

From "Grid Service" to "Group Participation": Research on Social Service Supply for The Elderly in Urban Communities

Xiayu Zhou, Qinqing Zhu

Guilin University of Technology, Guilin, Guangxi, 541004, China

Abstract

As the basic unit of social governance, the good development of the community is related to the progress and development of the society. On the one hand, the enhancement of community governance capacity cannot be separated from the improvement of the supply level of community public service; on the other hand, the elderly service plays an important role in the community public service. At present, most of the urban communities have carried out "grid" management, and on the basis of grid services, combined with multiple resources and strength, actively explore the social services for the elderly with multiple subjects, but there are still some problems and deficiencies. This paper is based on the above social background and related issues, select M community in Guangxi for the case, the community about the content of the elderly social service supply, analysis of urban community, and the insufficiency of the elderly public service supply, so as to put forward targeted strategy: the innovation deeper form of community participation and expand the scope of the elderly service community participation.

Keywords

Grid service; Group participation; Community governance; Social service supply for the elderly.

1. Questions Raised

With the Chinese peoples increasing demand for living standards and quality of life, the country requirements for the social governance system and social governance capacity are also constantly improving. In the Party's 20th annual report, we will improve the social governance system featuring joint contribution, joint governance and shared benefits, and improve the effectiveness of social governance. The community is the home of the residents and the basic unit of social governance. Urban and rural community governance is the foundation of social governance. The good and healthy development of the community is related to the progress and development of the society. Since the 18th National Congress of the Communist Party of China, the state and the government attach great importance to community governance, and should constantly improve the sense of gain, happiness and security of community residents.

In addition, with the rapid development of China's social economy and the aggravation of population aging, China attaches more and more importance to the retired elderly group. In September 2024, the National Working Committee on Aging issued the Notice on the 2024 National "Respect for the Elderly Month" campaign, which was launched nationwide; the newly released Blue Book on the Development of Healthy Aging in China (2023-2024) also mentioned that a new concept of "positive view of aging and healthy aging" should be established. As an important part of the community population, the retired elderly play an important role in community governance. Both the work of community workers and community construction involve all aspects of the elderly. In recent years, the communities in different regions are actively trying to explore the community service mode for the retired elderly with the

characteristics of their own community, aiming to provide additional services for this group and make the community governance more warm.

Based on the higher demand of national social governance and the background of population aging, this paper, based on the social service situation of the elderly in M community in Guangxi, aims at the characteristics of urban community service and its deficiencies in community governance, and put forward some suggestions and thoughts.

2. Research Dynamics

In community governance and community social service supply research, many scholars mentioned "grid", and more and the definition of grid, such as grid is based on grid member of a dynamic, fine and comprehensive management strategy [1], community network governance is the important measure of grassroots social governance innovation [2], under the multiple subject consultation, provide more convenient service for community residents. In addition to the grid itself, the practice of community service for the elderly based on "grid" is also the concern of many scholars, including the combination of universities for the elderly, community elderly care and grid management. More and more cities are also exploring the new service and governance model of "Internet + grid".

In terms of the supply of social services in the community, "group" and "group type" are also the concepts and key words mentioned by many scholars. Its basic meaning means that various forces in the community jointly participate in community governance and provide community services, so as to solve problems for the people and do practical things. The mode of "group" is combined with different service fields, such as "group" science and technology service to the countryside, which is an effective way to promote the sinking of talents, science and technology to the countryside, and serve agriculture, agriculture and rural areas [3]. The "group service" of university logistics breaks through the obstacles of traditional administrative management mechanism, and scientifically and effectively integrates university resources [4]. In the field of the elderly, most of the community for the group provides employment, medical, consulting, leisure, entertainment and emotional and spiritual care services, such as legal aid room, the elderly canteen and elderly activity center, community workers, legal consultants, nurses, social workers and other multiple subject to participate in service provision, service content is diversified. From the perspective of the elderly as community service providers, the participation of the elderly in community governance and providing community services is called "silver Age Action" and "old action", which plays a role of "waste heat" and is mostly related to active aging. This group also often participates in community governance in the way of "group". For example, some of them set up a shared public sharing platform with the help of community strength, "Shared grandma" public welfare mutual assistance project for the old and young launched [5], and established community chess club, dance team and choir.

It can be seen that "grid service" and "group participation" are not only an important part of scholars in the supply of community social services for the elderly, but also the topic of current urban community attention and the direction of efforts to explore. The study of the connection from "grid service" to "group participation" is conducive to further understanding the practical path of grassroots social governance innovation under the background of the new era.

3. Cases of Social Service Supply for The Elderly in Urban Communities

Guangxi M community gathers government affairs center, community recreational activity area, shared fitness facilities, elderly health center and other service scenarios, based on the concept of sharing, to provide rich and diverse services for the elderly in the community. The community has won the title of "Model Community", and is a typical community of social service supply for the elderly.

Table 1. M Community social services for the elderly

	Item	Service subject	service object	service content	service time
Health services	examination of mouth	Medical staff, volunteers	old people	The elderly are checked for oral health	monthly
	Massage moxibustion treatment	Medical staff, volunteers	old people	To relieve the cervical and lumbar pain problems	monthly
	trim the nails	postulant	old people	Clean up the dirt and trim your nails	monthly
Living services	"Prevent carbon monoxide poisoning" publicity work	Community staff	Community residents	Check whether the gas appliances of the community residents (especially the unique elderly people) are qualified	November-January
	Free maintenance electrical appliances	Electrical appliance maintenance personnel, volunteers	Community residents	Repair of household appliances for the community residents	monthly
	Services for the elderly	Community staff	The elderly	Old age certification, allowance payment, medical insurance payment, family difficulties declaration	all day long
Cultural Services	Activity centers for the elderly	community	old people	Ball games, book reading	Monday to Friday
	Sports venues	community	Community residents	Tennis court, basketball court and swimming pool	Monday to Friday
	Research activities	Community staff	A veteran party member	Visit the red education base and the old battle sites	irregularly scheduled
	Lantern riddle culture college	Guilin City Lantern Riddle Cultural Association	Elderly interest enthusiasts	Lantern riddle culture and knowledge education	every Sunday
	Beijing drama club	community	old people	Program performance, daily entertainment rehearsal	Saturday, Sunday
Education services	Elderly people mobile college	College volunteer Service team	old people	Help seniors familiarize themselves with smartphones and improve and master their digital skills	Classes are held twice a year (spring and summer, autumn and winter)
	Elderly aid-fraud activities	social group	old people	Popularize the knowledge of network fraud prevention	irregularly scheduled
	lecture	social group	old people	Provide sources and channels of legal, family, physical and mental health information	irregularly scheduled
Other services	Party member education	Community secretary, party building organizer	A veteran party member	Review the oath of party membership, poetry recitation, Musical Instruments, etc	Major festival
	Community veterans service station	Community veterans service station stationmaster and their staff	ex-serviceman	Pension, medical treatment, rights protection, employment and entrepreneurship guidance and information data collection; regular preferential-card service; door-to-door condolence service	all day long
	Honorary titles, honorary awards	Community staff	old people	Set up "old doing something model", "old learning talent" and other honorary awards	It is issued once a year

3.1. Current supply of social services for the elderly in M community

Community M divides the community into several grids, in which community workers are responsible for different grids. On the basis of grid management and service, we develop multiple social services for the elderly, including community workers, medical staff, association

staff, social organizations, university teams and volunteers. This paper mainly divides the nature of services, and divides the supply of social services for the elderly in M community into five aspects: health service, life service, entertainment service, education service, customized service and other services:

3.2. Path transformation of social service supply for the elderly in the M community

In addition to providing social services for the elderly in the community, the elderly in community M have also become a member of the community social services under the leadership and encouragement of the community staff, gradually shifting from the role of "service beneficiary" to the role of "service provider", and actively contributing to the governance and construction of the community. In this respect, the elderly also participate in the form of "group organization". Due to their common interests and the same concept, they voluntarily form interest societies or service organizations, and jointly play the role of "silver age" for the community governance and construction in the form of collective or team. Its service content and methods mainly include the following aspects:

One is to serve as a volunteer. Many retirees and senior party members in the community actively responded to General Secretary Xi Jinping's environmental protection concept of "green water and green mountains are golden mountains and silver mountains", formed a volunteer patrol to protect the mother river under the community service station, and pick up abandoned garbage around the river; regularly check and report the harmful water environment in the water section of the M community.

Second, to serve as a propagandist. Under the organization and leadership of the community staff, some elderly people, especially the old party members in the community, actively participate in the publicity and education of anti-fraud, family safety education, garbage classification and other work. In the process of publicity, they not only pay attention to the situation of the community residents, but also pay attention to their own growth.

Third, the establishment of cultural and sports community organizations, to participate in the community cultural activities and program planning. Every festival, the M community will invite the elderly with talents and specialties in the community to participate in the singing or poetry recitation, and carefully plan the "festival feast" together. Some can play Musical Instruments, some are good at reciting and singing, providing spiritual and cultural enjoyment for their peers and strengthening the communication. M community opened Beijing Opera Society, where old Peking Opera performers gather together in their daily spare time, or prepare programs for traditional festivals to contribute to the community celebrations.

3.3. Analysis

3.3.1. Value of social service supply for the elderly in the community

M community of elderly social service supply is the typical practice of urban community elderly social services, the service supply subject not only has the characteristics of diversity, including community workers, staff, association staff, social organizations, college team and volunteers, covers the medical care, volunteer service and social work, and service content is rich, not only enrich the elderly life, promote the growth of other groups, but also promote the elderly group think their own value, actively involved in community governance and construction, has a certain positive significance. From the perspective of the community and its staff as the service subject, on the basis of the community grid, the social service supply for the elderly with the participation of multiple service subjects has the following three functions:

First, it has enhanced the ability of community governance, improved the efficiency of community governance and the quantity and quality of social service supply for the elderly. The community implements grid management and grid service, the community is divided into

several management areas, and the community staff one by one, not only rationally allocate work, facilitate communication and coordination, but also implement the service in place; on the basis of grid service, the service subject composed of community workers, medical staff, volunteers and so on provide more universal and personalized service in the "group" way, which can not only increase the service manpower, improve the service efficiency, but also communicate and integrate with each other in the process of service, so as to improve the service quality.

Second, it enhances the sense of belonging, happiness and gain of the elderly in the community. The sympathy, consultation, spiritual encouragement and other services provided by the M community for the elderly group effectively make them feel the respect and care from the residents, the community, the government, the society and the country.

Third, it reflects the responsibilities and obligations to the elderly. The state emphasizes the care for the elderly, and the community social service for the elderly is not only a kind of caring service, but also the embodiment of the continuous improvement and optimization of the government and the national social security system.

Fourth, to provide resources and channels for development for the elderly. After the elderly quit work, they are ordinary people like other residents, who need to live and retire. In the contemporary society where information is changing rapidly, they need to obtain different information to adapt to the society. The knowledge lectures, skill help and other services provided by the community can well meet their needs and provide resources and development channels for the group.

From the perspective of the elderly as the service subject, the "group participation" transformation of community social service supply path for the elderly has the following two functions:

First, we will play a positive demonstration role. The retired elderly in community M form a volunteer service team, which has become a model and model for community residents to build community homes. It not only provides a way for other groups in the community to serve the community, but also plays a positive role in encouraging them.

The second is as a resource to strengthen the community relationship network. Community the elderly in the community to their services, participate in activities and service in the process of the community, not only enhance the contact with the community workers, but also strengthen the familiarity and communication, provide peer strength laid a foundation, is a good way to strengthen the community relationship network.

3.3.2. Shortcomings

The shortcomings are mainly proposed for the community participation of the elderly in community M. The larger number of older people in the community, Is a valuable resource to explore, However, this community currently has a small scope and fewer types of community participation and actions reflected in community service, Based on the investigation and observation data, The author thinks that there are two main reasons for this phenomenon, First, the community focuses on the shallow advantages of the elderly, There are limited opportunities and channels for them to "exert their residual heat", They serve the community in a single form, Most of them play the role of volunteers; Second, there are still some elderly people whose awareness of community service and community governance is not strong enough, Its subjective initiative still needs to be strengthened, Active measures are also needed to improve the groups sense of belonging and participation in the community.

4. Summaries and Recommendations

4.1. Summary

From the above statement, the current urban community elderly social service supply for grid management, and on the basis to provide diversified services, from "grid service" to "group to participate" has gradually become the urban community elderly social service supply innovation practice and measures, but at the same time there are still insufficient, there are further development and optimization of space.

4.2. Suggestions

In view of the existing problems and deficiencies of the supply of social services for the elderly in urban communities, the following suggestions and strategies:

4.2.1. Expand the scope of participants serving the elderly in the community

At present, the main body of urban community services for the elderly are mainly the staff of community neighborhood committees or party and mass service centers, in addition to the medical staff of community cooperation and volunteers recruited by the community. The main body of participating services is gradually diversified, but the age of service providers is more adult, mostly over 25 years old. Therefore, the community can allow more residents, including minors and young people, to participate in the construction of the caring group. For example, for minors, we can deepen their understanding of the community "old-timer" by drawing hand-copied newspapers, participating in essay competition, and the theme activities of "Tell me with the elderly"; for young people, we can enhance their communication and feelings with the older generation by serving as a teaching assistant of the elderly university and visiting them.

4.2.2. Innovation of deeper forms of community participation

At present, the elderly groups in urban communities mainly participate in community governance in the way of "group", so that they can communicate with each other and make progress together, so as to gather the "silver age" strength of this group. However, the form of participation is still in the relatively shallow aspect of service, mainly as volunteers or interest lovers. Therefore, the community can design different forms of participation, such as telling red stories, further analyze the differences of different individuals in interests, abilities, personalities and other aspects in the process of participation, and innovate deeper forms of community governance, so as to promote more personalized services.

Acknowledgments

Fund project: The project is funded by the ideological and political demonstration course "Social Work Administration" of Guilin University of Technology (20240653).

References

- [1] Shao Xinzhe, Lord of Ji Guo. Research on the collaborative operation mechanism of urban grid management and smart community —— Take the community grid management in S City, Sichuan Province as an example [J]. Soft Science, 2021,35 (2): 137-144.
- [2] Wang Yingxue, Zhang Jiliang. Research on the function of social capital in the improvement of community grid governance efficiency [J]. Journal of The Party School of Harbin City, 2024, (05): 52-57.
- [3] Bell bell Xian. "Group type" service technology xing silkworm [J]. Rural New Technology, 2024, (08): 58-59.

- [4] Rao Can, Qian Tong, Fan Xin. Research on the "group service" path of university logistics under the grid management horizon [J]. Economist, 2024, (06): 154-155.
- [5] Yang Jian, Meng Ying. Community volunteerism for seniors from an active aging perspective [J]. The Party School of the CPC Qingdao Municipal Committee. Journal of Qingdao University of Administration, 2023, (05): 80-85.