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## **DOES E-GOVERNANCE MATTER FOR THE PEOPLE'S TRUST IN THE GOVERNMENT? EVIDENCE FROM SHANGHAI, CHINA**

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### **ABSTRACT**

E-governance has become one of the most popular agendas among academia of politics and public management. This study tries to respond whether E-governance has a impact on the level of people's trust in the Chinese government. Using Tolbert and Mossberger's framework and quantitative research method, this article draws such conclusions as below. First, there is a strong correlation between E-governance and the level of people's trust in the Chinese government. To some degree, people who are more satisfied with E-governance, will show a higher level of trust in the Chinese government. Second, both of "entrepreneurial approach" and "participatory approach" have a impact on the level of people's trust in the government. While the factor of "online discussions" in "participatory approach" plays the most important role in people's attitude towards the Chinese government. In other words, people who can discuss public affairs and policies through Internet freely might show a higher level of trust in the Chinese government. Third, the Chinese government's performance of E-governance is not very good. In the future, the Chinese government should improve their performance of E-governance, especially the field of E-participation, which has a significant effect on people's attitude towards the government.

**Keywords:** E-governance; E-government; The level of people's trust in governments; Entrepreneurial Approach; Participatory Approach

### **INTRODUCTION**

How to improve the level of people's trust in government has become one of the core issues among the world since 1960s. Although discussions about this issue last for a long time, academia so far haven't draw a conclusion (Nye et al., 1997). There are two main reasons as below. First, trust is a psychology perception, which seems relatively difficult to be measured

accurately. Second, there are some essential arguments, such as, whether people's trust in the government has declined in past decades among academia. This circumstance is not good for drawing conclusions. But what we have to recognize is that discussing the topic of people's trust in the government is still important.

With the development of Internet and ICTs, many governments started to build digital governments and develop the systems of E-government, such as U.S., Britain, Germany and so on. Some scholars held the view that the government can improve working efficiency and ameliorate people's attitude towards governments through the latest technology (Welch et al., 2005). For instance, Tolbert and Mossberger (2006) pointed out that E-governance can improve people's trust in the government by two approaches. One is so-called the "entrepreneurial approach", which means that the government could fulfill citizens' needs, such as handling some businesses, searching for materials and portfolios, through internet. This can be seen as the practice of the core requests and value of New Public Management. Comparing to traditional ways, using governments' websites or other ICTs approaches to handle things is more convenient and effective. What's more, with the process of building a open government,<sup>1</sup> people can gain data and materials from official departments. And the government also could be more transparent. The other is so-called "participatory approach", which means citizens can take part in public discussions, passing own opinions, and voting by some online tools. This approach could not only improve people's trust in governments, but promote the development of democracy. As a result, this approach also be called "E-participation" or "E-democracy" (Tongyi Huang & Chung-pin Lee, 2010).

In the past decades, the Chinese government also tried to improve working efficiency and people's trust in government, which was playing one of the most important role in the process of this country's modernization. There is a significantly development of the Chinese economy and society, since 1978 when the policy of Reform and Open became the one of the most important country's strategies. However, some problems, such as corruption, seriously affected the government's appearance and the level of people's trust in the government. In order to solve these problems, the Chinese government formulated a plan about the administration reform. For instance, the primer Li Keqiang proposed building a transparent, responding, and credible government for several times (*People Daily*, 2013). Thanks to the development of ICTs, the Chinese government gains many useful tools to send services and open data through Internet. In spite of conventional online tools, the Chinese government also use some the latest technologies, such as social media (e.g., Weibo, Wechat), to develop E-governance (Wang Fan et al, 2014; Zhang Yi et al, 2016).

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<sup>1</sup> Proposing by the government of Obama in 2012. The main aims of the plan of open government are opening data and materials to every citizens, and let them take part in public affairs.

In the past few years, we focused on the issue of how to use ICTs to build a transparent and credible government. It seems that most of us accept such view that E-governance would significantly affect people's trust in governments. But some surveys showed the different consequence. Thus, this study tries to answer the question that whether E-governance has a distinct impact on the level of people's trust in the Chinese government. There are some specific questions. (1) Whether this influence exists in realist? (2) What's approach or factor (including entrepreneurial approach and the participatory approach) of E-governance can affect people's trust in the Chinese government? (3) What can the Chinese government do to respond the result?

## **LITERATURE REVIEW**

### **What is trust**

What is trust? answering this question seems a little difficult, since it is something related to emotion and thinking. Thomas (1998) pointed out that the more calculating profits means the less trust. In other words, in his view, trust is not something about calculating, but something about emotion and sense. In the field of politics, trust is including the trust of government, regime, officers and so on.

People's trust in the government is one of the main sources of the government's legitimacy (Houston & Harding, 2008; Christensen & Laegreid, 2005). In *A system analysis of political life*, Eason pointed out people's trust in the government could be divided into two main types. One is so-called "general supports", which means citizens are satisfied with the whole of regimes and governments. The other is called "specific supports", which means people possibly support or nonsupport government's behaviors. The decisive factor lies on the processes and outcomes of public policies. If the process is transparent and scientific, and the outcomes could bring distinct benefit, citizens will be satisfied with the government and trust in the government. While if the opposite situation happens, the level of people's trust in the government will be affected, in other words, people might disbelieve the government (Christensen & Laegreid, 2005). When we study other types of trust, it will be find that the concept of trust seems various. Because of the various concepts, it is very difficult to operate this core element. In the past decades, different scholars and constitutions had taken different method to operate the concept of trust.<sup>2</sup>

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<sup>2</sup> i.e., Welch has proposed some questions to measure people's trust in American government. There are these questions. a). How much of the time do you think you can trust the government in Washington to do what is right-just about always, most of the time, or only some of the time, for none of them; b). Would you say the government is pretty much run by a few big interests looking out for themselves or that it is run for the benefit of all the people?; c). Do you think that people in the government waste a lot of money we pay in taxes, waste some of it, or don't waste very much of it? d). Do you think that quite a few of the people running the government are crooked, not very many are, or hardly any of them are crooked?

### **The reason of trust falling and how to solve it**

Comparing to the past, people's trust in the government has declined today, which is accepted by most of government officers and scholars. In *why people don't trust in governments*, Nye (1997) held the view that the four main elements that contribute to trust falling as below. (1) Efficiency: people don't trust governments as before, because of the low governments' working efficiency. (2) Slow economic growth: many evidences show that there is a strong positive correlation between economic growth and the level of people's trust in the government. (3) Politics: some politics factors, such as the level of democracy, transparent, credible, will deeply affect people's attitude towards the government. (4) Society and Culture: one of the most important elements that affect people's trust in the government is social capital.

Some scholars pointed out there are three ways to improve people's trust in the government. First, characteristic-based trust: through the same characters of personalities, such as family background, religion and faith to strength the level of trust. Second, process-based: through repeated exchange, the level of trust can be improved. For instance, if the government can organize some formal or informal forums that citizens or interest groups can take part in them liberally and regularly, the phenomenon of trust falling will be changed distinctly (Tong-yi Huang & Chung-pin Lee, 2010). Third, institutional-based: through formal institutions, such as laws, the government's rules, organizational principles, the circumstance of trust falling will be reversed.

### **E-governance improves people's trust in governments**

At the beginning of E-governance studies, many scholars focused on the open data and online services. With the development of E-governance, some scholars started to pay attention to civil participation and E-democracy (Lenihan, 2005; Mahrer & Krimmer, 2005; Banerjee et al., 2014; Linders, 2012). Min-Hsiu Chiang (2004) proposed that E-governance can be divided into two aspects that are E-government and E-democracy. E-government includes infrastructures, service deliveries, and public discussions. While E-democracy includes service deliveries, public discussions, and decision-makings. Sakowicz (2004) thought that E-governance can be divided into four aspects, which are E-service, E-management, E-business, and E-democracy. In spite of the differences, all of scholars agreed to that E-governance includes efficient online service and more democratic governments.

Tolbert and Mossberger (2006) held the view that E-governance could improve people's trust in the government through two approaches. First one is so-called "entrepreneurial approach", which means the government could use various tools of Internet and ICTs to build a open government that ordinary people can gain official information, data, materials liberally and freely, and send

online services to every one. The high quality data and online services will not only benefit citizens, but improve people's trust in the government (Welch, 2005; Parent, 2004). So Tong-yi Huang and Chung-pin Lee (2010) divided "entrepreneurial approach" into two aspects. One is "open data", which means the government build and open database for citizens. The other is "online services", which means people can do some businesses through Internet. Second one is so-called "participatory approach". This approach is also called "online democracy", "E-participation", or "E-democracy", which means citizens can use social media and other tools of Internet to take part in online discussions, and even online voting. Some scholars held the view that this approach has a deeper impact on people's trust in government than "entrepreneurial approach", because citizens can participate in public discussions and provide their own opinions to the government freely and forwardly. Some technical optimists said that E-governance is a big revolution among democracy regimes. Just like Welch (2005, p. 377) said that "... In the process of governments applied ICTs, if official institutions could follow such principles, such as fairness, transparency, interaction, people's trust in institutions will be improved significantly..."

However, these scholars introduced above hadn't given enough positive evidence to proof their frameworks. There are also a little studies that used a positive methodology to measure and test whether E-governance will improve people's trust in the government. This question is quite important in the Chinese realistic context (government's credibility has been affected significantly by serious corruption and relatively slow economic growth). Overall, this article tries to use survey data to test the framework, which is proposed by Tolbert and Mossberger, and answer whether E-governance will improve the level of people's trust in the Chinese government.

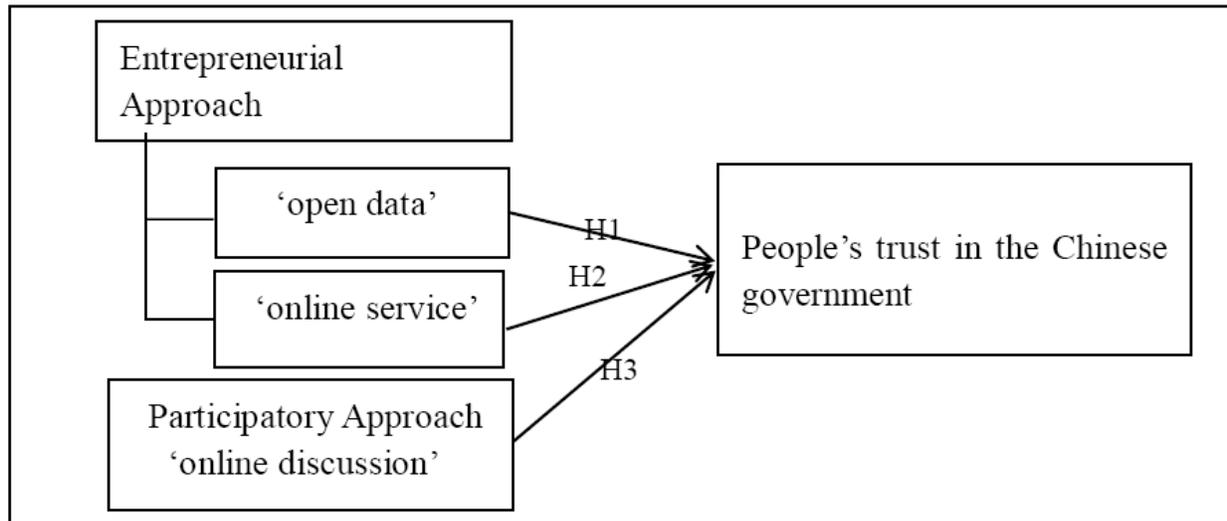
## **METHODOLOGY**

### **Framework and Hypothesis**

This article uses quantitative method, and uses questionnaire survey to collect research data. And the framework of this research is according to Tolbert and Mossberger' study. Thus, the dependent variable is E-governance, which can be divided to two aspects, that are, entrepreneurial approach and participatory approach. And entrepreneurial approach is including 'open data' and 'online service'. The independent variable is people's trust in government. With this framework, the article proposes its hypotheses as below:

- (1) H1: These people who are more satisfied 'open data' will show more trust in the Chinese government.
- (2) H2: These people who are more satisfied with 'online service' will show more trust in the Chinese government.

(3) H3: These people who more satisfied with taking part in ‘online discussion’ will show more trust in Chinese the government.



**Figure1: Framework and hypothesis of this article**

### **Questionnaire survey and Sampling**

Because of the limitation of time and resources, this article can not sampling among the country. This research takes Shanghai city as a study object and questionnaire in Shanghai city. The reason why choosing Shanghai city to collect data is in view of the level of economic development and the popularity of Internet. Comparing with other cities or areas in mainland of China, Shanghai has a high degree of economic development, modernization, and popularity of Internet. Thus, Shanghai city might be a typical case.

Specifically, the survey of this article was though ‘www.sojump.com’, a Chinese online survey website. Taking Shanghai citizens as a object group, using the method of random selection, this survey released 230 questionnaires totally, from 10 July to 15 July. And 212 questionnaires were recovered in the end. Deleting these invalid questionnaires, I gained 200 questionnaires eventually.

To be honest, there are two main issues among data collection. First, the total samples of this study seems not enough. This research aims to measure whether E-governance will improve people’s trust in the Chinese government. But the sample of this study is restricted to Shanghai city, even though Shanghai city is a typical case. Second, the distribution and character of samples and parent population might have a gap. These issues may have a influence on the result of the research.

## **Variables Operation**

First, the Independent variable is divided to two aspects that are “entrepreneurial approach” and “participatory approach”. “Entrepreneurial approach” includes two perspectives: “open data” and “online service”. And this study uses two questions to operate each perspective. These questions are “how often you use the tools of E-governments” and “in what extent are you satisfied with E-governments”. Second, Dependent variable is that the level of people’s trust in governments. This variable can be measured by four perspectives, including “trust in the government’s honest”, “trust in the government’s functional performance”, “trust in the government’s democracy and laws” and “trust in the government’s services attitude”. This article uses Likert four-points scale to measure each perspective’s conditions. And summing up of the four perspectives’ points can be seen as the extent of people’s trust in the Chinese government. The specific result can be seen in appendix 1.

## **RESULTS**

### **Data Describe**

The collected data shows that many of people have ever touched E-governments. Specifically, 15% of respondents often use the E-government tools, 21% of them sometimes use the E-government tools, 54% of them use the E-government tools occasionally, and there are only 10% of respondents never used such tools. And 10.5% of respondents often use online official services, 26% of them sometime use it, 47.5% of them use it occasionally, and there are 16% of respondents have never ever used online official services. Only 6% of respondents express opinions and take part in online discussions through E-governments platform, 15% of them sometimes do it, 46.5% of them do it occasionally, and there are 32.5% of respondents have never ever did it before. It is not difficult to find that “open data” is the most popular function of E-governments that is used by citizens. And “online discussion” is the least common function among E-government.

**Table 1: the frequency of using E-governments**

Variable	Type	Frequency	Percent
“Open data”	Often	30	15.0%
	Sometimes	42	21.0%
	Occasionally	108	54.0%
	Never	20	10.0%
	Total	200	100%
“Online services”	Often	21	10.5%
	Sometimes	52	26.0%
	Occasionally	95	47.5%
	Never	32	16.0%
	Total	200	100%
“Online discussions”	Often	12	6.0%
	Sometimes	30	15.0%
	Occasionally	93	46.5%
	Never	65	32.5%
	Total	200	100%

Source: this article

Whether citizens are satisfied with online governments systems is one of the most important core questions. The data shows that 21% of respondents are very satisfied with “open data”, 42% of them are satisfied with it, 21% of them are unsatisfied with it, and only 16% of respondents are very unsatisfied with it. Meanwhile, 16.5% of respondents are very satisfied with “online services”, 37.5% of the interviewees are satisfied with it, 29.5% of them are unsatisfied with it, and 16.5% of them are very unsatisfied with it. Only 7.5% of citizens are very satisfied with “online discussions”, 24.5% of them are satisfied with it. That means only 32% of respondents are show positive attitudes towards “online discussion”, which means up to 68% of citizens are not satisfied with it.

**Table 2: attitude towards E-governments**

Variable	Attitude	Frequency	Percent
“Open data”	Very satisfied	42	21.0%
	Satisfied	84	42.0%
	Unsatisfied	42	21.0%
	Very unsatisfied	32	16.0%
	Total	200	100%
“Online services”	Very satisfied	33	16.5%
	Satisfied	75	37.5%
	Unsatisfied	59	29.5%
	Very unsatisfied	33	16.5%
	Total	200	100%
“Online discussions”	Very satisfied	15	7.5%
	Satisfied	49	24.5%
	Unsatisfied	78	39.0%
	Very unsatisfied	58	29.0%
	Total	200	100%

Source: this article

People’s trust in the Chinese government is the core elements of this research. From this data, we can find that only 2.5% of respondents show their full trust in Chinese government’s honest, 24.5% of them trust in it, 45.5% of respondents disbelieve government’s honest, and 27.5% of them very disbelieve it. While 13.5% of respondents very believe government’s function performances, and 39.5% believe it, which means 47% of respondents disbelieve government’s function performances. There are 6.5% of respondents show full trust in government’s democracy and laws, and 19.0% of them believe it, which means there are 75.5% of respondents disbelieve it in different levels. And there are 14% of respondents fully believe government’s services attitude, 38% of them believe it, 35 of them disbelieve it, and there are 13% of respondents very disbelieve it. Form the data, we can find that people’s trust in the Chinese government seems complex that is people’s attitude towards the government are very different in view of different aspects. On the whole, however, people’s trust in the governments are not optimistic.

**Table 3: people’s attitude towards the government**

Variable	Attitude	Frequency	Percent
The government’s honest	Very believe	5	2.5%
	believe	49	24.5%
	Disbelieve	91	45.5%
	Very disbelieve	55	27.5%
	Total	200	100%
The government’s function performances	Very believe	26	13.0%
	believe	79	39.5%
	Disbelieve	79	39.5%
	Very disbelieve	16	8.0%
	Total	200	100%
The government’s democracy and law	Very believe	13	6.5%
	believe	38	19.0%
	Disbelieve	109	54.5%
	Very disbelieve	40	20.0%
	Total	200	100%
The government’s services attitude	Very believe	28	14.0%
	believe	76	38.0%
	Disbelieve	70	35.0%
	Very disbelieve	26	13.0%
	Total	200	100%

Source: this article

**The level of satisfied of E-governance and people’s trust in the government**

Now, we will study whether the level of satisfied of E-governance has a positive correlation with people’s trust in the government. First, through ANOVA test, we can judge if the different levels of satisfied of “open data” has a significant different about people’s attitude towards the government. The specific data can be seen as below:

**Table 4: the level of satisfied of “open data” and people’s trust in governments**

Trust	I	J	I-J	Std. error	SIG
People’s trust in governments	Very satisfied	Satisfied	.357	.436	.960
		Unsatisfied	1.381*	.478	.029
		Very unsatisfied	1.820*	.609	.025
	Satisfied	Very satisfied	-.357	.436	.960
		Unsatisfied	1.024	.440	.126
		Very unsatisfied	1.463	.580	.086
	Unsatisfied	Very satisfied	-1.381*	.478	.029
		Satisfied	-1.024	.440	.126
		Very unsatisfied	.439	.612	.979
	Very unsatisfied	Very satisfied	-1.820*	.609	.025
		Satisfied	-1.463	.580	.086
		Unsatisfied	-.439	.612	.979

Tips: because the result of the test of homogeneity of variances is not significant, this part use Games-Howell test. And \* means < .05.

Source: this article

Second, through ANOVA test, we can judge if the different level of satisfied of “online services” has a significant different about people’s attitude towards the Chinese government. The specific data can be seen as below:

**Table 5: the level of satisfied of “online services” and people’s trust in governments**

Trust	I	J	I-J	Std. error	SIG
People’s trust in governments	Very satisfied	Satisfied	.850	.449	.244
		Unsatisfied	2.461*	.485	.000
		Very unsatisfied	4.121*	.543	.000
	Satisfied	Very satisfied	-.850	.447	.244
		Unsatisfied	1.612*	.374	.000
		Very unsatisfied	3.272*	.449	.000
	Unsatisfied	Very satisfied	-2.461*	.485	.000
		Satisfied	-1.612*	.374	.000
		Very unsatisfied	1.660*	.482	.005
	Very unsatisfied	Very satisfied	-4.121*	.543	.000
		Satisfied	-3.272*	.447	.000
		Unsatisfied	-1.660*	.482	.005

Tips: because the result of the test of homogeneity of variances is not significant, this part use Games-Howell test. And \* means < .05.

Source: this article

Third, through ANOVA test, we can judge if the different level of satisfied about “online discussions” has a significant different about people’s attitude towards the government. The specific data can be seen as below:

**Table 6: the level of satisfied about “online discussions” and people’s trust in governments**

Trust	I	J	I-J	Std. error	SIG
People’s trust in governments	Very satisfied	Satisfied	1.143	.583	.233
		Unsatisfied	2.705*	.561	.001
		Very unsatisfied	4.897*	.587	.000
	Satisfied	Very satisfied	-1.143	.583	.233
		Unsatisfied	1.562*	.348	.000
		Very unsatisfied	3.754*	.389	.000
	Unsatisfied	Very satisfied	-2.705*	.561	.001
		Satisfied	-1.562*	.348	.000
		Very unsatisfied	2.191*	.355	.000
	Very unsatisfied	Very satisfied	-4.897*	.587	.000
		Satisfied	-3.754*	.389	.000
		Unsatisfied	-2.191*	.355	.000

Tips: because the result of the test of homogeneity of variances is not significant, this part use Games-Howell test. And \* means < .05.

Source: this article

From these tables above, it is not difficult to find that the level of satisfied of E-governments has a strong positive correlation with people's trust in the Chinese government. As far as "open data" to be concerned, the figure of significant is no low than 0.05, thus we cannot draw a conclusion that different level of satisfied of "open data" has a significant different about people's trust in the government, although the "mean difference"(I-J) about very satisfied and unsatisfied, as well as very unsatisfied are significant. As far as "online services" to be concerned, it is obvious that the attitude of these people who are satisfied with "online service" are significantly different with these people who unsatisfied with "online service". And a higher level of satisfied about "online services" means a higher level of trust in the Chinese government. The condition of the correlation between the level of satisfied of "online discussion" and the level of people's trust in the Chinese government is same as the situation of "online services". From the table 5, we can see that a lower level of satisfied of "online discussions" means a lower level of people's trust in the government. Overall, it seems that people's attitude towards E-governance might have a significant impact on people's trust in the Chinese government.

### **Regression analysis**

Form the below chart, it is not difficult to find that these independent variables, including "online service" and "online discussion" have a impact on people's trust in the Chinese government. Because when we add them to analysis model, the adjusted  $R^2$  has changed significantly, which can be seen from model I to model IV. And it is obvious that the impact of level of satisfied of E-governance to people's trust in the Chinese government is quite positive, which means the higher satisfied of E-governance will lead to the a higher level of people's trust in the Chinese government.

From the figure of Bate and Significant, we can draw a conclusion that the most important factor is "online discussions"; the less important factor is "open data". In a statistical sense, when the level of people's satisfied of "online discussion" is up 1 unit, then the level of people's trust in the Chinese government will be up 0.475 unit. And when the level of people's satisfied about "online services" is up 1 unit, in a statistical sense, then the level of people's trust in the government will up 0.180 unit. In addition, "online data" seems not having a high impact on people's trust in the government. This phenomenon might be caused by two reasons. First, the Chinese government has done a good job in "open data". For example, with the development of big data, the Chinese government actively promotes the construction of data opening. The Chinese government also published the *Action plan for promoting the development of large data*, deciding to build a unified national government data open platform before the end of 2018 (*XinHua News*, 2015). But the Chinese government's performances on "online services" and "online discussions" are little poor. Second, the importance and the difficult degree of

developing “online service”, especially “online discussion” distinctly overweight “open data”. Overall, these factors tell us the importance of E-governance, especially the aspects of “online service” and “online discussions”.

What is more, from that data, it also can be seen that citizens’ sex, age, and net usage years, to some extent, have a impact on people’s attitude towards the government. And the facts seem that females have a more positive attitude towards the government; elderly people have a worse negative attitude towards the government; and these people who use Internet for a long time seem having a worse negative evaluation about the Chinese government.

**Table 7: the result of regression analysis**

Independent variable	Model I			Model II			Model III			Model IV		
	B	SE	VIF	B	SE	VIF	B	SE	VIF	B	SE	VIF
‘open data’				.240 ***	.175	1.01 1	.049	.169	1.20 1	.016	.155	1.21 0
‘online service’							.492 ***	.177	1.24 9	.180 *	.211	2.10 9
‘online discussion’										.475 ***	.214	1.98 2
Sex	-.087	.355	1.00 8	-.077	.345	1.01 0	-.079	.306	1.01 0	-.093 +	.280	1.01 1
Age	-.171 *	.199	1.02 5	-.148 *	.194	1.03 4	-.064	.175	1.07 0	-.048	.160	1.07 2
Net-usage years	-.126 +	.312	1.02 4	-.129 +	.304	1.02 4	-.099	.269	1.02 9	-.072	.248	1.03 6

	Adj.R <sup>2</sup> :0.045 N:200 P<.007	Adj.R <sup>2</sup> :0.098 N:200 P<.000	Adj.R <sup>2</sup> :0.292 N:200 P<.000	Adj.R:0.406 N:200 P<.000
Tips: *** means P<.001; ** means P<.01; * means P<.05; + means P<.1				

Source: this article

## **DISCUSSION**

This article finds that the level of people’s attitude towards E-governance has a significant influence on the level of people’s trust in the government, which is same with other scholars’ studies (Tolbert and Mossberger, 2006; Moon, 2002). But there are also some specific results found by this study.

First, the most important element that has a impact on people’s attitude towards the government is “online discussions”, which means a higher satisfied of “online discussions” will directly lead to a higher level of people’s trust in the Chinese government. But what has been found from the questionnaire shows that most of respondents are not satisfied with the Chinese government’s performances of E-participation. The figure shows that only 7.5% of citizens feel very satisfied of the “online discussions” and 24.5% of them are satisfied with it. That means up to 68% of citizens are unsatisfied with the Chinese government’s performance of “online discussions” or so-called E-participation. This phenomenon might be caused by two reasons. 1.there are not enough platforms that allow citizens to take part in public discussions or express opinions about public policies and affairs. 2.the Chinese government has not shown enough concentration and emphasis towards “online discussions”. Nowadays, with the development of Internet technologies, the Chinese government has more rich and advanced means to promote “online discussions”, such as official Weibo, and official Wechat. But the government only use these tools as the tool of releasing information and data. The Chinese government has not really responded citizens’ opinion or built these tools as Habermas's public sphere, where citizens can take part in public discussions and pass their opinions about the government’s performances and other public agendas.

Second, comparing to “open data”, “online services” seems having a deeper impact on people’s attitude towards the government. Some reasons about the low level impact of “open data” has been mentioned above, now, I will discuss the reason why “online services” seems more important. With the development of ICTs, people’s daily life has been changed a lot. The reliance of smart phones, or Internet, is the typical one. Thus, citizens want to handle more

businesses though Internet, instead of going through in persons. So if the government can provide better services online, the level of people's trust in government will be improved. But, from this questionnaire, it is not difficult to find that the level of people's satisfied of "online services" is not very high, which should be emphasized by the Chinese government.

## **CONCLUSION**

From this study, we can respond the research questions. First, there is a strong positive correlation between E-governance and the level of people's trust in the Chinese government. And what should be emphasized here is that E-governance has a positive impact on, in some extent, people's attitude towards the government. But, the Chinese government should clearly recognized, according to this research, that the total level of people's satisfied of E-governance, including two main approaches, is not very high.

Second, both of "entrepreneurial approach" and "participatory approach" have a impact on the level of people's trust in the Chinese government. But, the aspect of "open data" has no significant impact on people's attitude. It might because that more and more people see "open data" as a government's basic responsibility, which means people's attitude towards the government will not be changed significantly, even though the Chinese government do a good job about "open data". In contrast, if the Chinese government has a bad performance among "open data", such as hiding data and materials, will lead to the decline of people's trust in government. "online services" plays an important role in the level of people's attitude towards the government. Thanks to the development of ICTs, the Chinese government has a lot of new tools to improve the quality of "online services". And if these people who are satisfied with the government's services online will show more trust in the government. But, what should be point out is that, the level of people's satisfied of "online services" is not very high. In addition, the level of satisfied of "online discussions" plays the most important role in people's attitude towards the Chinese government. That means people value "participatory approach" better than "entrepreneurial approach" to some degree. And citizens do not want to take E-governments only as a tool of information and data released. They prefer use E-governance as the approach that lead them to public policies and public discussions more smoothly. And they want to get the Chinese government's responses.

Third, the Chinese government's performance about E-governance is not very good, although E-government has a positive impact on people's attitude towards the government. In the future, the Chinese government should improve their performance about E-governance through these two ways. 1. The government should use valuable ICTs tools, improving the quality of "online services". From the questionnaire's result, it is not difficult to find that many of Shanghai citizens are unsatisfied with the "online services". 2. Let citizens take part in public discussions

and respond them timely are very important. E-participation or E-democracy is the core element of E-governance. But the Chinese government today not shows enough attention to it. E-governments is a good way to improve the level of people's trust in the Chinese government. But, the Chinese government need to do a better jobs.

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**Appendix 1:**

**Table 8: Variables operation**

Type	Approach	Variable	Operating
Independent variable	Entrepreneurial Approach	Open data	<ul style="list-style-type: none"> <li>· How often do you use online governments tools (i.e., governments website, official Weibo, official Wechat ) to get data or materials?</li> <li>a)often    b)sometimes    c)occasionally</li> <li>d)never</li> <li>· Generally, in what extent, are you satisfied with online open data?</li> <li>a) very unsatisfied b)unsatisfied</li> <li>c)satisfied d)very satisfied</li> </ul>
		Online services	<ul style="list-style-type: none"> <li>· How often do you use online official services(such as pay the penalty, manage files)?</li> <li>a)often b)sometimes c)occasionally</li> <li>d)never</li> <li>· In what extent, are you satisfied with online services?</li> <li>a)very unsatisfied b)unsatisfied</li> <li>c)satisfied d)very satisfied</li> </ul>
	Participatory Approach	Online discussions	<ul style="list-style-type: none"> <li>· How often do you express opinions about public policies or public affairs, and take part in online discussion by online governments tools?</li> </ul>

		<p>a)often b)sometimes c)occasionally d)never</p> <p>· In what extent, are you satisfied with governments' performance(such as respond citizens and solve problems)?</p> <p>a)very unsatisfied b)unsatisfied c)satisfied d)very satisfied</p>
Dependent variable	People's trust in governments	<p>· In what extent, are you trust in the government's honest?</p> <p>a) very disbelieve b)disbelieve c)believe d)very believe</p> <p>· In what extent, are you trust in the government's functional performance?</p> <p>a)very disbelieve b)disbelieve c)believe d)very believe</p> <p>· In what extent, are you trust in the government's democracy and law?</p> <p>a)very disbelieve b)disbelieve c)believe d)very believe</p> <p>· In what extent, are you trust in the government's services attitude?</p> <p>a)very disbelieve b)disbelieve c)believe d)very believe</p>

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