part, has been involved in digitization of government management operations after the outbreak of the pandemic situation. The engagement of citizens in the co-production of China's e-governance activities is also vast. [5] However, the study conducted by Ma suggests that e-governance has been instituted in China over the last three decades. The stages they went through are "the office automation stage", "the 'three gold projects' stage" and "the 'government online project' stage". Yet still the e-governance operations of China are still at the early stages of development and are still facing one way communication-based problems. For the proper functioning of a digital governance operation, an unity and co-involvement of all the stakeholders are required. [23] The findings of Chen suggests that private companies in China such as the DiDiChuxing transport operations in Urban China is laying the foundation of datafication strategies, in the country which can be used as a digital unity model in several other cases of governance of China. The technological imagination and practical inconsistency currently faced by the country can be avoided with digital model creation exemplifying such private organizations.

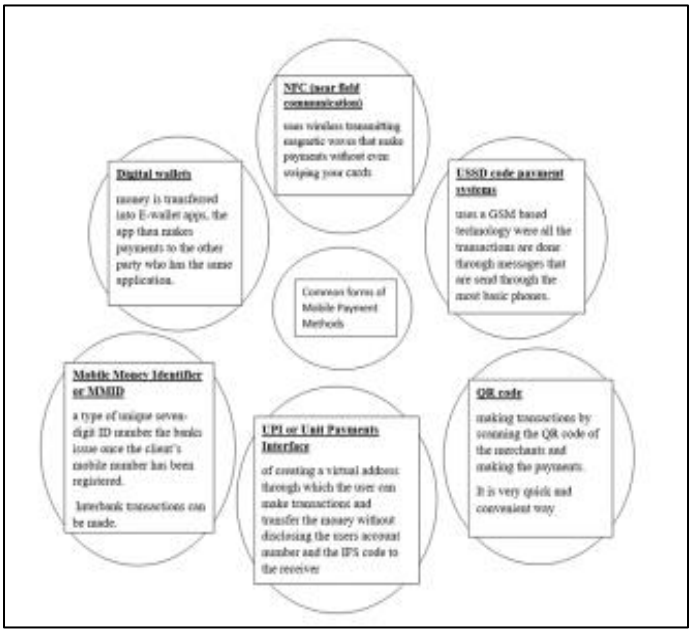

Figure 1: Digital transaction methods adopted in China.

In another case, the digitization of payments has been a primary concern, since the time of the pandemic. [24] The study of Rodrigues suggests that China has been adopting several common mobile payment models before the time of the pandemic, the use of which has increased during the pandemic with the help of an effective governing operation. Transaction's operations including NFC, USSD, QR code, UPI and digital wallet-based operations have increased significantly. This signifies a slow but sure progression of digital governance. Innovation in Chinese digital governance can be seen with vast digitization of financial systems. [25] Study of Gruin suggests, the Chinese banking operations have been involved in innovation-based governance operations to fulfill their promise in digital financial innovation. This position has been based on their authoritarian capitalism model and tolerance for shadow banking operations. Thus, innovation is seen in financial movements of China.

Theme 2: Digital government management model and innovation of US and UK

In terms of digital governance implementation operations countries like the US and UK are the pioneers. [26] The findings of Ivanova suggests that the US and UK governments have set up several regional e-governance infrastructure management center operations to attend to the needs of people through digitalization operations. For this they have presented citizens with universal electric cards, UES IS data processing centers, district data centers, municipal data centers, unified directory systems and many other similar operations to ensure a digital transaction of wealth and information across the countries. Thus, they have managed to develop an effective and pioneering e-governance operation.

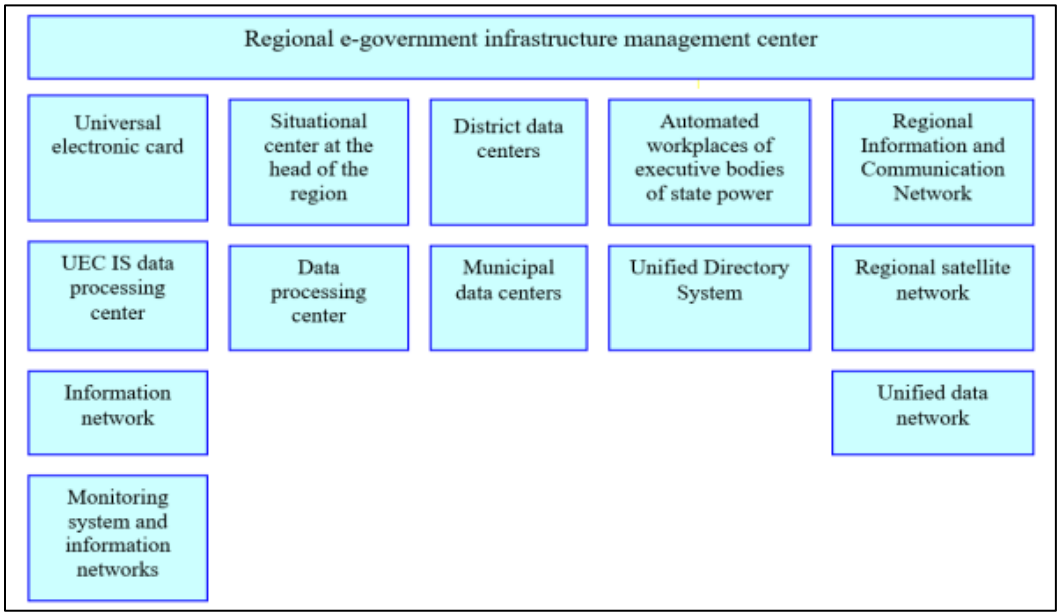

Figure 2: District level wok of digital governance of US and UK

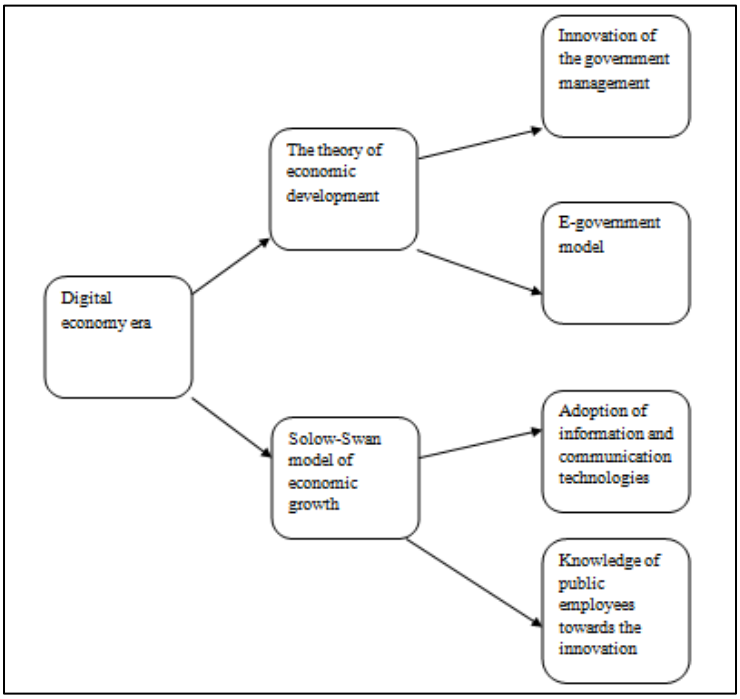

Figure 3: Thematic Flowchart

Not only surviving with the digital governance operations, countries like the US and UK has managed to create digital markets as well. [27] The findings of Williamson suggest that with the inclusion of digital governance the US and UK has managed to digitalize the education business with a 'platform capitalism' business model. They have managed to understand the sociology of the market and have been involved in digital market making over the past few decades. they have added numerical valuation, market valuation, customer valuation and labor market valuation in the operations in creating a digital market economy and thereby supporting a digital governance system since even before the pandemic situation rose.

The citizens of the US and the UK have also developed a certain degree of trustworthiness in the digital governance operations as well. [28] The study of Janssen suggests that, in the context of digital governance-based services the quality of services is an essential matter of concern. The quality of services has a significant effect on the minds of the citizen which is helpful in developing a competence of services in the digital systems as well. The overall satisfaction of the citizens drives the e-governance operations towards possessive development which is seen in the case of countries such as the US and the UK. Thus the functioning of the electric governance in these countries are driven by their own consideration of public satisfaction. Innovation in digital governance of the US and UK has been seen with encouragement of digital entrepreneurship for businesses. [29] Satalkina suggests that with a digital innovation system conception a more technological environment is subjected with the encouragement of digital entrepreneurship to ensure the sustainability of foreign as well as local businesses.

Discussion

The findings of this study present the relation between e-governance and the co-production operation of the government and people of China. Government initiatives towards the digital economy are associated with the adoption and use of information and communication technology. [30] Digital payment operation of China has been improved by the innovation and innovative steps taken by the government of China. The country has been found as a key holder of the digital world for financial transactions globally. As compared to the capitalist countries around the world, the government of China holds more control over the digital economy and application of cloud computing technology. The findings suggest that, in both China and other foreign countries, the use of digital transaction systems has emerged due to Covid-19 pandemic. A number of transaction methods have been identified which are used in the UK, the US, such as NFC, QR Code, UPI, and Digital wallet. On the other hand, innovation can be seen in the government management of China by the digitalisation of the financial system. Innovation towards the digital economy has been seen as the financial movement of China. It has been found from the findings that several regional e-government infrastructures have been integrated by the UK and the US government. However, the development of the digital economy and e-governance system depends on the knowledge and skills of the public employees regarding information and communication technology. [31] Additionally, adoption of ICT in the transaction system also requires relevant skills and knowledge among the business organisations. However, it has been found that the employees in the private organisations are more effective and interested in learning the knowledge and skills of information and communication technology.

The digital government management system in China is effective to provide quality services and increase user intention among people. In the case of contribution towards quality services, the UK government follows a remarkable strategy that is to improve the education system and provide basic knowledge of information and communication technology among the common students. [32] Improving knowledge and learning regarding information and communication technology among the people is a key success factor of the digital economy. The entry and market-leading approach of China in the digital economy era compared to two foreign countries such as the UK and the US, provide evidence that innovation of government management can increase a country's success in the digital economy era.

Contribution of this study

The study work has stated that the proper and accurate business model can be successful for development purposes. The economic conditions at the time of the pandemic have affected the entire country of China and even whole countries. [33] certain drastic changes in economic conditions have given the government an opportunity to think about digital applications in market implementations. The study, moreover, made a new chance to describe the making of a digital economy with the application of new business models that can be fruitful to develop better. The research work provides a new opportunity to understand the application of government management in the digital economy. Moreover, all the government conditions along with the condition of China can depict to make some knowledge for the distribution of digital era business.

Limitation of the research

the researcher faced various issues in Solving the problem of this research. This topic, on the one side, develops a better opportunity to make some knowledge about the government management model, on the other hand, there is a limited amount of data on the country's economic condition. This affected the researcher in completing this study work.

Recommendations for further research

In-depth exploration

Certain research would be better with the help of better exploration of innovative business models for the development of economic conditions. [34] Exploration with more depth can help to solve any critical problem of any task or study work. This helps to develop knowledge and *ideas to make standard techniques for the research work.*

Implementation in methodological work

Standard implementation in methodological work can conduct drastic changes in study work. [35] The methodological work of the research paper should be arranged with the standard application of various approaches, designs, and philosophies. The robust changes in certain studies that work for the digital economy in every government would be important for the better involvement of public responses.

Identification of critical questions

The data collection should be done with the effective application of sampling methods with the development of questionnaires. [36] Critical questions are identified with the capabilities of questionnaire development in a proper manner. The participants should be chosen with better tactics and the questionnaire should be critical for enhancing the research work in a more critical way.

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