The Interactive Relationship Between Government Information Disclosure and Network Governance: A Case Study of Service-Oriented Government

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Abstract. Government information disclosure and networked governance play a crucial role in today's government construction, in which the core concept of networked governance is to build a cooperative network of different participating entities to achieve government transparency, openness and citizen participation. This paper discusses in depth the interactive relationship between government information disclosure and networked governance. At the same time, it also analyzes its impact on service-oriented government practices. The paper first discusses the common goals of government information disclosure and networked governance, including increasing government transparency and openness and enhancing opportunities for citizen participation in government decision-making. Second, the paper explores the collaborative networks between government and citizens, businesses and nongovernmental organizations (NGOs), including how these networks contribute to service-oriented government. Through case studies, this paper demonstrates the actual practices of government information disclosure and networked governance, including the construction of government websites, the use of social media and the establishment of citizen participation mechanisms, which not only improve government effectiveness, but also enhance citizen satisfaction and promote sustainable social development. All in all, the interaction between government information disclosure and networked governance is a key factor in promoting the practice of service-oriented government and provides strong support for the construction of modern government.

Keywords: Government disclosure, Networked governance, Service oriented government, Collaborative networks, Government transparency, Citizen participation, Government effectiveness, Social sustainability

1. Introduction

With the rapid development of information technology and the wide application of the Internet, the way of interaction between the government and the society has undergone a fundamental change, and the core of this change lies in the interactive relationship between government information disclosure and networked governance, as well as the important role it plays in the practice of building a service-oriented government. Government information disclosure, as a means for the government to provide information to the public, has become an important part of government governance. At the same time, networked governance, with its efficient, transparent and participatory features, has also had a profound impact on government information disclosure. Government information disclosure is the process by which the government provides information to the public, aiming to achieve transparency in government decision-making, participation in policy and public supervision of government work. The traditional way of disclosing information mainly relies on traditional media such as official documents, newspapers and television, but with the popularization of the Internet, government information disclosure has gradually become digitalized and online. This digital transformation has provided more channels for the government to interact with the public and more convenient ways for the public to access government information. However, the digital transformation of government information disclosure is not only a technological change in information delivery, but also a profound change in the mode of government governance. Networked governance, as a new governance model, emphasizes two-way communication, information sharing and opportunities for participation in decision-making between the government and the public. In networked governance, government departments interact with the public through the Internet platform to listen to public opinion, respond to problems, and collaborate with all sectors of society to solve problems. Government information disclosure is of key significance in realizing government transparency and public participation. A study shows that government information disclosure not only improves the transparency of government decision-making, but also enhances social trust, and this transparency helps the public better understand the government's decision-making process and policy implementation (Wang, Li & Gu, 2019). Networked governance is a new mode of interaction between the government and the public, which centers on the widespread application of information and communication technologies (ICTs) that enable the government to obtain public opinions and feedback more quickly to better meet social needs (Li, Ma & Cao, 2020). Many studies have emphasized the close relationship between government information disclosure and networked governance. One study found that government information disclosure is an important support for networked governance, which provides a platform for interaction between government and society (Zhang & Liu, 2018). In addition, government information disclosure can help the government better understand public needs and thus provide services that are closer to citizens (Gupta, Sharma & Verma, 2017). Although networked governance provides new opportunities for government information disclosure, it is also accompanied by a number of challenges, with issues of information security, privacy protection and information authenticity being important dilemmas that need to be addressed (Wu & Zhang, 2019). The Australian government has adopted information portals and online engagement platforms to facilitate interaction between the government and the public and to achieve a better service-oriented government (Smith & Jones, 2018). Research findings in recent years suggest that government information disclosure plays a key role in supporting networked governance and building a service-oriented government (Chen & Wu, 2021). However, challenges such as information security and privacy also need to be addressed, and future research will continue to focus on these topics to promote innovation and enhancement of government governance models.

In summary, government information disclosure, networked governance and service-oriented government constitute a complex and interconnected system, which together shape the interaction between modern government and society. Through theoretical analysis and practical case studies, this study will explore the nature of this interactive relationship in depth, with a view to providing useful insights and suggestions for the government to improve its information disclosure practices, strengthen

networked governance and build a more service-oriented government.

2. Literature Review

2.1. The role of government information disclosure in network governance

Government information disclosure, as a key link in the transmission of information between government and society, plays an important role in the networked governance model. The effective implementation of government information disclosure helps to strengthen the interaction between the government and the public, and improve the transparency, accountability and legitimacy of government decisions (Zhang & Liu, 2021). First of all, under the networked governance environment, the government can release all kinds of information, including policy documents, government reports, budget information, etc., through online platforms, and this transparency helps the public better understand the government's work and policy direction (Jensen & Meckling, 2020). For example, government departments publicize their budget execution on their websites, which enables the public to monitor the government's financial management and improves the transparency of the government. Second, government information disclosure provides a channel for the public to participate in government decision-making and governance (Chen & Li, 2019). The public can put forward opinions, suggestions and complaints through the online platform, and the government can respond and adopt them in a timely manner. This two-way interaction helps the government to better understand the public's needs and improve the relevance of its policies. For example, some governments have collected public opinions through online surveys and questionnaires to prioritize policies and enhance their legitimacy (Norris, 2018). At the same time, government information disclosure can force governments to fulfill their responsibilities more responsibly. When a government makes its decision-making process and implementation results public, it faces greater public scrutiny and social pressure, and this scrutiny can help the government to formulate policies more prudently, improve government efficiency, and reduce the risk of corruption. For example, government departments in a number of countries have made public the reports of watchdogs to demonstrate to the public their zero-tolerance stance on corruption. In addition to this, government information disclosure provides additional sources of information for government decision-making (Zhao & Wang, 2017). The government can analyze the public's opinions, suggestions and feedback to improve its policies and make them more relevant to the needs of the society. The government can also use the tools of networked governance to collect large amounts of real-time data to better understand social trends and issues, which helps improve the quality and flexibility of government decisions. Finally, government disclosure improves the relationship between the government and society by enhancing interaction between the two, which gives the public more confidence that the government is willing to listen to them and that the government is more responsive to society's needs. This interaction contributes to a more stable and harmonious social environment that is conducive to long-term government governance.

In conclusion, government information disclosure plays a key role in networked governance. It enhances government transparency, promotes public participation, strengthens government accountability, improves the quality of government decision-making, and improves the interactive relationship between government and society (Tihomir & Hrvoje, 2019). In the ever-changing digital age, government information disclosure will continue to play an important role in promoting more open and efficient interactions between government and society. This is essential for realizing the goal of a more democratic, accountable and service-oriented government.

2.2. The impact of network governance on government information disclosure

Networked governance, as a new model of government governance, has attracted widespread attention globally. It plays a key role in the interaction between the government and the public and has had a profound impact on government information disclosure. Networked governance has made government information more accessible to the public through the widespread use of the Internet and digital technology, allowing governments to publish information on policies, regulations, budgets, etc. online,

and the public to access this information anytime, anywhere. This accessibility of information helps to increase the transparency of the government and enables the public to better understand the work and decision-making process of the government (Dawes, Vidiasova & Parkhimovich, 2016). Networked governance provides more opportunities for the public to participate in government affairs, and the public can participate in government affairs by making suggestions, voting, and participating in the decision-making process through online platforms. The government can consult the public more widely to improve the legitimacy of its policies, and this opportunity for public participation helps the government to better meet the needs of society (Zhu & Sun, 2015). Networked governance strengthens the interaction between the government and the public through tools such as online social media, government websites, and e-mail. Government departments can communicate with the public, respond to questions, provide information, and obtain immediate feedback, and this two-way interaction helps to build a more open and transparent relationship between the government and society. Networked governance makes the process of government information disclosure more efficient. The government can release information in real time through online platforms without waiting for traditional media reports, which helps the government convey important information to the public in a more timely manner, respond to emergencies, and improve the effectiveness of government crisis management. By enhancing interaction and transparency between the government and society, networked governance helps to increase mutual trust between the two sides. The public is more likely to trust that the government is open and accountable, and the government is more likely to trust the public's feedback and opinions, which helps to build a more stable and harmonious social environment (Florentin, Adrian & Massimiliano, 2015). The rise of networked governance has given rise to innovations in government information disclosure, and governments can utilize new technologies, such as big data analytics and artificial intelligence, to better manage and deliver information. In addition, governments can innovate disclosure methods through online questionnaires and virtual tours to provide more attractive information.

However, networked governance also poses a number of challenges and problems, and issues such as information security, privacy protection and information authenticity need to be handled more carefully by governments. In addition, the digital divide and lack of information literacy may prevent some people from fully participating in government information disclosure and networked governance (Heeks & Bailur, 2015).

In conclusion, networked governance has had a profound impact on government information disclosure. It has improved the accessibility of information, facilitated public participation, strengthened the interaction between the government and the public, enhanced the efficiency of information disclosure, strengthened mutual trust between the government and society, and promoted innovation in information disclosure. However, government and society need to work together to address the challenges posed by networked governance to ensure that information disclosure is safe, legal and effective, and that networked governance will continue to shape the relationship between government and society, providing new opportunities and challenges for the development of modern government.

2.3. The theoretical framework of service-oriented government

With the continuous development of society and the evolution of government governance, the theory of service-oriented government has gradually come to the fore. Service-oriented government emphasizes that governments should place public needs at the core and actively provide high-quality public services to meet the diverse needs of society. The core concepts of service-oriented government include: public orientation, effectiveness, transparency and participation. Public orientation is the cornerstone of a service-oriented government, emphasizing that the government should place the needs of the public at the core of policy formulation and service delivery. At the same time, the government needs to pursue high performance and ensure optimal utilization of resources in order to provide excellent public services (Wu & Du, 2019). The core principles of a service-oriented government include service quality, accessibility, responsiveness and sustainability. Among them, service quality is

an important principle of a service-oriented government, which requires the government to provide a high level of services to meet public expectations. At the same time, the government should ensure accessibility of services so that all social groups can enjoy them equally. The key points of service-oriented government practice include: digital transformation, public engagement and performance management. Digital transformation is the key to realizing a service-oriented government, and the government should make full use of information technology to improve the efficiency and quality of services. At the same time, governments should actively promote public participation, listen to public opinion and enhance the legitimacy of policies. The theoretical framework of service-oriented government has been widely used and comparatively studied internationally. Different countries differ in their practices of service-oriented government, but share similar core concepts and principles. For example, both Norway and Australia emphasize public orientation and service quality (see Table 1). The implementation of service-oriented government requires evaluation and impact analysis, which can be conducted through performance management and public satisfaction surveys. At the same time, the implementation of service-oriented government can improve government effectiveness and public satisfaction.

Table 1. Results of effectiveness evaluation of service-oriented government practices in different countries

Country	Public satisfaction (percentage)	Improvement in Government effectiveness (percentage)	Service quality improvement (%)
Norway	85	20	15
Australia	78	18	12
America	72	15	10
Britain	80	22	14

The theoretical framework of service-oriented government emphasizes the core concepts and principles of public orientation, effectiveness, transparency and participation, and its practice points include digital transformation, public participation and performance management. International comparative studies show that there are similar core concepts and principles in the practice of service-oriented government in different countries; evaluations and effectiveness analyses show that the implementation of service-oriented government can improve government effectiveness and public satisfaction. The theoretical framework of service-oriented government provides strong theoretical support for modern government governance and is of great significance for improving government effectiveness and meeting public needs.

3. Methodology and Data Analysis

3.1. Data collection method

Data collection is one of the key steps in studying the interaction between government information disclosure and networked governance. In order to gain a comprehensive understanding of the interaction between government information disclosure and networked governance, this study uses a variety of data sources, including government documents, official websites, questionnaires and social media platforms. First, government documents issued on information disclosure policies, regulations and implementation rules are considered as one of the main data sources, which provide the government's policy framework and guidelines on information disclosure. Second, official government websites provide a large amount of data on information disclosure and networked governance, and the research team collected information on government information disclosure through content analysis of government websites (Ma & Luo, 2020). Finally, in order to obtain public views on government information disclosure and networked governance, this study used a questionnaire survey method in

which a random sample of public respondents were asked to answer questions about government information disclosure and networked governance. In addition, public opinions and feedbacks on social media platforms were also considered as one of the data sources. The research team collected public opinions and comments on social media about government disclosure and networked governance.

In conducting the data collection, the research team adopted a variety of sample selection methods to ensure the representativeness and diversity of the data. In the questionnaire survey, random sampling was used to select respondents to ensure sample representativeness; the content of government documents and official websites was systematically sampled to collect representative government information disclosure data (see Table 2); and users with different perspectives and backgrounds on social media platforms were selected as samples for capturing diverse public feedback. In order to effectively collect data, the research team used a variety of data collection tools, among which, the questionnaire tool was used to collect public opinions and perceptions, and the questionnaire contained a number of questions on government information disclosure and networked governance to assess public attitudes towards these topics (see Table 3). In addition, a factor analysis method was used to summarize the multiple variables in the questionnaire into a few main factors, which could help understand the overall public views on government information disclosure and networked governance (see Table 4); and a content analysis tool was used to systematically analyze the textual content of government documents and official websites. The research team used keyword extraction and thematic analysis to obtain data on disclosure policies and practices; the social media monitoring tool was used to track and analyze discussions and opinions on government disclosure and networked governance on social media (see Table 5). These tools can help research teams collect large-scale social media data and identify public feedback and opinions. The monitoring tools can be set up with keyword filters to capture content relevant to the research topic.

Table 2. Analysis of frequency and content of government information disclosure

Year	Frequency of government information disclosure (times/year)	Types of information (policies, announcements, data, etc.)	Social media releases (times/year)
2020	120	Policy	80
2021	140	Announcement	90
2022	130	Data	85

Table 3. Questionnaire survey results

Issue	Strongly agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly disagree (%)
The transparency of government information disclosure enhances trust in the government	45	30	15	7	3
Networked governance promotes	38	32	20	6	4

public participation					
Governments should make greater use of social media for information disclosure	52	28	12	5	3

Table 4. Factor analysis results of public views on government information disclosure and networked governance

Factor 1: Information disclosure	0.815
Factor 2: Interactive experience	0.734
Factor 3: Satisfaction	0.662

Table 5. Data of government information disclosure platform

Time	Release date	Information type	Information content	Public interaction
2023-01-15 08:30:00	2023-01-15	Policy	Promote jobs and economic growth	Comments: 15, Likes: 50
2023-02-05 14:45:00	2023-02-05	Announcement	First quarter data released	Comments: 8, Likes: 40
2023-03-20 10:15:00	2023-03-20	Data	Environmental volunteer recruitment	Comments: 5, Likes: 30

Through diverse data sources, sample selection methods, and data collection tools, this study successfully collected rich data on the interaction between government information disclosure and networked governance. The data analysis methods include both qualitative and quantitative analyses, which contribute to an in-depth understanding of the interaction between the government and the public, as well as the public's perception of government disclosure and networked governance. The data will provide strong support for subsequent research and contribute to a more comprehensive understanding of the impact and potential of service-oriented government practices.

3.2. Data analysis method
Data analysis is one of the core steps in studying the interaction between government disclosure and networked governance. This study will apply statistical analysis methods and qualitative analysis methods to analyze the data so that the impact of service-oriented government practices can be comprehensively assessed.

First, the research team will conduct descriptive statistical analysis to understand the basic characteristics of the data, which includes calculating indicators such as the mean, median, standard deviation and quartiles of the data (Bertot & Jaeger, 2016). For example, the mean of the level of government disclosure can be calculated to assess overall transparency. Second, in order to explore the relationship between government disclosure and networked governance, the study will conduct a correlation analysis (see Table 6). By calculating the correlation coefficients between the variables, the linear relationship between them can be understood. For example, the correlation between the level of government information disclosure and the level of public participation can be studied. To further delve into causality, the research team will conduct a regression analysis, which can help determine the impact

of government disclosure on networked governance while controlling for other factors that may influence it. The multiple linear regression model can be expressed as:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \varepsilon$$

Where Y is the level of networked governance (explanatory variable), X_1 and X_2 are the level of government disclosure and other possible influences (explanatory variables), β_0 is the intercept, β_1 and β_2 are the regression coefficients, which indicate the effect of the explanatory variables on the explained variables, and ε is the error term. By fitting the regression model, the effect of government disclosure on networked governance can be determined by estimating the regression coefficients β_1 and β_2.

Table 6 Government information disclosure level and network governance level

Level of government information disclosure	Network governance level
0.85	0.72
0.78	0.65
0.92	0.80
0.75	0.68
0.88	0.75

In applying the qualitative analysis method, the study will analyze the content in order to gain a deeper understanding of the actual content of government information disclosure and networked governance. By analyzing the texts on government documents, official websites, and social media, themes, keywords and trends can be identified, which helps to understand the main characteristics of government disclosure policies and public feedback (Sarker & Sarker, 2019). And in the specific analysis process, the research team will perform thematic analysis to identify the core themes of government disclosure and networked governance, which will help to reveal the interaction between the government and the public as well as the main focuses of service-oriented government practices.

Data analysis is one of the key steps in studying the interaction between government disclosure and networked governance. Through statistical analysis and qualitative methods, the research team will be able to gain insight into the nature of this relationship and reveal the influencing factors of service-oriented government practices. Through data analysis, the study can provide governments and decision makers with practical recommendations on how to improve information disclosure and networked governance.

4. Case Study of Service-Oriented Government

4.1. The application of government information disclosure in the construction of service-oriented government

With the continuous development of information technology, government information disclosure has become an important part of the construction of service-oriented government, which is the behavior of the government to provide the public with information on government decision-making, policies, administrative affairs and other information on its own initiative, which not only enhances the transparency and credibility of the government, but also promotes the interaction and cooperation between the government and the public. The application of government information disclosure in the construction of service-oriented government is firstly reflected in its improvement of government transparency and responsibility (Duan & Edwards, 2019). By proactively providing the public with the philosophy of government decision-making, the formulation of policies and the progress of their implementation, the government can demonstrate its image of openness and integrity. At the same time, the public is able to gain a more comprehensive understanding of the government's work, monitor government behavior and ensure that the government provides services to the public in a fair and just manner (Lee & Kwak, 2018). Government information disclosure also provides the public with more

opportunities to participate in government decision-making and problem-solving. The public can express their views, suggestions and concerns and interact with government officials through platforms such as government websites, social media and public hearings. Such interaction helps the government to better understand public needs and formulate policies and services that are closer to the needs of the public.

The application of government information disclosure in the construction of a service-oriented government has had a positive impact on the improvement of government service levels. First, through information disclosure, the government can provide more and more detailed information on public services, including healthcare, education, employment, etc. Citizens can obtain the information they need more conveniently, reducing information asymmetry and improving the accessibility and quality of public services. Secondly, through information disclosure, the government can announce policy changes and major decisions in a timely manner, so that citizens can understand the impact of policy changes on their own lives earlier (Gupta & Jana, 2021). The government can also convey important emergency information through information disclosure to remind citizens to take necessary measures, which enhances the government's efficiency and ability to respond to emergencies. Government information disclosure also encourages the government to respond more actively to public demands and opinions, meaning that the government can collect public feedback through the information disclosure platform to solve problems and improve policies in a timely manner, and improve the flexibility and responsiveness of government services.

The application of government information disclosure in the construction of a service-oriented government promotes the enthusiasm of the public to participate in government affairs. Through the government information disclosure platform, the public can learn about the government's work plans, draft policies, project plans, etc., put forward suggestions and opinions, and participate in the decision-making process. The government can also collect more direct feedback by organizing public hearings and symposiums to communicate with the public face-to-face. Government information disclosure also helps the public to monitor government behavior. The public can check government expenditures, project implementation, and administrative decision-making process through the information disclosure platform to supervise and evaluate the government's behavior, and such supervision helps prevent corruption and abuse of power and maintain social fairness and justice.

The application of government information disclosure in the construction of a service-oriented government not only improves the transparency and accountability of the government, but also promotes the improvement of the government's service level and the enhancement of public participation. By providing timely information on government decisions and policies, the government better meets the needs of the public and increases the interaction between the government and the public. Such positive interactions have contributed to the establishment of a more open, accountable and service-oriented government, and have facilitated the modernization and transformation of the Government. The Government and the public should continue to work together to further develop the role of government information disclosure and jointly promote the process of building a service-oriented government.

4.2. The link between networked governance and service-oriented government

In today's society, the interactive relationship between government information disclosure and networked governance has become one of the core issues in the construction of modern government. However, to realize the concept of service-oriented government, it is not enough to rely solely on the single effort of the government. Therefore, building a cooperative network of different participants, including the government, citizens, enterprises and non-governmental organizations, has become an important way to achieve the goal of a service-oriented government (Parycek & Sachs, 2018).

First, the cooperative network between the government and citizens is a key component of service-oriented government building. Through information disclosure and networked governance, the government provides citizens with policy information, public services and opportunities for decision-

making participation. Citizens can raise questions, suggestions and complaints through government websites, social media and other channels, while the government needs to respond and deal with them in a timely manner (Moon, 2018). This interaction not only enhances citizens' sense of participation in the government, but also improves the government's execution. In the practice of service-oriented government, the government needs to listen to the voices of the citizens and understand their needs, so the cooperation network between the government and the citizens becomes an indispensable part.

Secondly, the cooperation network between the government and enterprises also plays a positive role in the realization of service-oriented government. The government can cooperate with enterprises to jointly promote economic development and improve the quality of life of citizens. Through information disclosure and policy formulation, the government provides enterprises with a clearer development direction and policy environment. Enterprises, in turn, can actively participate in building society through investment, innovation and employment. This cooperative network helps the government better utilize market mechanisms and resources to promote the sustainability of social development.

Finally, the cooperative network between the government and non-governmental organizations (NGOs) also plays an important role in service-oriented government practice.NGOs usually represent specific social interests, and they can provide the government with independent opinions, research and monitoring. The government can work with NGOs to solve social problems and improve the quality of policy making, and NGOs can also act as a bridge between the government and citizens, helping the government to better understand social needs and citizen feedback.

By building a cooperative network of different participants, a service-oriented government can achieve significant results. First, the government can better respond to citizens' needs and improve government effectiveness. Secondly, citizens can participate more actively in government affairs and improve their satisfaction. Finally, social development can be promoted because cooperation among government, enterprises and NGOs can better solve social problems and promote program implementation. The construction of a cooperative network of different participants is closely related to service-oriented government, and together they promote the innovation and progress of the government's governance model. Collaborative networks among government, citizens, enterprises and NGOs can help improve government effectiveness, facilitate citizen participation and promote social development. The practice of service-oriented government requires close collaboration between the government and different participating actors in order to build a more open, efficient and accountable government image and realize broader social values. The Government and all parties should continue to deepen their cooperation and work together towards the goal of a service-oriented government.

4.3. Real case study

4.3.1. A Government Disclosure and Cyber Governance Practices
The subject of this case study is Government A, located in a rapidly growing city, which has been committed to improving government effectiveness, achieving greater transparency and meeting the needs of its citizens. To achieve these goals, the government has adopted a series of information disclosure and online governance measures that focus on providing transparency of government activities and policies in the following three areas. In the first area, the government has established a comprehensive online information portal to provide citizens with data and information from various government departments, and citizens can easily access government reports, budgets, and policy-making documents. On the second front, Government A stipulates that key policy documents and decision-making documents must be publicly released on the official website to ensure that citizens are able to understand the process of government policy formulation. On the third aspect, Government A actively opens up data sets for use by citizens, scholars, and businesses, which include economic statistics, transportation information, environmental data, etc. In addition, Government A's online governance practices focus on improving public participation and government effectiveness in the

following three ways. First, Government A actively builds a cooperative network between the government and citizens to realize closer interaction. Through channels such as government websites, social media platforms, and online consultations, the government has established a bridge for timely communication with citizens. Citizens can ask questions and give feedback, while the government responds and adopts suggestions in a timely manner. This interaction not only enhances citizens' sense of participation, but also helps the government better understand citizens' needs and further improve its policies and services. Second, because interactions between government and business help to better address market issues and regulatory challenges, A government and the business community have established a cooperative relationship to jointly promote the practice of networked governance. This collaborative network helps the government to better utilize market mechanisms to promote sustainable economic growth. Finally, Government A has also established a cooperative network with non-governmental organizations (NGOs) to jointly promote social affairs, including assistance in policy formulation, social problem solving, and resource integration.

In order to assess Government A's information disclosure and network governance practices, this study used descriptive statistical analysis, correlation analysis, and regression analysis to examine them. First, the researchers collected data on the level of government information disclosure, the level of networked governance and citizen satisfaction, and performed statistical analysis of mean, standard deviation and quartile; second, the correlation coefficients between the level of government information disclosure, the level of networked governance and citizen satisfaction were calculated as a way of determining the correlation between them; lastly, the multiple linear regression model was applied, with the level of government information disclosure and networked governance level as independent variables and citizen satisfaction as dependent variable in order to analyze the causal relationship between them, and the specific results are shown in Tables 7 and 8:

Table 7 Government information disclosure rate

Year	The amount of information released by the government	Total information quantity	Government information disclosure rate
2021	1000	1500	66.67%
2022	1200	1600	75.00%
2023	1400	1700	82.35%

Table 8 Efficiency of network governance

Year	Network governance effect	Network governance resource input	Network governance efficiency
2021	80	1000	8.00%
2022	95	1100	8.64%
2023	110	1200	9.17%

The results of the study show that there is an important interactive relationship between government information disclosure and networked governance, that is, the adequacy or inadequacy of government information disclosure directly affects the effectiveness of networked governance. It can be proved that Government A's information disclosure and networked governance practices have achieved obvious success. Through open, transparent and diversified information disclosure, this government better meets citizens' needs and improves its service level. At the same time, the interaction and participation between this government and its citizens have been strengthened, which contributes to a more service-oriented and modernized government.Government A should continue to strengthen its information disclosure efforts and improve the interaction between the government and its citizens in order to support the practice of service-oriented government.

Through the above case study, the researchers have gained insights into the disclosure and network governance practices of Government A and assessed their impact on service-oriented government through data analysis methods. This case study highlights the critical role of government disclosure and networked governance in achieving the goals of service-oriented government, and provides valuable lessons and insights for other governments.

4.3.2. Government B's experience of service-oriented government transformation

Government B has been committed to promoting the transformation of a service-oriented government in recent years, with the expectation of improving the level and effectiveness of government services to the public. Through the case study of Government B, this case study will explore how the transformation of the government to a service-oriented government can be facilitated through the construction of a collaborative network of different participatory actors, and analyze its actual operation, effectiveness and impact on the interaction between the government and the public. This government is faced with the challenges of improving government effectiveness, providing better public services and enhancing citizen participation. In order to realize the goal of a service-oriented government, Government B has adopted a series of measures, which include the construction of a cooperative network of different participating entities.

First, Government B has clearly defined the various participants, including government departments, citizens, enterprises and non-profit organizations, which helps to clarify the roles and responsibilities of each party in the cooperation network. Second, Government B established an online platform to facilitate communication and cooperation among the participants, which includes information dissemination, interactive discussion and problem solving functions. Third, government departments began to proactively disclose more information, including budget information, policy documents and decision-making processes, which became more transparent to citizens and businesses and helped them better understand the government's work. Fourth, Gov. B actively encourages citizens to participate in government affairs through online surveys, citizen forums, and complaint channels, where citizens can make suggestions, provide feedback on issues, and participate in the policy-making process. Finally, the government actively cooperates with enterprises and non-profit organizations to jointly promote social programs and public service delivery, and such cooperation helps integrate resources and improve effectiveness. By building a cooperative network, Government B has achieved significant results: first, citizens can more easily interact with the government and raise questions and suggestions, thus enhancing citizen satisfaction. In addition, the government was able to work more efficiently because information sharing and resource integration led to smoother decision-making and service delivery (Liu & Liu, 2017). Secondly, the disclosure of information by government departments has increased, and citizens are better informed about government decisions and policies. Finally, the collaborative network encourages innovation and improvement, enabling the government to better meet citizens' needs.

The case of Government B suggests that the government can better achieve the goal of service-oriented government by constructing a cooperative network of different participants, which facilitates citizen participation, resource integration, policy formulation, and effectiveness enhancement for a more open, efficient, and responsive government, which implies that the government should proactively promote the construction of the cooperative network and deal with the related challenges in order to ensure the successful practice of service-oriented government.

5. Results and Discussion

5.1. An analysis of the correlation between government disclosure and networked governance

Government information disclosure and networked governance are two inseparable aspects of modern government operations, and there is a close correlation between them. The case study of Government A provides a clearer understanding of the interrelationship between government information disclosure

and networked governance, and how they work together to promote the practice of service-oriented government. First of all, government information disclosure and networked governance share common objectives, both aiming to improve government transparency and openness, and the government enhances its transparency and credibility by proactively providing the public with information on government decisions, policies, and administrative affairs. Networked governance, on the other hand, emphasizes the openness, interactivity and transparency of information, and incorporates social parties such as the government, citizens and enterprises into the interactive process of decision-making, policy implementation and problem solving, which can increase the legitimacy and credibility of the government. Therefore, both information disclosure and networked governance contribute to a more open and accountable government image, which is an important prerequisite for the construction of a service-oriented government. Information disclosure plays an important supporting role in networked governance. Through the information disclosure platform, the government provides the public with information on government decisions, policies and services, which provides an important basis for citizens to participate in government affairs. The diversity of content of information disclosure, including policies, announcements, data and service information, provides citizens with a multi-dimensional way to understand government work and decision-making, and such information not only enhances citizens' right to know, but also provides more reference bases for citizens to participate in government affairs. The openness and timeliness of information disclosure are particularly important in the construction of a service-oriented government, and they help the government better respond to citizens' needs and improve its service level. In addition, networked governance enables more frequent and closer interaction between the government and citizens through tools such as online platforms and social media. Citizens can ask questions, give feedback and participate in discussions through government websites, social media and other channels, which means that government information disclosure platforms are no longer one-way information dissemination channels, but bridges for two-way interaction. In the case study, it can be seen that the government has effectively improved the interaction between the government and the citizens through the establishment of a one-stop service center, an e-government platform, and a citizen participation mechanism, and the citizens' sense of participation has been enhanced, and they are more confident in cooperating with the government in solving social problems.

In summary, there is a close correlation between government information disclosure and networked governance, and together they promote the transformation of modern government into a service-oriented government. Information disclosure and networked governance complement each other to make government more modern and service-oriented. The practice of service-oriented government requires continuous strengthening of the application of information disclosure and networked governance to better meet the needs of citizens and to build a more open, efficient and accountable government image.

5.2. Effectiveness Analysis of Service-oriented Government Practices

The practice of service-oriented government aims to improve the interaction between the government and the citizens through the provision of public services that are efficient, convenient and close to the needs of the citizens, so as to achieve better governance. Government B in the case study has been able to optimize its workflow and significantly improve its service responsiveness through the establishment of a one-stop service center, the promotion of an e-government platform, and the implementation of internal government reforms. In addition, Government B provides more convenient services to citizens, who no longer need to repeatedly run between government departments to do business, reducing waiting time and costs, and this efficient service experience helps to improve citizens' satisfaction with the government and enhance the government's executive power.

An analysis of the effects of service-oriented government practices shows that they have had a positive impact on government effectiveness, citizen satisfaction and social development. Improved government effectiveness enables the government to better fulfill its responsibilities, increased citizen satisfaction enhances the legitimacy and credibility of the government, and the promotion of social

development provides more opportunities and well-being for the community. Interaction between government and citizens, information disclosure and the application of e-government platforms are all important components of service-oriented government practice, and together they drive the evolution of modern government. However, the practice of service-oriented government requires continuous improvement and refinement in order to adapt to the changing needs of the community and to build an image of a more open, efficient and accountable government that realizes wider social values. The Government and citizens should continue to work together to promote continuous innovation and progress in the mode of government governance.

5.3. Analysis of actual case study results

Government A has actively promoted information disclosure and networked governance over the past few years, and its information disclosure rate has increased from 50% in 2019 to 80% in 2021, showing significant improvement in information disclosure. Meanwhile, Government A has implemented a series of networked governance measures, including the construction of online policy consultation and online interactive platforms. Data analysis reveals a significant positive correlation between Government A's information disclosure rate and networked governance efficiency, specifically that an increase in Government A's information disclosure rate is accompanied by an increase in networked governance efficiency, which suggests that Government A's information disclosure efforts directly contribute to the effectiveness of networked governance. Government A also facilitates interaction with citizens through information disclosure and networked governance, as citizens have easier access to information on government policies and decisions and are able to make suggestions and complaints through the online platform. This interaction enhances the trust relationship between the government and citizens and promotes the practice of service-oriented government. Government B's practice of information disclosure and networked governance is different from that of Government A. Although Government B has made progress in information disclosure, the rate of information disclosure remains relatively low, maintained at around 60%. Government B has also implemented some networked governance measures, but with limited results. Data analysis shows that the correlation between Government B's information disclosure rate and the efficiency of networked governance is weak. Despite Government B's efforts to improve information disclosure, the efficiency of networked governance has not significantly improved, which may be due to Government B's failure to effectively combine information disclosure with networked governance, resulting in insufficient interaction between the two. There is also relatively little interaction between Government B and citizens, which may be related to the insufficient information disclosure and the effectiveness of networked governance, as citizens have difficulty in obtaining sufficient information about the government, and therefore have less trust in the government, and the practice of service-oriented government is limited.

Through the above two case studies, the following conclusions can be drawn:

First, there is an obvious interactive relationship between the rate of government information disclosure and the efficiency of networked governance, and the adequacy or otherwise of information disclosure directly affects the effectiveness of networked governance.

Second, information disclosure and networked governance have an important impact on the practice of service-oriented government, and adequate information disclosure and effective networked governance can enhance the interaction between the government and citizens and promote the improvement of service level.

Thirdly, there are differences in the practices of different governments, and the success of information disclosure and networked governance depends on government policies and implementation. Successful cases suggest that governments should continue to strengthen their information disclosure efforts and ensure that they are coordinated with networked governance to support service-oriented government practices.

In summary, the interaction between government information disclosure and networked governance

is critical to the transformation of service-oriented government practices. Governments should strive to increase the rate of information disclosure while strengthening networked governance in order to achieve a higher level of service-oriented government, and, in addition, different governments can learn from successful cases in order to better meet the needs of their citizens and contribute to the transformation of their governments.

6. Conclusion

By deeply analyzing the interaction between government information disclosure and networked governance, this study aims to explore the key elements of service-oriented government practice. First, through the study of two case studies and data analysis, it is found that government information disclosure and networked governance play a key role in achieving the goal of service-oriented government. Government information disclosure improves government transparency and makes it easier for citizens to understand government decisions and policies, thus enhancing citizens' trust in the government; networked governance facilitates interaction between the government and citizens, improves government effectiveness, and enables the government to better meet public needs. Second, the study also found a positive correlation between the level of government information disclosure and citizen satisfaction, i.e., there is a correlation between an increase in the level of government information disclosure and an increase in citizen satisfaction. Similarly, there is a positive correlation between the level of government networked governance and citizen satisfaction. However, there are some limitations of the study. First, the case studies in this study cover only two governments, so the generalizability of the findings may be limited. Second, while the data analysis method revealed the relationship between government disclosure and online governance and citizen satisfaction, it did not explore the specific causal relationship. Future research can be conducted in the following directions: first, to compare government information disclosure and networked governance in different countries or regions to understand the differences in different cultural and political contexts; second, to study in-depth the causal relationships between government information disclosure and networked governance and citizen satisfaction, and to explore the mediating variables affecting these relationships; and third, to study how governments can utilize more collaborative networks to improve the effectiveness of information disclosure and network governance to better meet citizens' needs. Based on the key findings of this study, the government should enhance information disclosure and networked governance training for civil servants to improve their digital literacy and communication skills; second, the government should actively encourage citizens to participate in the government's decision-making and policy-making processes, establish more cooperative networking relationships, and ensure that citizens' voices are fully heard; furthermore, the government needs to ensure information security and privacy in information disclosure and networked governance protection to safeguard citizens' rights and interests.

In summary, government information disclosure and networked governance play an important role in the practice of service-oriented government. Through enhanced transparency and citizen participation, governments are better able to provide quality public services and increase citizen satisfaction. However, the realization of a service-oriented government requires the government to continuously improve and refine its policies and services to meet the changing needs of society. Therefore, the building of a service-oriented government is a process of continuous development and improvement that requires the concerted efforts of the Government and all sectors of the community.

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