

摘 要

随着社会多元化、复杂化程度加深，公众对于城市的精细化管理需求不断提升，如何创新行政管理模式，提升社会治理水平，提高公众满意度，已经成为推进国家治理体系和治理能力现代化亟需解决的现实问题。县域作为连接基层政府和上级政府的中间纽带，基于公众满意度视角，对“大综合一体化”改革背景下的县域综合行政执法工作进行优化，既是完善县域治理体系和治理能力现代化的重要内容，又是推进国家治理体系和治理能力现代化的重要一环。

本文运用文献资料法、问卷调查法等定性与定量相结合的研究方法，基于公众满意度的视角，对浙江省丽水市 S 县综合行政执法工作进行了研究。首先，本文阐述了研究背景、目的与意义，对国内外相关文献进行综述，介绍了本文核心概念与理论基础，为论文的研究提供扎实的理论依据。然后，基于顾客满意度理论、整治性理论，结合前人的研究成果和实践成果，设计了 S 县综合行政执法工作公众满意度与影响因素的调查问卷。接着，从依法履职、行为规范、整体智治、为民服务四个方面进行了公众满意度的调查，根据公众满意度的调查结果，分析了 S 县综合行政执法工作存在的问题。再接着，从执法机制、队伍建设、执法制度、执法监督四个方面进行了公众满意度影响因素的调查，将数据代入 SPSS23.0，进行描述性统计分析和多元回归分析，根据影响因素的调查结果，深入分析了 S 县综合行政执法工作问题产生的原因。最后，针对原因，提出了优化 S 县综合行政执法工作的对策。

本研究的主要研究结论为：(1)通过公众满意度的调查发现，S 县综合行政执法工作的主要问题为执法行为不够规范、整体智治没有实现、为民服务流于形式、执法公平公正存疑。(2)通过公众满意度影响因素的多元回归分析，发现执法机制、队伍建设、执法制度、执法监督对 S 县综合行政执法工作公众满意度总体与依法履职、行为规范、整体智治、为民服务四个公众满意度维度均呈现显著的影响。(3)通过公众满意度的影响因素调查发现，发现队伍建设不够强、整合协同机制不健全、监督机制不完善、法制化建设不全面是 S 县综合行政执法工作问题产生的主要原因。(4)针对 S 县综合行政执法工作问题产生的原因，从加强综合行政执法队伍建设、健全综合行政执法整合协同机制、完善综合行政执法监督机制、深化综合行政执法法制化建设四个方面提出了 S 县综合行政执法工作的优化对策。

关键词：S 县；公众满意度；影响因素；综合行政执法

Abstract

With the deepening of social diversification and complexity, the public's demand for refined urban management continues to increase. How to innovate administrative management models, improve social governance levels, and improve public satisfaction has become an urgent need to promote the modernization of the national governance system and governance capabilities. practical problems to be solved. As an intermediate link between grassroots governments and higher-level governments, counties are optimizing comprehensive administrative law enforcement in counties under the background of the "large comprehensive integration" reform based on the perspective of public satisfaction. This is an important part of improving the county governance system and modernizing governance capabilities. It is also an important part of promoting the modernization of the national governance system and governance capabilities.

This article uses a combination of qualitative and quantitative research methods such as literature method and questionnaire survey method to study the comprehensive administrative law enforcement work of S County, Lishui City, Zhejiang Province from the perspective of public satisfaction. First of all, this article explains the research background, purpose and significance, reviews relevant domestic and foreign literature, introduces the core concepts and theoretical basis of this article, and provides a solid theoretical basis for the research of the thesis. Then, based on customer satisfaction theory, remedial theory, and combined with previous research results and practical results, a questionnaire on public satisfaction and influencing factors of comprehensive administrative law enforcement work in S County was designed. Then, a public satisfaction survey was conducted from four aspects: lawful performance of duties, behavioral norms, overall governance, and serving the people. Based on the survey results of public satisfaction, the problems existing in the comprehensive administrative law enforcement work of S County were analyzed. Then, we conducted a survey on the influencing factors of public satisfaction from four aspects: law enforcement mechanism, team building, law enforcement system, and law enforcement supervision. The data was substituted into SPSS23.0 to conduct descriptive statistical analysis and multiple regression analysis. According to the survey of influencing factors As a result, the reasons for the problems in comprehensive administrative law enforcement work in S County were analyzed in depth. Finally, in view of the reasons, countermeasures to optimize the

comprehensive administrative law enforcement work in S County were put forward.

The main conclusions of this study are: (1) Through the public satisfaction survey, it was found that the main problems of comprehensive administrative law enforcement in S County are insufficient standardization of law enforcement behavior, failure to realize overall intelligent governance, serving the people as a formality, and doubts about the fairness and justice of law enforcement. . (2) Through multiple regression analysis of the influencing factors of public satisfaction, it was found that law enforcement mechanism, team building, law enforcement system, and law enforcement supervision are related to the overall public satisfaction of comprehensive administrative law enforcement work in S County and the performance of duties according to law, behavioral norms, overall intelligent governance, and serving the people. The four public satisfaction dimensions of service all show significant effects. (3) Through the investigation of factors affecting public satisfaction, it was found that insufficient team building, imperfect integration and coordination mechanisms, imperfect supervision mechanisms, and incomplete legal construction are the main reasons for the problems in comprehensive administrative law enforcement in S County. (4) In view of the causes of the comprehensive administrative law enforcement problems in S County, we put forward four aspects: strengthening the construction of the comprehensive administrative law enforcement team, improving the comprehensive administrative law enforcement integration and coordination mechanism, improving the comprehensive administrative law enforcement supervision mechanism, and deepening the legalization of comprehensive administrative law enforcement. Optimization strategies for comprehensive administrative law enforcement work in S County.

Key Words:S County; Public satisfaction; Influencing factors; Comprehensive administrative law enforcement

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