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Research On the Optimization of Community Governance System-Taking the "volunteer + community" Service Model in "COVID-19" Epidemic Prevention and Control as an Example

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Abstract: Community governance is the basic link of social governance and occupies an important position in the national governance system. This paper mainly discusses from three aspects: First, the effectiveness and deficiency of community governance in epidemic prevention and control; Second, the "volunteer + community" service model mechanism; The third is the way to optimize community governance in the post epidemic period.

Keywords: Community governance; Voluntary service; Governance system

1. Introduction

As a social cell, community plays an important role in preventing and controlling the epidemic. Since the outbreak of novel coronavirus pneumonia, general secretary Xi Jinping emphasized that the community was the first line of joint prevention and control of epidemic situation, and was also the most effective defense line for external input and internal proliferation [1]. We must promote the prevention and control of resources and strength and firmly grasp the community's line of Defense. Accelerating the modernization of community governance capacity and governance system can not only coordinate the interest relations among residents and build a harmonious community, but also improve community service capacity and service level, so as to lay an important foundation for community prevention and control in the "post epidemic period."

2. Effectiveness and deficiency of community governance in "COVID-19" epidemic prevention and control

The novel coronavirus pneumonia prevention and control is most notable in three aspects: community governance, governance and governance. First, novel coronavirus pneumonia is the main pattern of community governance in China. After the outbreak of the new crown pneumonia, the community has a multi subject governance pattern. The parties participate in the work together and the various forces work together to form a community governance community with interaction between the two sides. These communities mainly include community party committees, sub district offices, community residents and volunteers, which have contributed to the community's fight against the "epidemic" through the division

of labor at all levels and orderly work. Secondly, in terms of community governance capacity, during the epidemic, the community gave full play to the service functions such as resource integration and resource allocation, and its emergency response capacity was significantly improved. According to the needs of epidemic situation work, the community has transformed "daily service" into "emergency service." Whether in raising anti epidemic materials, killing in public areas, psychological counseling and health consultation, the community is coordinating all parties to maintain the normal operation of life order. Finally, in terms of community governance awareness, community residents' awareness of prevention and control and participation has been strengthened, from panic and anxiety at the beginning to active participation and active publicity of scientific epidemic prevention, which has reduced the burden of community epidemic prevention and control.

The epidemic is like an exam, testing China's governance capacity and governance system. The community has played an important role in the epidemic prevention and control, but there are also some problems, which are mainly reflected in:

(1) The community has a heavy workload and staff tension. During the epidemic period, affected by home isolation, the service demand of community residents increased from less, and these works were relatively trivial, time-consuming and laborious. Novel coronavirus pneumonia was reported to be a result of 4 million community workers' participation in the community management of the new crown pneumonia epidemic. According to the statistics of the Ministry of civil affairs in February 17, 2020, there were 6 community workers in each community, and 350 workers were on average in each community worker. Facing many community residents to serve, community workers are often overwhelmed [2].

(2) Insufficient material support in the community. On the one hand, although some places have allocated special funds to the community, they still can't buy them, such as:84 disinfectants, protective clothing, masks and other epidemic prevention items not only affect the smooth development of community work, but also increase the probability of infection of community staff and volunteers, and bring great hidden dangers to community epidemic prevention and control; On the other hand, community workers should also ensure the supply of emergency supplies and daily necessities for community residents. If these aspects are not handled properly, extreme things may occur. For example, parents and communities are responsible for the death of children with cerebral palsy in Wuhan.

(3) The basic work of the community is not in place. On the one hand, due to the needs of the epidemic situation, community workers need to understand the number of community residents, returnees and empty nesters under the jurisdiction of the community, find out the family situation of community residents, and check the people with fever symptoms in time. However, when the community staff checked the information and measured the body temperature of the community residents, they found that they were inconsistent with the information provided by the community, which brought great difficulties to the work. On the other hand, most community residents can keep one heart and one mind with the state and actively contribute to the national anti-epidemic. However, a few residents still refuse to wear masks and leave the community without authorization. In this regard, the publicity effect of the community is not good, and the prevention and control efforts need to be strengthened.

3. Exploration of "volunteer + community" service mode in "COVID-19" epidemic prevention and control

With the progress and development of social civilization, China's voluntary spirit with "dedication, fraternity, mutual assistance and progress" as the core has been carried forward. After the outbreak of novel coronavirus pneumonia, community party organizations, residents and volunteers actively participate in voluntary activities. They play an important role in preventing and controlling the spread of the epidemic,

stabilizing the residents' mentality and ensuring the living materials of residents. Volunteer participation in community governance is essentially a way of governance, which is of special significance for improving the level of community voluntary service, creating community voluntary atmosphere and cultivating residents' voluntary spirit. "Volunteer + community" service mainly includes the following three modes:

(1) Volunteer active participation model in value driven. In this epidemic prevention and control, there have been phenomena such as selling fake goods, refusing to cooperate, spreading rumors, etc., but at the same time, many moving and dedicated volunteers have emerged, who are the "most beautiful rebels" in community prevention and control [3]. At a time of national crisis, these people took the initiative to solve problems for the country, which fully reflects the patriotic feeling of "one side has difficulties and all sides support". Most of these volunteers are composed of Party members, community people and college students, and this model is mainly reflected in that these volunteers rely on the platform of community, actively understand the needs of epidemic prevention and control, and devote their time and energy to relevant epidemic prevention and control. In the eyes of economists, there are two basic manifestations of participating in public welfare actions: Giving time, that is, volunteering; Giving money is a donation. Driven by individual initiative value and public spirit, volunteers volunteer their time and energy, actively participate in community epidemic prevention and control, and make important contributions to the sustainable development and operation of the community [4].

(2) Group driven model under herd pressure. After a major public health event, people are vulnerable to the influence of other people's thoughts, views and behaviors, resulting in a herd behavior. Many studies have shown that conformity is a behavior that tends to occur among similar people. Residents are vulnerable to influence and produce conformity psychology under the action of homogeneity factors. Facing the arduous epidemic task, it is common for Party organizations, residents and college students in the community to participate in community epidemic prevention and control in the form of groups, and the root of this behavior mainly lies in family ties and shared value, and mobilize people to join by means of reward or incentive, so as to affect them to become volunteers. Under the group driven mode of conformity pressure, the motives of these volunteers to participate in epidemic prevention and control mainly include: Realize self-worth, find fellow believers, escape from lonely environment, give back to society, etc. Under the pressure of conformity, group members participate in voluntary activities, and some like-minded members are willing to devote time and energy to take similar actions to join voluntary activities. These volunteers have undertaken a number of community anti epidemic activities, including online and offline service forms. Volunteers rely on their inherent service value and group norms to carry out activities, which has improved the effect of community epidemic prevention and control services [5].

(3) The mixed model of multi-agent collaborative governance. The above two models belong to the ideal division model in the sense of Weber, which is often expressed as a mixture of the two in the actual response process of the community. In the mixed governance model, volunteers participate in volunteer service in a variety of ways and projects, which puts forward higher requirements for community cooperation and service ability. In the face of complex epidemic situations, a variety of service modes are needed, whether physically, mentally or psychologically. The professionalism, service and diversity of voluntary services have alleviated the pressure of community epidemic prevention and control and achieved the goal of community prevention and control. By consulting relevant literature, at present, many communities pay attention to the hybrid mode of multi-agent cooperation. After the implementation of closed management, the community adopts the grid management mode and divides the buildings into grids. Its essence is the "volunteer + community" governance mode of multi-agent cooperation. In the specific implementation process, the government, community party committees, grid informants, property companies and volunteers cooperated with each other to implement the

"carpet" mopping, which effectively guaranteed the life safety and living needs of community residents and made important contributions to community epidemic prevention and control.

4. Optimal ways for volunteers to participate in community governance in the post epidemic period

During the epidemic period, facing the reality of diversified governance subjects and complex governance contents, China has always taken "serving the people" as the core and scientific campaign, forming a strategic pattern of top-down and bottom-up cooperation. The optimization of community governance system in the post epidemic period should start from three aspects: constructing the long-term mechanism of community public crisis management, strengthening the revision and improvement of community rules and regulations, and the application of "soft resources" and "hard resources," so as to improve China's community governance ability and the modernization of governance system.

First, build a long-term mechanism for community public crisis management. The governance effectiveness of a community lies not only in the effectiveness of daily governance, but also in its ability to face public health emergencies. The so-called construction of long-term mechanism is to continuously improve the community's ability to deal with crisis events in the process of daily governance, summarize experience and confirm it in the form of rules and regulations. On the one hand, build a community voluntary mobilization mechanism. In this epidemic prevention and control, it is difficult to complete the complex work in the community only by relying on community workers. It is precisely because many volunteers volunteered to join the anti-epidemic team that the community epidemic has been effectively prevented and controlled. From the perspective of mechanism, in daily management, the community should actively cultivate the sense of ownership of community residents, pay attention to the leading role of Party members, improve the community voluntary service mechanism, and enhance the sense of participation and achievement of community residents, so as to alleviate the problems such as insufficient strength of community work under the crisis. On the other hand, to improve the social pluralistic participation mechanism, the community's ability in resource allocation is limited, and the governance of grass-roots communities needs the participation of pluralistic subjects. Therefore, on the basis of deepening the leadership of Party building, actively absorb and guide social organizations, units and institutions to participate in the construction and management of the community, and strive to build the community into an open, diversified, flexible and orderly pattern.

Second, strengthen the revision and improvement of community rules and regulations. In the process of grass-roots community governance, a community governance model with the characteristics of the times is formed through a series of institutional arrangements. In the post epidemic period, based on the principle of information openness and transparency, an information disclosure system is established to vertically extend the daily epidemic situation to the community by standardizing the form and scope of information publication. A special community supervision and inspection system shall be established, and professionals shall supervise and inspect the killing prevention and control in hospitals, supermarkets, shopping malls and other public places within their jurisdiction. Establish a regular training system for epidemic prevention and control, and improve the voluntary service system. On the one hand, by formulating a detailed list of voluntary services, the accurate connection between voluntary needs and voluntary resources can effectively avoid the waste of voluntary resources; On the other hand, establish a voluntary service feedback mechanism to stimulate the enthusiasm of volunteers. The feedback method can be decided by the community after consultation. In addition, the community needs to adapt the governance model at any time according to the development of the epidemic situation to improve the community governance capacity.

Third, strengthen the coordination and cooperation between "soft resources" and "hard resources". In the process of epidemic prevention and control, due to the untimely transmission of information, community residents cannot obtain effective epidemic prevention information, resulting in the lack of

pertinence and direction of community epidemic prevention work. Therefore, it can be seen that China's community information construction needs to be strengthened. Based on the community geographic information technology and the personal and legal person information of community residents as the information source, build a community basic data platform integrating personal information, legal person information, geographic information and statistical information, establish a big data use mechanism for information collection, transmission, storage, analysis and confidentiality, and build civil air defense, material defense, technical defense The community defense line combining intelligence and prevention leads the road of "intelligent governance" of grass-roots community governance with big data [6].

Finally, we should also pay attention to the construction of community talent team. Talent is the key to effective community governance. Only by continuously absorbing high-quality community workers and people who are loyal to the people and willing to contribute can we establish a high-quality and high-level community work team. Under the two-way action of information technology and talent team, it has become an important magic weapon for the community to deal with the crisis.

5. Conclusion

Epidemic situation is the touchstone of community governance ability and the booster of community governance level. Community governance is a long-term and complex systematic project. With the decline of epidemic prevention and control to the grass-roots level, community and society need to work together to fight the epidemic. In the post epidemic period, we should summarize the experience and shortcomings of anti-epidemic, build a long-term mechanism for community public health management, give full play to the advantages of modern information technology, open up and attract talents, and promote community prevention and control and community governance in an institutionalized way. Through the improvement of the community itself, we will constantly improve the "four modernizations" level of social governance and help create a social governance pattern of co construction, co governance and sharing.

Disclosure statement

The author declares no conflict of interest.

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