

Research on Standardization of Community Management and Service

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Abstract: Community management and service standardization can enrich community function, improve service level, and become the key task in the process of modern community construction. This paper studies the standardization construction of community management and service, analyzes the present situation of community management and service standardization, gives the concrete measures to promote the construction of management and service standardization, and constructs a scientific and detailed system of social management and service standardization for the reference of relevant personnel.

1. Introduction

In the new era, the community gradually replaced the unit as the smallest unit of social management, and some studies have shown that the contribution of the community in improving people's quality of life is even much higher than that in other parts of the field. With the improvement of people's living standard and spiritual needs, it is difficult for the original community management and service to meet people's diversified service needs. The construction of community management and service standardization has its inevitability and necessity.

2. Current Situation of Community Management and Service Standardization

2.1 Achievements

First, the construction of community management and service standardization shows an accelerated trend. The construction of domestic community management and service standardization is relatively late, but the development speed is fast. Since the establishment of the community management service facility in 2006, the area has been active in the construction of community management and service standardization, and the relevant system has been continuously improved to show a good development potential. Second, the implementation of the concept of the safety community, the green community and the local community is good. Taking the concept of the safety community as an example, the basic requirements of the construction of the safety community, the technical specifications for the supervision of the safety community and the like exist, and the implementation of the concept of the safety community is guided. [1]. Third, community management and service facilities continue to improve. Combined with the production, living needs, cultural construction, sports health, commercial leisure, health management, security and other service facilities of modern residents, the categories of management and service facilities are basically improved, and the categories of management and service facilities are further expanded. Fourth, humanistic care is becoming increasingly prominent. The spiritual needs and humanistic needs of contemporary residents are constantly increasing, and there is a high degree of attention to community culture, leisure, entertainment and other service facilities. As early as 2011, the standards on community culture, sports and other service facilities have been issued.

2.2 Deficiencies

Compared with developed countries, domestic community management and service standardization construction is still inadequate. For example, community management is unbalanced with service standard structures. The existing management and service facilities are

mainly concentrated on administrative management, municipal management and safety management, accounting for about 60% of all facilities standards. Although the cultural and leisure service facilities have been continuously improved in recent years, there is still some deficiencies in the whole. With the improvement of the living standard and spiritual pursuit of residents, this deficiency will be further expanded, such as the lack of service facilities such as community senile university, library, indoor gym, etc. Except for the structural imbalance, there are no regional features. The lag of standardization construction is also a prominent problem in the construction of community management and service standardization.

3. Community Management and Service Standardization Measures

3.1 Introduction of Diversified Input Co-Construction Mechanism

The implementation of the multi-investment co-construction mechanism can bring more sufficient funds and talents to the construction of community management and service standardization. We should introduce social resources rationally, gradually weaken the dependence of standardization construction on government departments, reduce the pressure of government finance, and carry out the construction of community management and service standardization according to the development mode of market economy system. The standardization of community management and service needs to be led by government departments and supported by certain policies and funds. Sustainable investment planning, rationally coordinating the relationship between government resources and social resources, and jointly promoting the construction of community management and service standardization. For example, we should strengthen the publicity for the standardization of community management and service construction, use the social influence of government departments to encourage more enterprises and institutions to actively participate in the standardization construction process, widen the channels of funds for standardization construction by means of donations and cooperation, and ensure that the implementation of specific work is supported by sufficient funds. In the process, government departments need to strictly monitor and evaluate the allocation and use of funds to ensure the most effective use of each sum of funds.

3.2 Implementation of the Standardized Construction Assessment System

The standardization of community management and service is a refinement of the management and service system to provide better and high-quality community service for the community residents. The construction of community management and service standardization is a long-term task. It is necessary to supervise and assess the construction process, and ensure the full and rapid implementation of the measures. In addition, the standardized construction of community management and service has been in progress for many years, although rich development results are obtained, there is still a problem of the lag of standardization construction, and the lack of necessary supervision and evaluation means is one of the reasons.

Standardization construction supervision and assessment implementation body is divided into two levels: superior management unit and construction unit, that is, the combination of superior supervision and self-management, strengthening community management and service standardization construction with the aid of assessment system, and promoting the application and implementation of various standards [2]. Give the following specific suggestions: First, the community management and service standardization construction evaluation module into the government department performance appraisal system, set up appropriate evaluation standards and evaluation methods, from the macro level mining community management and service standardization construction deficiencies. Second, project evaluation method is used to evaluate the implementation of community management and service standardization construction project. For example, for the individual community management and service standardization construction project, it can cooperate with the third-party organization or university, combine the industry self-evaluation with expert evaluation, invite professional personnel to prepare project evaluation

scheme, comprehensively evaluate the comprehensive benefits of project construction, excavate the problems existing in the project implementation process and solve them in time, so as to form a dynamic and updated community management and service standardization construction plan. Third, with the help of the public, we should supervise the construction projects of community management and service standardization. For example, through the information platform to collect public feedback, enrich the evaluation subjects, form a systematic assessment system, give full play to the advantages of public supervision, and promote the smooth implementation of community management and service standardization.

3.3 Improve the Standardized Information Service Platform

The establishment of information service platform can provide smooth information transmission and sharing channels for community management and service standardization construction. In the process of community management and service standardization products operation, information service platform can be used as a new service mode, so that community residents can enjoy community service more conveniently. Attention should be paid to the standardization of community management and service, and the information in the information service platform should be ensured to be true and accurate, and the information should be updated and improved constantly. To construct the information resource database of community management and service standardization, and to provide theoretical basis for the development and implementation of specific work. Through the information service platform, the community residents can obtain the bid in real time. The progress information of the construction progress and the supervision and construction process shall be supervised and feedback shall be conducted. In addition, the information service platform can be used as the external propaganda window of the standardized construction of community management and service, to show the attraction policy given by the government and relevant departments, to share the progress of the standardization construction, so that the platform can serve the implementation of the multi-input and co-construction mechanism and attract the input of social resources. At the same time, the important meaning of the standardized construction of community management and service and its relationship with the individual's interests are made to the general public, and more support and cooperation will be made to create a good external environment for the implementation of the standardized system of community management and service in the later period.

A community applies the information service platform to the community management and service provision. The platform is provided with modules such as residents' affairs, service guide, information publicity, activity promotion, and opinion feedback. Most of the community service functions can be completed through the platform, greatly reducing the pressure of the community management department on-site office, and making residents more convenient and quick to enjoy the community service.

3.4 Enrich Community Standardized Service Functions

The service of the old-age service is the basic service function that the modern community should have. With the further development of the aging of the population, the demand for the old-age service of the community has increased significantly, and it is expected to become one of the main old-age models, so it should pay high attention in the construction of community management and service standardization.

For example, set up pension service centers in the community, integrate various pension service resources, and be responsible for the planning and implementation of various work. The community pension service is divided into two modules: internal security and external service, in which the internal security module is divided into safety management, emergency management, information system, financial management and other modules, and the external service module is responsible for the management of community pension chain brands. Integrate government, community, social organizations, volunteers and other resources to jointly provide community pension services, gradually form a standardized and systematic community pension chain service system, build a community pension brand, and make pension services cover a larger group.

The enrichment of government function in the construction of community management and service standardization needs to rely on the information service platform to build the government affairs mode of “one person, one machine, all-round service” [3]. Residents submit service applications or feedback their own demands on the information service platform, the system automatically analyzes and classifies the obtained information, residents can enjoy most of the service functions according to the guidance of the platform, and the rest are handled manually by the corresponding managers. The government affairs model has high autonomy, improves the efficiency of government service through the participation of residents, reduces the pressure of government work, and solves the problems such as the redundancy of government work links in the past, the low efficiency of management and so on.

Community law enforcement is the main way to carry out grass-roots management, through the supervision and management of community personnel behavior, facility status and so on, to maintain the common public environment of the community, to build a green community, and to build a safe community. The innovation of law enforcement function requires the relevant law enforcement personnel to inspect and supervise the operation of the community, crack down on the illegal behavior of the community, and carry out the activities of law popularization education and training on a regular basis. Separate the law enforcement function from the punishment function to ensure the efficient and healthy operation of the community law enforcement system.

4. Conclusion

From the current situation of community management and service standardization construction, the results and problems coexist. In the later development process, we can form a scientific and long-term community management and service standardization construction scheme by introducing diversified investment co construction mechanism, implementing standardization construction assessment system, improving standardization information service platform, enriching community standardization service function and other measures. Quickly solve the problems of unbalanced service standard structure, lack of regional characteristics, lagging development of standardization, improve the community service function, and improve the living well-being of community residents.

References

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