The Present Situation and Countermeasures of the Construction of Urban Community Workers—Take Baoding JX District as an Example

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Abstract. On the basic situation of JX district of Baoding city community worker, working and working condition of professional social work and social workers, etc, on the basis of investigation, analyses the existing problems and reasons of the community workers, put forward to improve community workers working conditions, improve the community worker training mechanism, increase the community worker team construction and investment.

1. Introduction

Community is the basic unit of society and urban management. Along with our country urbanization accelerating, the community in alleviating social pressure, safeguard social stability and promote personal and social development, community workers as a arises at the historic moment under the new situation new work team, has become the main force of community construction, and the shoulder responsibility is becoming more and more heavy. In 2006, the sixth plenary session of the 16th CPC Central Committee made the decision to build a large social work talent team, which played a positive role in promoting the development of community workers in China. At present, our country community worker troop grows gradually, already became the main body strength of urban community construction and management [1]. In order to give full play to the subjective initiative of community workers, Baoding always takes strengthening team construction as an important work in community work. For community worker management standardization, in 2008, Baoding municipal party committee issued "several opinions on strengthening community worker team construction, 2018" Baoding city urban and rural community management method "and other policy documents, and community workers out responsibility, to a certain extent of Baoding city community construction and community workers management has played a good role in promoting, further improve the level of community grass-roots workers, pushing Baoding city community construction work to go on. But at present, there are still some problems in the construction of community workers, such as low salary satisfaction, low degree of specialization and insufficient training.

2. Literature Review

2.1. Definition of the Concept of Community

Community is the most fundamental unit of the social organism. At the end of the 19th century, the word "community" was born in Germany. The sociologist Tennis defined "community" as a social life community connected by neighbors, blood ties and friends and maintained by common habits and values [2]. In the early 20th century, during the rapid urbanization process in the United States, American sociologists found the correlation between social community and region, and used "community" to correspond with the social community proposed by Tennis. Thus, the concept of community is closely related to social communities and certain regions. In the 1930s, Fei Xiaotong defined "community" as a social group living together in a certain region in his book rural China. He believed that Chinese community was an "acquaintance community" formed under the order of
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traditional rites and customs [3]. Chinese sociologists' research on the concept of community is mostly based on the meaning of "community". Zheng Hangsheng defined community as a human group and its activity area that carries out certain social activities and has certain interactive relations and common cultural sustenance [4]. According to Xu Yong, community is a kind of local society, which is based on the region where people live together and have common social ties and values [5].

2.2. The Definition of Community Workers

Community worker is a new term appearing in the process of community construction in our country. "Community building" argues that "community workers are social work professionals serving communities and residents" or "social workers taking community work as the main method" [6]. Domestic researches on community workers usually include: 1. The study on the quality of community workers; 2. The study on the specialization of community workers; 3. The study on the professionalization of community workers; 4. The study on the management of community workers.

3. Analysis of Research Results

Students majoring in social work of North China Electric Power University chose JX district, which is very representative in community construction, to conduct investigation. The whole research process mainly through literature method and questionnaire survey to obtain relevant information, for 383 staff of 62 communities belonging JX district were investigated, including ordinary community worker 297 people, community cadres (secretary, director, secretary and director) for a total of 86 people, all basic covers the area of TV community and community workers. The analysis results are as follows:

3.1. A Reasonable Structure of Community Workers

3.1.1. The Gender, Position and Age Distribution of Community Workers is Reasonable

Among the gender distribution of community workers, 39 were male and 344 were female. In the position distribution, there are 86 community cadres and 297 ordinary community workers. Among them, the majority of community cadres are female, accounting for 86.0%, and male, accounting for 14.0%. The average age of community cadres is 41.93 years old, and the average age of ordinary community workers is 32.26 years old.

3.1.2. The Overall Membership of Community Workers is Good

A total of 234 community workers were Party members, accounting for 61.1 percent of the total. Among the community cadres, 85 are Party members, accounting for 98.8%. Among ordinary community workers, there are 149 Party members, accounting for 50.2%.

3.1.3. The Health Condition of Community Workers is Better

Overall, community workers were in better health, with 80.4 percent very healthy, 17.2 percent healthy and only 2.3 percent unhealthy. Among the community cadres, 88.4 percent were very healthy or relatively healthy, 8.1 percent were in general health, and 3.5 percent were relatively unhealthy. In the general community, 78.1% of the workers were very healthy or relatively healthy, 19.9% were in general health, and 2.0% were relatively unhealthy.

3.1.4. The Overall Cultural Level of Community Workers is High

The education of community worker is overall higher. Holding the junior college, undergraduate or above occupies majority, the proportion reaches 86.7%, while holding the high school or technical secondary school is less which is only 12.5%, and the community worker of 0.8% is junior high school and below academic record only. Among the community cadres, 87.2% had a college degree or a bachelor's degree or above, among which 2.3% had a master's degree or above, 11.6% had a high school degree or a technical secondary school degree, and 1.2% had a junior high school degree or below. The education level of ordinary community workers is also mainly concentrated in the junior college and bachelor's degree. The education level is 50.7% for junior college, 35.5% for bachelor's
degree, 12.8% for high school or technical secondary school, 0.7% for junior middle school or below, and there are no ordinary community workers with master's degree or above.

3.2. The Team of Community Workers Works Well

3.2.1. Community Workers Have a High Level of Work Motivation

Work motivation is a state of mind, which refers to a series of internal and external forces that motivate behaviors related to job performance and determine their form, direction, intensity and duration. The score ranged from 0 to 84, with 0 representing the lowest level of work motivation, 84 representing the highest level of work motivation, and 42.5 representing the general level of work motivation. According to the calculation results, the average score of the work motivation scale for community cadres is 54.9, indicating that it has a high level of work motivation. The average score of the work motivation scale for general community workers is 53.9, indicating that it also has a high level of work motivation.

3.2.2. Community Workers Have a High Level of Professional Identity

Professional identity refers to the subjective cognition and feelings of individuals on the occupation they are engaged in and associated with the occupation characteristics, often including the sense of meaning and value of the occupation role, whether the occupation is fun and attractive, etc. The occupational identity scale scores ranged from 0 to 147, with 0 representing the lowest level, 147 representing the highest level, and 73.5 representing the general level. The average score of professional identity of community cadres is 114.6, and that of ordinary community workers is 110.2. Both of them have relatively high professional identity level, and there is no significant difference.

3.2.3. Community Workers Have a High Level of Public Service Motivation

The motivation of public service is the public spirit of individuals under the specific cultural environment and management system, which is embodied in the inner belief and potential consciousness of serving, dedicating and sacrificing for public affairs. The score of public service motivation ranged from 0 to 40 points: 0 represents the lowest level of public service motivation, 40 represents the highest level of public service motivation, and 20.5 represents the general level of public service motivation. The results show that the average score of community cadres in this scale is 34.3, and the average score of ordinary community workers in this scale is 33.4, indicating that both community cadres and ordinary community workers have a high level of public service motivation.

3.2.4. Community Workers Have a Higher Subjective Well-Being Level

Subjective well-being is a measure of personal quality of life, as a comprehensive psychological index, to a large extent reflects people's life status and the pursuit of ideal life. Subjective well-being scores range from 0 to 25, with 0 representing the worst possible quality of life and 25 representing the best possible quality of life. The results showed that the average score of subjective well-being scale of all community workers was 19.0, indicating that they had a better quality of life, and there was no difference between community cadres and ordinary community workers.

3.2.5. Community Workers Have a High Level of Job Performance

Job performance mainly measures community workers' competence in community work. Job performance scores range from 0 to 140.0 represents the lowest level of job performance, 140 represents the highest level of job performance, and 70.5 represents the average level of job performance. The score of community cadres in this scale is 112.1, indicating that they have a high level of work performance. The score of ordinary community workers in this scale is 107.8 points, which also indicates that they have a high level of work performance, but lower than community cadres.

3.2.6. The Level of Organizational Commitment of Community Workers is High

An individual's identification and trust in the goals and values of the organization to which he belongs, and the positive emotional experiences that result. The score of organizational commitment ranged from 0 to 30, with 0 representing the lowest level of organizational commitment, 30
representing the highest level of organizational commitment, and 15.5 representing the general level of organizational commitment. The average score of community workers in the organizational commitment scale is 25.1, and the average score of ordinary community workers is 23.6, which indicates that the level of organizational commitment of community workers is relatively high.

3.2.7. Community Workers Have a Lower Level of Job Burnout

Job burnout refers to the state of physical and mental fatigue and exhaustion caused by the heavy work. The score of job burnout ranges from 0 to 105, with a score below 50 indicating good working condition, and a score between 50 and 75 indicating a certain degree of job burnout, requiring self-psychological adjustment. If the score is between 75 and 100, it is suggested that the respondents take a vacation and leave the work for a period of time for adjustment. If the score is above 100, people are advised to consult a psychologist or quit, quit work, or change jobs, which may be more positive. The average score of burnout level of community workers who hold the position of community cadres is 35.5, and the average score of ordinary community workers is 36.1, indicating that the community workers surveyed are in good working condition.

3.2.8. The Turnover Intention Level of Community Workers is Low

Turnover intention can predict turnover well. The turnover intention scale measures the turnover intention of community workers from two dimensions: time and frequency of turnover intention. In the question "I want to leave the unit in the next five months," 84.9 percent of the community leaders said they "strongly disagree," "disagree" or "somewhat disagree. "12.8% means "uncertain", and only 2.4% choose "relatively agree", "agree" or "strongly agree", which indicates that their turnover intention level is low in this dimension. 79.4% of ordinary community workers indicated "strongly disagree", "disagree" or "relatively disagree", 14.8% chose "uncertain", and only 5.7% indicated "relatively agree", "agree" or "strongly agree", indicating that ordinary community workers have a lower turnover intention in this dimension.

3.2.9. Community Workers are Generally Optimistic About the Prospects of Community Work

On the whole, community workers are more optimistic about the prospect of community work, with 70.2% believing that the prospect of community work is good or very good, 20.9% believing that the prospect of community work is general, and 5.2% believing that the prospect of community work is not very good or very bad. Among the community cadres, 75.6% think the community work prospect is good or very good, 20.9% think the community work prospect is not good or very good, only 3.3% think the community work prospect is not good or very bad. Among the ordinary community workers, 38.7 percent think the community job prospects are good or very bad, 25.6 percent think the community job prospects are not good or very bad, and only 5.8 percent think the community job prospects are not good or very bad.

4. The Main Factors Restricting the Efficiency of Community Workers

From the situation of Baoding JX district, community workers are becoming younger, more educated and more professional, showing a good momentum of development. However, it can’t be ignored that there are still many problems in the construction of community workers, which restrict the play of the role of community workers.

4.1 Low Salary Affects the Enthusiasm of Community Workers

Remuneration is an important issue that community workers generally care about. According to the survey results, the average annual income of community cadres is 32,352. 0 yuan, the lowest is 20,000 yuan, the highest is 66,000yuan. The average annual income of an ordinary community worker is 25,553. 3yuan, with the lowest and highest incomes ranging from 14,000 yuan to 39,600 yuan. Overall, community workers were less satisfied with their pay, with 76.7% of them expressing dissatisfaction or very dissatisfaction with their pay.
It can be seen that the salary of community workers is low, which seriously affects the work enthusiasm of community workers and causes serious brain drain of community workers. Some community workers, especially those male community workers who have just graduated from college and have not been working for a long time, often take community work as an expedient and do not devote themselves to the work, which brings a passive situation to the community work.

4.2 The Professional Level of Community Workers is not Enough

In the process of professionalization and institutionalization of community work, "the importance of professional social work to involve in community work has been paid more and more attention by the government", "the integration of social work and community work has a promising prospect". Among the community workers, a total of 230 people, accounting for 60.1 percent, took the exam for the social work professional qualification certificate. Among the 230 people who participated in the social work vocational qualification certificate examination, 121 people obtained the social work vocational qualification certificate, accounting for 52.6%. A total of 109 people, accounting for 47.2%, participated in the examination but did not obtain the certificate. Social work professional qualification certificates are divided into two types, namely assistant social worker certificate and social worker certificate. Of the 121 people who obtained the social work vocational qualification certificate, 68, or 56.2 percent, obtained the certificate of social work assistant. In addition, a total of 53 people obtained the social work division certificate, accounting for 43.8 percent. In addition, the survey results showed that among 109 people who participated in the exam but did not obtain the certificate, a total of 85 people indicated that they would participate in the exam of social work professional qualification certificate in the next year, accounting for 78.0%. On the whole, the professional level of community workers in JX district is not high, which will restrict the work efficiency in specific work.

4.3 Insufficient Training for Community Workers

From the perspective of long-term development, specialization is the direction of community worker team construction. Community workers should face, coordinate and solve all aspects of problems with professional standards, and pay equal attention to community service and community management. Most community workers participated in one professional social work training in the last year, accounting for 50.7%, 23.8% participated in two or three times of training, 7.0% participated in more than three times of training, and 18.5% did not participate in the professional social work training in the last year. The training course is short and the professional knowledge and skills are not systematic. The lack of professional knowledge and skills has become the main obstacle for community workers to carry out their work. The lack of training for community workers makes it difficult for them to meet the needs of harmonious community construction under the new situation.

5. Countermeasures and Suggestions to Promote the Healthy Development of Community Workers

The government should formulate the development plan of community workers, and take effective measures to respect talents, make good use of talents, train talents and retain talents, so as to realize the healthy development of community workers.

5.1 To Improve the Salary of Community Workers and Protect the Basic Rights and Interests of the Community Workers

To improve the salary of community workers is the key to strengthen the construction of community workers. But heavy community work and low wages make it difficult for young college students to stay. The government should reasonably adjust the income of community workers, develop a humanized wage and welfare system, improve the incentive mechanism, attract more outstanding young people to join the community team, and ensure the stability of community workers.
5.2 Improving the Training Mechanism of Community Workers and Comprehensively Improving Their Professional Quality is the Basis for Strengthening the Construction of Community Work Personnel

Training and education should be the main ideas in the cultivation of community work talents. First, overall planning of education and training. According to the current situation of community work force and the trend of economic and social development, we will study and formulate plans for education and training of community work personnel, and accelerate the establishment of a talent training system that integrates professional training, professional training and knowledge popularization. Second, carry out on-the-job training comprehensively. In order to improve the theoretical level, practical ability and professional service level of community workers, large-scale and systematic professional training should be carried out in a planned and hierarchical way. Third, improve the education and training mode. Actively introduce advanced regional training and education ideas and methods, standardize training materials, training methods and training content. Expand community workers to send, visit, exchange channels, and so on.

5.3 Increase the Fund Investment in the Construction of Community Workers, and Improve the Social Recognition of Community Work

To promote the construction of community workers, we need to take into account both material guarantee and spiritual support. On the one hand, we should establish a multi-input mechanism for specialized construction of community work with financial funds as the main body and social funds as the supplement. On the other hand, make full use of media resources, organize and carry out various forms of publicity activities, through publicity of the great significance of community worker team construction, typical deeds of excellent community workers, improve the public's understanding of community work and community workers, and effectively enhance people's social identity of community work.

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