Analysis of Community Organizations' Participation in Responding to the Outbreak of COVID-19 Pandemic

Xu Kang[1,*] Du Lihong[2] Zhang Hong[3]

[1] Xi'an High-tech Research Institute
[2] Xi'an High-tech Research Institute
[3] Xi'an High-tech Research Institute
*4167519@163.com

ABSTRACT

The COVID-19 is one of the most serious public health events in China in recent years. The sudden outbreak of the new coronavirus not only threatens people's physical and mental health, but also has a huge impact on the country's economic development and social stability and has even changed people's living habits. As a key part of social life, the community plays a very important role in responding to large-scale public health events such as the COVID-19. Based on the 4R crisis management theory, this paper analyzes the problems that grass-roots community organizations have difficulty in precise management and control, lack of experience in responding to COVID-19, limited social resources for coordination and use, and ineffective, timely, and inaccurate updates of the situation within the jurisdiction. It proposes measures such as the need to target the transmission link, keep an eye on the weak points and weaknesses, and give full play to the advantages of the community, so as to provide new ideas for grass-roots community organizations to respond to public health emergencies.

Keywords: community organization crisis management COVID-19

1. INTRODUCTION

At the end of 2019, the sudden outbreak of COVID-19 pandemic spread from Wuhan to the whole country, bringing huge crisis trauma to the Chinese people who are about to celebrate the Spring Festival in 2020. The virus not only threatens people's physical and mental health, but also brings huge economic development and social stability to the country. It has become a major public health crisis affecting China and even the whole world. Two years later, the COVID-19 in Xi'an at the end of 2021 is the largest local epidemic with the largest number of cases and the largest scale in a megacity since Wuhan. The transmission chain of this epidemic is complex and mostly community-based transmission. As the smallest unit of social governance, community plays a very important role in maintaining national social stability and construction and development. At the same time, as an important part of responding to public health emergencies, grass-roots communities have made "great efforts" and "great efforts" to prevent the spread of the epidemic. It has greatly stabilized the emotions of the people, stabilized the order of the country and society in crisis events, and provided a basic guarantee for responding to the epidemic and social and economic development.

The term "community" was first proposed by the German sociologist F. Tonnies in 1887. It refers to a community of social life based on a certain region.[1] The modern Chinese dictionary defines it as: " a community of social life composed of interrelated people in a certain area. It is a regional social entity composed of people engaged in various activities such as politics, economy, and culture." According to different standards, the types of communities are as follows: (1) Classified by community functions, there are economic communities, political communities, cultural communities, military communities and special communities. (2) According to the organizational form within the community, there are overall communities and local communities. (3) According to the interaction relationship of community members, there are concrete communities and abstract communities. (4) According to the multi-standard classification of economic structure, population density, and population aggregation scale, there are rural communities, urban communities, and market town communities (or urban communities), etc.

"Community organization" is a variety of organizations that are planned and purposefully established in the community to meet certain needs and solve community development problems and can also be called. There are mainly three types: (1) Organizations that take the community as the management object, such as community party organizations, street offices, etc. (2) Self-governing organizations managed by community residents, such as residents' committees and owners' committees; (3) Organizations that operate in the community and undertake certain community management affairs, such as social organizations and property organizations in the community. They interact and connect with each other to form an organic community organization system. The discussion in this paper takes the urban community organization as an example to start the discussion.

2. THEORIES OF MANAGEMENT RELATED TO PUBLIC HEALTH EVENTS

2.1 Public health event risk management theory

Risk management of public health emergencies refers to judging the possibility of public health emergencies, measuring and analyzing the degree of harm caused by events, and selecting the most effective way to proactively, purposefully, and plan to reduce the risk of occurrence. Likelihood and degree of harm from risk reduction. This includes research and judgment on the risk of epidemic transmission, evaluation of the effectiveness of prevention and control work, and preparation of emergency plans for emergencies. Since risk management is a long-term and cyclic process, its management cost is also an issue that must be considered, but risks are unpredictable and irreversible, so risk management can only reduce the possibility of risk occurrence but cannot achieve The ideal minimum state is even less likely to completely eliminate risks. Therefore, risks can be regarded as the prelude to "public health emergencies", and it is precisely because of the existence of risks that public health events occur but controlling risks does not mean that they will not happen. At the same time, the crisis management theory lacks effective measures and means for the management of public health emergencies during and after the event. Although some are involved, most of them are principled measures, which lack pertinence and operability. Therefore, there are limitations in simply applying the risk management theory to deal with public health emergencies.

2.2 Theory of emergency management of public health events

Emergency management of public health emergencies refers to taking corresponding monitoring, early warning, material reserves and other emergency preparations, as well as on-site disposal and other measures before or after the occurrence of public health emergencies, to timely prevent potential factors that cause public health emergencies, Control public health emergencies that have occurred. At the same time, emergency medical treatment should be implemented for public health emergencies in order to reduce the harm to society, politics, economy, people's health and life safety. Emergency management is mainly to standardize the emergency handling of various public health emergencies, effectively prevent, timely control and eliminate public health emergencies and their hazards, minimize their impact on public health and safety, and ensure The physical and mental health and life safety of the public.[2] A prominent word "urgent" in emergency management emphasizes rapid response and rapid disposal and emphasizes on-the-money management. For most public events, emergency management is very effective. However, judging from the public health events that broke out in China in recent years, especially the outbreak of COVID-19. For large-scale, highly contagious public health events, emergency management theory seems to be a little powerless. In particular, the epidemic in Xi'an at the end of 2021 is particularly prominent. The emergency response in the early stage of the epidemic is not unpleasant, and the methods are not inaccurate. Therefore, for large-scale and ultra-large-scale public health emergencies, the application of emergency management alone also has its limitations.

2.3 The theory of crisis management of public health events

Crisis management refers to the process of monitoring, analyzing, planning, and resolving a series of crisis accidents in order to cope with various crisis events, and the purpose is to minimize the losses caused by crisis events as much as possible. For a major public health event such as the COVID-19, it has not only affected the physical and mental health and life safety of the general public. It is more related to major issues such as national social stability, economic construction and development, and is a "crisis" that individuals, society and even the country must face. The 4R theory of crisis management was first put forward by American crisis management expert Robert Heath in the book "Crisis Management", namely Reduction, Readiness and Response., Recovery (Recovery) four stages. Effective crisis management is the integration of all aspects of the 4R model . Crisis management is to concretize risk management and conduct more complete management for in-event and post-event management.[3] At the same time, crisis management is also about the expansion and enrichment of emergency management, which not only covers the relevant requirements of emergency management, but also improves and improves it. Crisis management covers three stages before, during and after the event, making it more adaptable to the current situation.

3. WEAKNESSES OF GRASS-ROOTS COMMUNITY ORGANIZATIONS IN RESPONDING TO PUBLIC HEALTH EMERGENCIES

3.1 The number of personnel in the jurisdiction is huge, the personnel structure is complex, and the precise management and control workload is large and difficult

The grassroots community organizations are directly aimed at the vast number of residents. For large cities, the number of residents in the community is very large. Moreover, the age structure, education level, income level and living habits of the people in the community are quite different. It is a very complicated task to accurately grasp the basic situation of the people in the jurisdiction. If it is necessary to grasp the real-time movements of the personnel in time according to the requirements of epidemic prevention and control, it will be difficult to rely on community organizations to complete it independently. And in most cases, the information that the community can grasp is mainly the resident population, and with the development of society, the higher the development level of the city, the more floating population will be. Floating populations within the community can make the personnel structure within the community more complex and difficult to control. At the same time, for the COVID-19, foreign input is the main or even the only source of transmission for a period of time, so it will be very difficult for the community to track and investigate the huge floating population.

3.2 Community workers have infrequent education and training, lack of ability and experience to deal with COVID-19

In addition to the sub-district office, the staff of other community organizations are mostly employed staff and volunteers. Although the work mood is very high, most of them do not understand the knowledge of modern community management, nor are they familiar with the law of interaction between the operation of community work and the vast number of residents, which directly restricts the role of community organizations. At the same time, due to the late start of the development of community management in my country, the emphasis on community work still needs to be improved. For the lack of education and training of community staff, community staff take the initiative to learn the conscious investigation of community management experience. For the sudden outbreak of new coronary pneumonia, most community organizations responded passively, and even had a negative "one size fits all" behavior. It can be seen that the community and the lack of active awareness and awareness of responding to the epidemic.

3.3 The participation and recognition of residents in autonomous institutions are low, and it is difficult to exert the positive effect of residents' self-management

Community autonomy is still a relatively unfamiliar term to most residents. In real life, the vast majority of residents have no concept of community and no sense of autonomy. Residents generally lack a sense of identity with community organizations. The self-governing body itself lacks administrative coercive power, and the residents pay insufficient attention. In particular, neighborhood committees, as mass organizations for residents' self-management, self-service, and self-development, should have been elected by democratic elections, but in most cases they are appointed by the sub-district office. Most of the time, they do daily administrative affairs and rarely represent residents. Most of the residents don't even know who the director of their neighborhood committee is, and they lack the enthusiasm to actively participate in the few activities they carry out.

4. COUNTERMEASURES TO IMPROVE THE ABILITY IF COMMUNITY ORGANIZATIONS TO RESPOND TO COVID-19

4.1 Aim at the transmission link to reduce the risk of the spread of the epidemic

Based on the principle of crisis reduction, before the outbreak of an outbreak, always keep an eye on the source of the epidemic and the first transmission link. For the domestic epidemic, there are basically no primary infections, which requires a good grasp of the risk of epidemic importation. First of all, we must do a good job in the tracking and control of special industries and specific groups of people with high infection risks. For example, a regular nucleic acid detection mechanism should be established for personnel in the cold chain transportation industry, customs, airports, etc., and the residents' committees should accurately grasp the detection results of personnel to reduce the risk of proliferation on the first transmission link. Secondly, it is necessary to fully grasp the COVID-19vaccination situation in the jurisdiction. The COVID-19vaccination is still the most effective means of immunization so far. Knowing which groups of people have not been vaccinated, in addition to better organizing door-to-door vaccination services, it can also predict which groups of people have a relatively high risk of infection, which can be accurately controlled in the early stage of the outbreak, making the prevention and control work more targeted.

4.2 Keep an eye on the weak points and improve the ability of personnel to prevent and control the epidemic

Based on the principle of crisis management preparation, it is imperative to improve the epidemic prevention and control capabilities of community workers. First of all, it is necessary to complete the epidemic prevention and control plan and organize regular prevention and control drills. "Do not fight unprepared battles" is an inevitable requirement for epidemic prevention and control. At the national level, there have been relatively complete prevention and control plans. However, for specific communities, it is necessary to establish a complete epidemic prevention and control plan based on the characteristics and actual conditions of the community and must not "copy and copy". Second, we must solidly start the pre-programming and training of epidemic prevention and control volunteers. Epidemic prevention and control is by no means something that can be done by one person or a few people, and the prepared plan is not something that a few community leaders can talk about and talk about. It must also rely on the majority of residents in the community. In normal times, drills of the plan and skill training of volunteers in epidemic prevention work should be carried out frequently, so that "people are in place, everything is in place, and everything is right" at the first time. At the same time, it is necessary to give full play to the mass advantages of self-governing organizations such as property management companies and owners' committees, reach out to the majority of residents, and fully mobilize the masses to participate in the anti-epidemic work.

4.3 Give full play to the advantages of the community to ensure the daily production and life of residents

Based on the principle of crisis management response, although community organizations cannot directly block and eliminate the epidemic, they can integrate various advantageous resources in the community. To protect the daily life of residents as much as possible. The first is to build a life resource sharing service platform within the jurisdiction. Community is a regional social entity composed of people engaged in political, economic, cultural and other activities. The living resources in its jurisdiction must meet the living needs of the residents to a certain extent. However, during the epidemic, especially during the isolation and control period, it is difficult for residents to achieve freedom of entry and exit, and centralized procurement may cause a temporary shortage of material supply. There are certain difficulties in the protection of living materials. Community organizations can use social software platforms to integrate and classify all kinds of materials in their jurisdictions, open up channels between the demand layer and the supply layer, and achieve accurate protection. At the same time, it is necessary to establish special information release channels and special communication channels. Establish an official-level information release channel, and there are rumors and rumors in the on-duty community. Follow up and explain the hot issues that residents care about in a timely manner and establish special contacts for emergencies such as drug delivery for chronic diseases, delivery of pregnant and lying-in women, first aid for acute diseases, etc., to ensure timely solutions in the event of emergencies. Finally, in the executive order, we must put an end to the "one size fits all" policy and the practice of "throwing the pot" with layers of overweight. The ultimate goal of all policies is to serve the people, not embarrass them. As grassroots community organizations that directly serve the people, they should not have the inaction mentality of "preferring to do nothing in order to avoid trouble". On the surface, this seems to be for the overall situation, but in fact, it harms the common people.

5. CONCLUSION

A community organization is an organization that directly serves the residents and the common people. It can be a formal organization or an informal organization, but the ultimate purpose is to serve the common people. In recent years, the risk of the COVID-19 still exists, and community transmission of a certain scale also occurs from time to time, and the epidemic prevention situation cannot be relaxed. For a long time to come, this state will accompany people's lives and become a normal life. By using the 4 R crisis management theory, community organizations can view the community epidemic prevention and control situation from multiple perspectives, and can carry out work more accurately, quickly and effectively. Improve the management ability of community organizations and create a better community living environment for residents.

REFERNCES

[1] Tang X. (2006) Introduction to Urban Community Management. Economic Publishing House. Guangzhou.

[2] Li Z, Liu T, Chen Y. (2014) Monographic Study of Crisis Management. National Defense Industry Press, Beijing.

[3] Li Q L, Zhou C. (2022) 4R Crisis Management Theory Perspective Grassroots governments have improved their crisis emergency response shortcomings and prevention and control capabilities. Monthly Theory Journal, 09:73-80.

[4] Niu S Y. (2021) Research on government public crisis management based on the COVID-19 pandemic. Journal of News Research, 04:71-73.

[5] Shi M X. (2016) A review of research on community public crisis management. Journal of Jilin Province Economic Management Cadre College, 08：12-14.