

CONCLUSION

This article focuses on investigating the level of service capabilities of grass-roots governments in a certain city in China. Based on the theoretical knowledge of customer relationship theory, I hope that through the author's previous field visits, questionnaire surveys, and later data analysis, I hope to improve the grass-roots government's service capabilities through my own theoretical knowledge. This is of great significance.

This article first establishes the customer relationship model of the grass-roots government, subdivides the customer groups, finds the customer's dissatisfaction with the current grass-roots government from the data analysis, finds corresponding solutions and raises the citizen's satisfaction with the primary government.

Nowadays, the Chinese government is still in the initial stage of introducing the theory of customer relations. Most of the research is still on the macroscopic level. However, in the practical application of grass-roots governments, there are many problems, and our government customer theory does not apply to specific conditions. In the grass-roots government that handles affairs, I would like to use the knowledge I have learned in the citizen's satisfaction with the grass-roots government, and find corresponding methods in the grass-roots government-client relationship.

Due to the long working mechanism, grass-roots workers have lost consciousness in their daily life and have caused many problems. Due to the investigation time and other reasons, this study still has deficiencies in various aspects and hopes to continuously improve and explore it in the future.