

# *Review on the Research of Community Home-Based Pension in China: Based on the Domestic Literature Research from 2011 to 2020*

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**Abstract:** China's long-term social practice and the development experience of the world's major developed countries have shown that relying on the main facilities and service institutions of the community, integrating various social forces, and optimizing the allocation of relevant resources are the effective ways to improve China's social pension service system and improve the quality of community home-based elderly care service. In this paper, through sorting out the relevant literature of China's community home-based Pension research in recent ten years, it carries on the comprehensive elaboration and the summary, discovers the existing correlation research characteristic and the existence insufficiency, has the strong practical significance to our country community home care policy improvement and the social pension service system consummation.

## **1. The Question Raised**

China's population aging trend is deepening, which is the basic national condition that China is facing in the 21st century. It is an important long-term strategic task for China to actively deal with the aging problem. On September 13th, 2013, the State Council issued "Several Opinions on Accelerating the Development of Pension Service Industry" (Guo Fa [2013] No.35), which clearly put forward the construction goal of China's social pension service system. The old-age security is changing from paying attention to the equalization of pension insurance to diversified pension service supply and high-quality service.

However, under the background of getting old before getting rich and shrinking family size, the traditional family pension function is weakening day by day, facing great challenges, and the financial pressure of social pension is also increasing. Mu Guangzong pointed out that the continuous in-depth development of Chinese society has brought more and more serious pressure on family pension. In the future, the pressure on pension faced by the working population will exceed the maximum tolerance, and the family pension model will be unsustainable [1]. Therefore, the community home-based aged care service, which can not only reduce the cost of aged care, but also improve the quality of aged care services, is in line with matters. At present, China is faced with multiple practical dilemmas, such as insufficient effective supply of aged care services, low quality and efficiency,

irrational structure, unbalanced resource allocation, etc. Promoting the inclusive development of community home-based aged care services to meet the needs of the elderly in situ is the theoretical choice and practical direction to establish and improve the aged care service system [2].

In recent ten years, Chinese scholars have paid more and more attention to the research of community home-based care for the aged, and there have been many research achievements in domestic academic circles, which have played a leading role in promoting the development of community home-based care for the aged in China. However, at the same time, there are many research deficiencies in the existing literature. In view of this, this paper systematically sorts out and analyzes the existing literature on the connotation, present situation, existing problems and corresponding countermeasures of community home-based care for the aged, comprehensively summarizes the characteristics and shortcomings of the existing research, and looks forward to the future research direction, in order to provide reference for the improvement of the service policy of community home-based care for the aged and the improvement of related research.

## **2. The Main Content of Research on Community Home-based Care for the Aged in China**

### **2.1. Research on the Connotation and Mode of Community Home-based Care for the Aged**

Community-based home-based care for the aged originated in Britain, and then gradually formed a relatively complete service system in the United States, Britain, Japan and other countries. Home-based care for the aged in the community is defined as taking the family as the core, relying on the community and supporting by specialized institutions, the government leading the purchase of services, encouraging social participation and undertaking by non-governmental organizations, and providing the elderly in the community with material and spiritual socialization services such as life care, medical care, psychological comfort, etc [3]. It is characterized by giving full play to the leading role of the government, the subjectivity of the masses and the synergy of the society in the community comprehensive pension service system, integrating various pension resources within its jurisdiction, and providing systematic services for the elderly, including free public welfare services, basic pension services with low compensation and personalized pension services with higher fees [4].

However, at present, the research and practice of community home-based care for the aged in China is still in the primary stage, and there are some misunderstandings in our understanding of community home-based care for the aged, which must be corrected, otherwise it will have a negative impact on the construction of social care service system. Ding Jianding pointed out that home-based old-age care is not the same as the traditional family-based old-age care, and there are significant differences in support system, responsibility subject and support unit. The former originates from industrialization, while the latter is applicable to agricultural society. It is inevitable for social development to change from traditional family care to modern home care service [5]. In addition, community pension is different from institutional pension. Community-based old-age care facilities are public service facilities, and community-based old-age care provides necessary support and assistance for home-based old-age care. By integrating related resources, linking with grass-roots government organizations and coordinating the relationship between community and family, the community provides a series of professional services such as life care, medical care and spiritual comfort for the elderly at home [6]. Tang Jun believes that the misunderstanding of elderly services in China is to separate institutional services from community home services. In fact, institutional services and community home services should be an organic whole, and the government should cultivate and support the comprehensive elderly service operators to exert their efforts at home, community and institutions at the same time, so as to form the ability of "self-survival and self-development" [7].

## **2.2. Research on the Development Status and Countermeasures of Community Home-based Care for the Aged in China**

### **2.2.1. Insufficient Effective Demand, Imbalance between Supply and Demand**

At present, the industrialized operation of community home-based care for the aged in China presents multiple operational dilemmas. First of all, supply is "inefficient". There is a lack of interaction and cooperation among supply entities, an effective benefit coordination mechanism, poor information exchange, small scale and low level of repeated supply, which leads to the coexistence of idle waste of community aged care service resources and insufficient effective supply of services, presenting the problem of "inefficient supply" [8]. Secondly, "the imbalance between supply and demand". Information asymmetry between service providers and service demanders leads to imbalance between supply and demand. The supplier can't accurately identify the individual demand, ability to pay and willingness of the elderly consumers, which makes the service supply seriously mismatch with the effective demand of the elderly.

Wang Lili analyzed the survey data of China Research Center on Aging, and pointed out that there was a gap between service demand and service supply for the elderly. In community home care services, the imbalance between supply and demand was serious, especially the phenomenon that the demand for spiritual comfort services was greater than supply was very serious [9]. Zhao Chunfei found through investigation that although the contents and projects of community aged care services are various, most communities cannot provide the expected services in actual implementation. Moreover, professional services, such as medical care and psychological counseling, are seriously lacking, and the community can't estimate the needs of ordinary elderly people except some poor elderly people. The reason why there is such a dilemma is that, on the one hand, from the perspective of the supply side of aged care services, there is no clear power and responsibility relationship and supply resultant force between the government, the market and the society, as well as between different levels of subjects [10]. On the other hand, the reason why the total supply is insufficient and the resources are idle at the same time lies in the mismatch between the endowment service resources and the endowment demand. One is the spatial mismatch between supply and demand, and the other is the content mismatch between supply and demand [11].

Based on the above-mentioned problems of "inefficient supply" and "imbalance between supply and demand", scholars have also given many solutions. Feng Jie and Zheng Hong believes that we should actively rely on big data, cloud computing, 5G network and other scientific and technological information technologies and platforms, define the functional orientation, break the unfavorable situation of the separation between medical care and nursing care, and build a smart "combination of medical care and nursing care" old-age care model in urban communities, so as to solve the problem of "separation of medical care and nursing care" of "treating diseases without nursing care" [12]. Yi Yan Yang and Zhou Pei, on the basis of pointing out various problems in the industrialized operation of community home-based care for the aged in China, think that there are many logical agreements between the community home-based care industry and the sharing economy in terms of industrial cycle, practical fields, involved subjects and functional orientation, etc. They should follow the idea of "sharing economy" and actively build a shared development path, so as to realize the synergy, precision and sharing of the community home-based care industry [13].

### **2.2.2. The Participation of Social Organizations is Low**

First of all, the public welfare and non-profit nature of community home-based aged care service is one of the reasons that lead to the low enthusiasm of social forces to participate. Secondly, the community home care service needs to provide personalized service for the elderly, with high service

cost, small scale effect and small profit margin, which all restrict the participation of social organizations. Thirdly, the development of China's social organizations and their participation in the aged care service are still in the exploratory stage, and some innate problems such as insufficient development of social organizations themselves, difficulty in raising funds and insufficient policy support hinder their active participation [14].

Deng Hanhui, et al., emphasized the concept of social enterprise, holding that the professional ability of social enterprise can improve the professional level of community home-based aged care services, and put forward higher requirements for the professional concept, attitude, skills, discipline and style of staff. The society is a new social organization with certain advantages, which should become an important force for social enterprises to participate in the aged care service, and play an important role in the innovation of social service mechanism and the improvement of public service supply [15]. Shi Renbing based on the analysis of the existing problems of the traditional care model for the elderly in rural areas, put forward that a market-oriented "reciprocal pension" model should be actively developed in underdeveloped rural areas, so as to promote the participation of the government, villagers' self-governing organizations, villagers and other subjects in the provision of pension services, and through the combination of all parties' plans, the mechanism can be promoted to run sustainably, and finally the institutional goal of "getting something" can be achieved[16].

Social organizations' participation in community home-based care for the aged is the demand of social development. It can not only absorb the government's public service resources, but also mobilize the market resources, and mobilize the social forces to the maximum extent, so as to make up for the failure of the government and the market, which is also an inevitable requirement to improve the level of service specialization. Community home-based care services should be bigger and longer. In addition to increasing investment, the government must also introduce a certain market mechanism to attract the participation of social forces, expand the scope of subsidized services, and truly serve the growing elderly groups.

### **2.2.3. The Structure of Community Home Care Service Staff is Unreasonable and the Degree of Specialization is Low**

Due to the lack of funds, low salary, unattractive job content, insufficient professional treatment and professional promotion space, it is impossible to attract high-level talents from all walks of life to participate in the construction of community home care service system. At present, the number of community home-based aged care service personnel is insufficient, and the mobility is large. Most of the staff members do not have professional nursing qualifications or qualifications, and many of them take up posts without systematic professional training. The service content is limited to simple tasks such as housework. Due to the lack of dynamic mechanism to promote the sustainable development of home-based aged care services and effective management, the community home-based aged care service team lacks stability, low degree of specialization, and it is difficult to expand the service team and meet the growing social needs. Xiao Yun and Yang Guanghui made an in-depth analysis of the structure of community home-based care service staff from the aspects of age, educational background, professional knowledge, professional title, etc. from the perspective of optimizing the structure of community care service staff. They pointed out that the hard work, low pay, lack of attraction to young people, retention of high-quality talents, unreasonable professional knowledge structure, lack of promotion channels and other reasons restricted the development of service staff [17].

### **2.3. Research on the Mode of Home-based Care for the Aged in Foreign Communities**

Chu Xuan Jing, et al. took the United States, Germany, Sweden, the United Kingdom and Japan

as examples, compared the similarities and differences of home care services under different welfare types, and explored the general rules of home care services. Some suggestions are put forward, such as ensuring the housing of the elderly, integrating the home-based care service system, and constructing a "four-in-one" home-based care service responsibility system [18]. Zhong Huilan and Zhang Xiaoyi combed the reform practices of the aged care service market in Britain, Sweden and Australia, summed up their internal logic, and put forward the enlightenment to China: the market-oriented reform of aged care service is a four-core driving system composed of privatization, personalization, deinstitutionalization and informalization. The service for the aged should gradually change from a closed government supply system to an open interactive supply system of multiple subjects such as government, society and market. The responsibility for the aged needs to be rationally divided among the state, society and individuals [19]. Chen Haiyu analyzed the characteristics of the social pension service systems in Britain and Japan, combed the development context and main contents of the two countries' pension service systems under two different social security systems of welfare state and social insurance, and put forward suggestions and countermeasures such as perfecting relevant policies and regulations, building diversified service delivery channels, and cultivating professional and high-quality service personnel [20].

#### **2.4. Research on the Demand and Influencing Factors of Aged Care Services**

With the deepening of theoretical discussion and practice, the academic community needs home-based care for the aged. The discussion has gradually become the focus of attention. China's aging population is characterized by large population, rapid speed, large regional differences, aging before getting rich, etc. Based on this, the research on aging countermeasures is more complicated and needs to be analyzed from the needs of the elderly [21].

Cai Shantong and Ao Yingjing made an empirical analysis based on the survey data of the quality of life and service needs of the elderly in Chengdu, and concluded that the age and health status are the main factors that have a significant impact on the demand for home-based care services at this stage [22]. Bian et al. investigated the influence degree of social demographic characteristics, survival needs, medical care, life care, spiritual needs and other factors on the needs of the elderly, and believed that the community should be used as a service platform to provide targeted services; Based on the service chain theory, build the overall supply process of aged care services [23]. Ding Zhihong and Qu Jiayao analyzed the differences in various services of the elderly who need care from three aspects: awareness rate, utilization rate and demand rate, and defined the supply and demand, that is, utilization, of community home care services. It is concluded that the development direction of community home-based care for the aged is: visiting doctors, rehabilitation nursing, day care, doing housework at home, helping meals and bathing, etc. The government, society, community organizations and other responsible subjects should gradually change the elderly's awareness of providing for the aged through vigorous publicity; It is necessary to further accelerate the construction of old-age service facilities in large rural areas and the central and western regions [24].

#### **2.5. Evaluation of the Service Quality of Community Home-based Care for the Aged and Its Influencing Factors**

Zhang Yi and Mei Qiang, with the help of William N. Dunn's "4E Theory", constructed the performance evaluation index system of community home-based aged care service from four aspects: economy, efficiency, effectiveness and fairness [25]. Ji Peng and Li Fang made a comparative evaluation of the performance of government home-based care services in China from the aspects of subject, object, time and space, and built a three-level evaluation index system for satisfaction of care services based on ACSI [26]. Jiang Haixia et al. constructed a macro-service quality evaluation index

system applicable to the whole home-based care service and a micro-service quality evaluation index system represented by medical care service. Their research has important reference significance for the evaluation of community home-based care service projects [27]. Xiao Yun and Sui Shumin thinks that the current evaluation indicators of community home-based care service quality are too jumbled, lacking in-depth model construction and empirical analysis, and can't make an objective evaluation of service quality. Therefore, with the help of Delphi expert opinion method, the fuzzy comprehensive evaluation model of urban community home-based care service quality is constructed by using AHP to calculate the index weight coefficient, and the service quality of six urban communities in Chongqing is empirically tested [28].

### **3. The Characteristics of Community Home-based Care for the Aged Research**

#### **3.1. The Research Perspective has Changed from "Connotation" and "Current Situation Analysis" to "Improving Service Quality"**

In the early domestic literature research, the analysis of the connotation, mode and current situation of community home-based care for the aged is an important content that scholars pay attention to. At present, a unified understanding of its connotation and mode has been basically formed: community home-based care for the aged is an old-age care mode that takes family care as the main mode, supplemented by community-based care for the aged, and provides care services for the elderly at home through door-to-door services [29]. Community home-based care service is the core and foundation of social care service system. We should rationally define the basic relationship of community home-based care service, rationally choose the way of community home-based care service, gradually establish the policy support system of community home-based care service, and constantly improve the basic environment of community home-based care service. Under the background of aging, weakening of family pension function and obvious drawbacks of institutional pension, community home-based pension is the main way and method to solve the problem of "imbalance between supply and demand" of social pension services in China.

However, under the influence of the development of community care service theory in western countries, the focus of domestic research in recent ten years has begun to shift to the research on the satisfaction of aged care service. The final index to evaluate the quality of life of the elderly is their subjective feelings. Service quality evaluation is an important link to improve the effectiveness of community home-based care services, which is directly related to the life satisfaction of the elderly. Perceived community image and perceived community service quality positively influence the public's trust in the community, and further positively influence the public's willingness to choose community aged care services [30]. Therefore, it is of great practical significance to study the quality evaluation of community home-based care for the aged and its influencing factors to promote the development of community home-based care for the aged. At present, the performance evaluation of social services has just started both in practice and in theory.

#### **3.2. The Research Focus Shifts from "Supply" to "Demand"**

It can be seen from the above literature that most of the initial studies focused on the service supply side, discussing the problems existing in the supply of aged care services and how to rationally allocate resources to effectively provide social aged care services for the elderly. However, with the development of society and the deepening of research, many scholars found that the existing research paid little attention to the service needs and heterogeneity of the elderly, who are the beneficiaries of aged care services. Therefore, some scholars focus on the demand side of the elderly to discuss the needs of social pension services. Old-age service is a "demand-oriented" service mode. To provide

high-quality old-age service, it is necessary to accurately identify the individual needs of the elderly, otherwise it will affect the elderly's satisfaction and identity with community home-based old-age service. Non-demand-oriented will inevitably lead to the imbalance between supply and demand. At present, there are contradictions between the lack of pertinence, the lack of accuracy, the singleness of supply and the diversity of demand in our community home-based care for the aged, which make the potential needs of the elderly unable to be fully released. To develop home-based aged care service, we must deeply analyze the needs of the elderly.

## **4. Conclusion**

### **4.1. Theoretical Research Lags Behind, and There are Few Studies on Underdeveloped Areas**

Compared with the social practice, the research on the theory of community home-based care for the aged in China lags behind, and most of the research stays in the descriptive research of the current situation of the problem, lacking systematic explanatory theoretical research. At the same time, the investigation of various regions is often just a summary of the advanced community work in developed regions, without further systematic theoretical analysis. Moreover, there is little research on community home-based care for the aged in underdeveloped areas. Under the social background of aging, labor outflow, left-behind children and empty nesters in rural areas, the care of the elderly in underdeveloped areas, especially in rural areas, has become a big problem that puzzles the government and rural families. At present, most of the research focuses on the big cities with relatively developed economy and perfect community construction, while the research on community home-based care model in underdeveloped areas or rural areas with relatively backward economic development and imperfect community construction is rare. Therefore, it is particularly important to carry out in-depth practice and analysis to find out the development path suitable for underdeveloped areas and rural areas.

### **4.2. Too Much Research is Focused on the Service Supply Side, and Less on the Demand Side**

At present, scholars' research in the field of pension service supply mainly focuses on the supply subject and supply influencing factors, focusing on analyzing the role of various supply subjects in the development of this pension model, or studying the influencing factors that are easy to form constraints on the development of this model, and then putting forward relevant improvement suggestions. However, it is seldom studied from the demand side of aged care service, that is, the needs of the elderly and its influencing factors.

### **4.3. There are More Expository Studies, Less Empirical Studies and Single Research Method**

Most studies ignore the heterogeneity of the elderly, and do not study the choice preference of the elderly. The elderly are a heterogeneous group. Different gender, age, education level, income status, regional economic development level, etc. will have an impact on the needs of the elderly. The research on community pension should also focus on the difference of the needs of the elderly, so as to provide corresponding services for the elderly with different needs. For example, we can use the joint analysis method to make an empirical study on the choice preference of the elderly. Combined analysis method is widely used. But at present, there is no research to apply the conjoint analysis method to the research of community home care service preference. When faced with the choice of new products or services, consumers always decide their own consumption behavior according to the principle of maximizing utility, and personalized consumption tendency is becoming more and more common. Different consumers have differences in service awareness, service quality trust, price

sensitivity and other factors, so they prefer different products or service attributes. Based on this heterogeneous preference of consumers, we can subdivide consumers to determine the actual demand of the market.

To sum up, this paper systematically combs and analyzes the research on community home-based care for the aged in China in recent ten years, comprehensively summarizes the characteristics and shortcomings of existing research, and looks forward to the future research direction, in order to provide reference for the improvement of community home-based care service policy and the improvement of related research. Of course, there are many shortcomings in this study, such as the introduction of cutting-edge theories and the lack of comparative studies at home and abroad, which is the direction of the author's further research in the future.

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