

# “智慧政务”中的文本挖掘应用

## 摘要

智慧政务即通过“互联网+政务服务”构建智慧型政府，利用云计算、移动互联网、人工智能、数据挖掘、知识管理等技术，提高政府在办公、监管、服务、决策的智能水平，形成高效、敏捷、公开、便民的新型政府，实现由“电子政务”向“智慧政务”的转变。运用互联网、大数据等现代信息技术，加快推进部门间信息共享和业务协同，简化群众办事环节、提升政府行政效能、畅通政务服务渠道，解决群众“办证多、办事难”等问题。

智慧政务不断丰富服务类别，公共便民业务持续完善。结合业务职能和用户需求，在不同程度上整合教育、医疗卫生、交通、就业、社保、住房、企业服务等领域的相关政策、指南信息、业务表格、名单名录、业务查询、常见问题等资源，方便用户和企业使用。很多政务网站已建立了多样化的互动渠道。九成以上的地方政府网站通过领导信箱、公众留言、在线咨询、在线投诉等渠道，接受公众和企业的咨询、投诉、意见和建议；七成地方政府网站建设了网上调查、民意征集、意见征集等栏目，实现在线意见提交功能；近三成的政府网站开通了直播面对面、在线访谈等实时交流平台，与公众进行深入交流。越来越多的政府部门重视并利用新的互联网平台，强化宣传和互动效果。以文字、图片、视频、访谈等多样化的解读方式，对相关政策的制定背景、依据、意图、实施路径等进行详细解读，便于社会公众理解。<sup>[1]</sup>

在处理网络问政平台的群众留言时，工作人员首先按照一定的划分体系对留言进行分类，以便后续将群众留言分派至相应的职能部门处理。目前，大部分电子政务系统还是依靠人工根据经验处理，存在工作量大、效率低，且差错率高等问题。我们通过数据挖掘、机器学习等方式来进行分类，提高工作效率。

**关键词：**智慧政务 互联网 数据挖掘 机器学习

# Abstract

Wisdom government affairs by "Internet + e-government service" to build an intelligent government, using cloud computing, mobile Internet, artificial intelligence, data mining, knowledge management, such as technology, improve the government office, regulation, service and intelligent decision-making level, an efficient, agile and open, for the convenience of the new government, by the "electronic government" to "e-government" wisdom. We will use the Internet, big data and other modern information technologies to speed up information sharing and business collaboration between government departments, simplify procedures for the people, improve the government's administrative efficiency, and open up channels for government services. Smart government continues to enrich the categories of services and improve public services for the convenience of the people. In combination with business functions and user needs, relevant policies, guidance information, business forms, lists, business inquiries, frequently asked questions and other resources in the fields of education, medical and health care, transportation, employment, social security, housing and enterprise services are integrated to different degrees to facilitate users and enterprises to use. Many government websites have established diversified interactive channels. More than 90% of the local government websites receive consultation, complaints, opinions and Suggestions from the public and enterprises through the channels of leaders' mailbox, public comments, online consultation and online complaints. Seventy percent of the local government websites have set up columns such as online survey, public opinion collection and opinion collection to realize the online opinion submission function. Nearly 30 percent of government websites have opened real-time communication platforms, such as live, face-to-face and online interviews, for in-depth communication with the public. More and more government departments attach importance to and take advantage of the new Internet platform to strengthen the publicity and interactive effect. Through various interpretation methods such as texts, pictures, videos and interviews, the author makes a detailed interpretation of the background, basis, intention and implementation path of relevant policies, so as to make it easier for the public to understand. [1] When dealing with the mass messages on the network platform, the staff will first classify the messages according to a certain division system, so as to assign the mass messages to the corresponding functional departments. At present, most e-government systems still rely on manual handling according to experience, there is a large workload, low efficiency, and high error rate. We use data mining, machine learning and other methods to classify and improve work efficiency.

# 1 绪论

## 1.1 问题背景及意义

近年来，随着微信、微博、市长信箱、阳光热线等网络问政平台逐步成为政府了解民意、汇聚民智、凝聚民气的重要渠道，各类社情民意相关的文本数据量不断攀升，给以往主要依靠人工来进行留言划分和热点整理的相关部门的工作带来了极大挑战。同时，随着大数据、云计算、人工智能等技术的发展，建立基于自然语言处理技术的智慧政务系统已经是社会治理创新发展的新趋势，对提升政府的管理水平和施政效率具有极大的推动作用。

附件给出了收集自互联网公开来源的群众问政留言记录，及相关部门对部分群众留言的答复意见。请利用自然语言处理和文本挖掘的方法解决下面的问题。

近年来，随着微信、微博、市长信箱、阳光热线等网络问政平台逐步成为政府了解民意、汇聚民智、凝聚民气的重要渠道，各类社情民意相关的文本数据量不断攀升，给以往主要依靠人工来进行留言划分和热点整理的相关部门的工作带来了极大挑战。同时，随着大数据、云计算、人工智能等技术的发展，建立基于自然语言处理技术的智慧政务系统已经是社会治理创新发展的新趋势，对提升政府的管理水平和施政效率具有极大的推动作用。

## 参考文献

- [1] 中国安防行业，智慧政务的基本概念及其发展概述，2018.5.31