

# Analysis of the Progress and Optimization Path of Digitization of Corporate Policy Services in China

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## ABSTRACT

With the rapid development of information technology, the digital transformation of China's corporate policy services has become a key factor in driving corporate innovation and economic growth. Studies have pointed out that digitized policy services have effectively improved policy transparency and the ease of access to policy information for enterprises, while also providing them with a more efficient and precise way to file policy declarations. However, challenges such as information silos, data security and privacy protection still exist in the digitization process. The article further discusses the optimization path and suggests measures such as strengthening cross-departmental data sharing, improving laws and regulations, and enhancing enterprises' digital literacy in order to promote the healthy development of policy service digitization. This study provides valuable references for government departments and enterprises, and is of great significance in promoting the digital transformation of corporate policy services in China.

## KEYWORDS

Digitization of policy services; Information silos; Privacy protection; Optimization paths

## 1. INTRODUCTION

In the context of globalization and informatization, digital transformation has become an inevitable trend in the development of all industries. For China's enterprise policy services, digital transformation is not only an inevitable choice to respond to the national informatization strategy, but also an important way to promote the innovative development of enterprises and enhance national competitiveness. As a bridge between the government and enterprises, the level of digitization of policy services is directly related to the efficiency of policy implementation and the speed of enterprises' response to policies. Therefore, an in-depth discussion of the progress, challenges and optimization paths of policy service digitization for Chinese enterprises has significant theoretical value and practical significance for promoting the healthy development of policy service digitization, and then facilitating the innovation and economic growth of Chinese enterprises.

With the rapid development of Internet technology, online promotion of policy information and digital processing of policy declaration process have become important indicators of the modernization level of a country's policy services. The Chinese government attaches great importance to the digitization of policy services, and through the introduction of a series of policy measures, it has promoted the transformation of policy services from the traditional offline mode to the online mode. This transformation has not only greatly improved the convenience and transparency of policy services, but also provided enterprises with more efficient and accurate policy services, which has strongly contributed to their innovative development and economic growth.

Through a comprehensive review of the digitization of China's corporate policy services, this paper aims to explore the positive effects of digital transformation on corporate innovation and economic growth, as well as to provide constructive suggestions on how to overcome the difficulties and challenges in digital transformation. It is hoped that the research results of this paper can provide useful references and insights for the development of policy service digitization, promote the process of digitization of China's corporate policy services to move forward, and inject new impetus into the innovation and economic growth of Chinese enterprises.

## **2. ANALYSIS OF CURRENT SITUATION**

In China, the digitization of enterprise policy services is experiencing unprecedented development opportunities. According to the release of the Overall Layout Plan for the Construction of Digital China, digital transformation has become a key factor in driving socio-economic development. The digitization of policy services involves not only the online introduction of policy information, but also the digital processing of the policy filing process, and the digital transformation of these services has played a significant role in driving business innovation and economic growth.

The digitization of policy information services provides enterprises with convenient access to information. According to relevant data, through government service platforms, enterprises are able to access the latest policy developments in real time, which, to a certain extent, improves policy transparency and enterprises' right to know. However, despite the progress made in the digitization of policy information services, the phenomenon of information silos still exists, and the ability of data sharing and integration between different government departments needs to be strengthened.

Second, the popularity of online policy filing systems is also increasing significantly. For example, the launch of the National Enterprise Credit Information Disclosure System has greatly simplified the filing process for enterprises and improved filing efficiency. However, enterprises still face some challenges in using these systems, such as operational complexity and system compatibility issues.

In terms of enterprise digital transformation, the data shows that cost, market and production capacity are the core driving factors for enterprises to carry out digital transformation. Enterprises urgently need to improve supply chain management and enterprise business management capabilities, which account for 48.1% and 47.3% respectively. This indicates that enterprises have a growing demand for digital transformation, but also face challenges such as lack of talent and insufficient capital investment.

## **3. EXISTING ISSUES**

### **3.1. Information Silos**

While some progress has been made in the transformation of the digitization of China's corporate policy services, it still faces a number of challenges and problems. First, the phenomenon of information silos is a widespread problem, with insufficient capacity for data sharing and integration among different government departments, which limits the transparency of policy information and the right to know of enterprises. In addition, data security and privacy protection issues are of great concern. With the deepening digitization of policy services, the online transmission and storage of a large amount of sensitive corporate data poses a security risk, and a questionnaire survey shows that about 70% of enterprises are concerned about data security.

Secondly, the technical level and service quality are uneven. In the process of digitization of policy services, some government departments and enterprises have lagged behind in the application of technology, which has affected the effect of digital transformation. At the same time, due to the lack of unified technical standards and norms, the compatibility of systems and the ability to exchange

data between different departments are limited, leading to a significant reduction in the convenience of enterprises in accessing policy services. In addition, the capacity and quality of policy service personnel also directly affects the quality of service; some personnel are not skilled in the use of digital tools, which may lead to poor policy interpretation and guidance, affecting the benefits to enterprises.

### **3.2. Insufficient Synergy**

Under the existing system, collaboration and communication between government departments are not smooth enough, leading to certain loopholes and blind spots in the process of policy formulation and implementation. In addition, there are certain problems in government-enterprise cooperation, and some government departments may have information asymmetry when communicating with enterprises, making policy services unable to truly meet the needs of enterprises. Therefore, it is of great significance to strengthen the synergy of policy services for digital transformation and improve the pertinence of policy formulation and implementation for enterprise development and policy effects.

### **3.3. Regulations to Be Improved**

Finally, policy regulations and regulatory mechanisms need to be improved. With the advancement of digital transformation of policy services, some emerging fields and business models continue to emerge, bringing challenges to market regulation. At present, China's laws and regulations on data transactions, network security and other aspects are not yet perfect, which can easily lead to confusion in the market order and affect the legitimate rights and interests of enterprises. Therefore, it is of great significance to accelerate the formulation and implementation of relevant laws and regulations, strengthen supervision, and create a fair and competitive market environment for the digital transformation of enterprises.

## **4. OPTIMIZED PATH**

In view of the challenges faced in the digital transformation of enterprise policy services, it is necessary for the Chinese government and enterprises to cooperate and explore optimization strategies in order to achieve more fruitful results. First, build an integrated data sharing platform: through a cross-departmental and cross-level data sharing platform, realize the integration and sharing of information resources within the government, enhance the transparency of policy information, and enable enterprises to conveniently obtain the policy information they need. At the same time, data security and privacy protection measures are strengthened to eliminate enterprises' security concerns about data transmission and storage.

Second, improve the level of technology application and service quality: the government and enterprises should increase investment in technology research and development, follow the pace of the times, and improve the technical level of digital transformation of policy services. By formulating unified technical specifications and standards, solve the problems of system compatibility and data exchange, and enhance the convenience of enterprises in accessing policy services. In addition, strengthen capacity training and quality improvement of policy service personnel to ensure service quality.

Third, strengthen synergy and cooperation mechanisms: government departments should optimize internal collaboration and communication mechanisms to ensure the relevance of policy formulation and implementation. At the same time, a sound government-enterprise cooperation mechanism should be established to promote information symmetry between the government and enterprises, so that policy services can be closer to the needs of enterprises.

Fourth, improve laws, regulations and regulatory mechanisms: accelerate the formulation and implementation of laws and regulations in the areas of data trading and cybersecurity, so as to provide rule of law safeguards for the digital transformation of enterprises. Increase market supervision to maintain market order and protect the legitimate rights and interests of enterprises.

Fifth, cultivate a healthy digital transformation ecosystem: the government and enterprises jointly promote the ecological construction of digital transformation of policy services, encourage enterprises to participate in policy formulation, technology research and development and market expansion, and form a good pattern of collaborative innovation between government, industry, academia, research and application.

Through the optimization of the above strategies, the digital transformation of China's enterprise policy services will be more powerful to promote the high-quality development of enterprises, and contribute more power to the development of social economy.

## 5. SUMMARY

With the continuous development and in-depth application of digital technology, the digital transformation of China's enterprise policy services has shown a positive development trend. However, at the same time, problems such as information silos, data security and lack of talent are becoming increasingly prominent. In order to further promote the in-depth development of policy service digitization, China's government and enterprises should make joint efforts to break down the information silos, improve the technical level and service quality, strengthen the synergy, improve the laws, regulations and regulatory mechanisms, and create a better environment for the development of enterprises.

By building an integrated data sharing platform, improving the level of technology application and service quality, strengthening synergies and cooperation mechanisms, improving laws and regulations and regulatory mechanisms, and fostering a healthy digital transformation ecology, the digital transformation of China's enterprise policy services will achieve more fruitful results. This will be conducive to promoting the high-quality development of enterprises and contributing to China's socio-economic development.

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