

服务型政府建设可以提升政府回应性吗？ 基于中国城市大数据的分析

柳建坤 曾煌烽

摘要：作为推进服务型政府建设的重要环节，行政审批制度改革对于梳理政府与市场、政府与社会的关系具有重要意义，但鲜有文献考察改革对调整政府与公众关系的影响。本文利用人民网领导留言板数据库、中国城市行政审批中心数据库以及统计年鉴资料构建了15个副省级城市在2008—2017年的面板数据，考察了行政审批制度改革对政府回应性的影响。研究发现，行政审批中心的设立显著提高了政府对公众意见的回复率，并且在进行一系列稳健性检验后，该结论仍然成立。但该政策效果具有明显的地区差异性。从影响机制上看，行政审批中心的设立显著改善了当地的制度环境，从而为政府回应公众意见创造了有利条件。因此，地方政府应加大行政审批制度改革的力度，完善行政审批中心的职能，从而推进回应型政府建设，这对推动国家治理体系和治理能力的现代化建设具有重要的现实意义。

关键词：服务型政府，政府回应性，制度环境，大数据

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Can Service-oriented Government Enhance Government Responsiveness? Analysis based on the big data of Chinese Cities

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ABSTRACT

As an important link in promoting the construction of a service-oriented government, the reform of the administrative examination and approval system is of great significance in sorting out the relationship between the government and the market, and between the government and society. However, few literatures have examined the impact of the reform on adjusting the relationship between the government and the public. This paper constructs panel data of 15 sub provincial cities from 2008 to 2017 by using the local party and government message board database of People's Daily Online, the database of China Urban Administrative Examination and Approval Center and statistical yearbook data, and examines the impact of administrative examination and approval system reform on government responsiveness. The study found that the establishment of the Administrative Examination and Approval Center has significantly improved the government's response rate to public opinions, and this conclusion is still valid after a series of robustness tests. However, the effect of this policy has obvious regional differences. From the perspective of impact mechanism, the establishment of the Administrative Examination and Approval Center has significantly improved