

Most of the literature focus on the proactivity in developed economies like Estonia, Denmark, Germany and only a few on developing jurisdictions. While researchers are planning to focus more on Digital Nations 9 (Sirendi et al. 2018) and learn from the success factors to study and test its scalability, it is as important to study the cases from developing countries as it might be useful for other especially developing countries to learn lesson from, and developed countries can also compare and complement their framework. As the adoption of proactivity depends a lot on the context, it's important to look at cases from developing world as well to form a different perspective. It calls for an experience sharing through network learning with other cities in the developing world, but also in developed societies to reflect, compare and synthesize with the incorporation of proactivity in their jurisdictions. This thesis includes the established and ongoing practices of proactive public services in China, as well as two cases on the concurrent studies on the practice.