



The Path of Community Construction for Resolving Social Contradictions and Disputes: Based on the Investigation of Ningbo

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Abstract. In the new era, the main social contradiction in our country has been transformed, and social conflicts and disputes have become more frequent, prone, and complex. Promoting the Peaceful China Initiative and social governance innovation as well as the multi-layered nature of the people's aspirations to live a better life urgently require the establishment of a community for resolving social conflicts and disputes. Ningbo, Zhejiang Province has made positive practical exploration in this regard, including the formation of a specialized agency, the effect of celebrities, leveraging social resources, rationalizing the operation mechanism, precisely controlling key personnel, and doing a good job of emergency handling of extreme personal cases. Ningbo's practice provides a positive reference for other regions in resolving conflicts and disputes and is of great significance for maintaining social harmony and stability and building a Peaceful China during the current period of intertwined and overlapping conflicts in China.

Keywords: Conflict and Dispute Resolution · Community · Peaceful China · Social Governance Innovation · Ningbo City

1 Introduction

The resolution of conflicts and disputes is an eternal topic, and the sharp increase in social conflicts and disputes undoubtedly poses a great threat to the stability and development of society [1]. When socialism with Chinese characteristics enters a new era, deepening its all-round reform has entered uncharted waters and encountered new problems, people's needs for a better life become more and more extensive, and their demands for democracy, rule of law, fairness, justice, security, and environment grow [2], some people are strongly dissatisfied with the damage to their interests. Confrontations such as collective petitions, demonstrations, sit-ins, blocking traffic, burning cars, and even attacks on the Party and government organs may intensify contradictions among the people [3]. Therefore, it is important and urgent to follow the new development philosophy and foster a new development paradigm. When the pattern of social interests enters a period

of adjustment and reshaping, it is also a period of superimposition and outbreak of social conflicts and disputes, to achieve high-quality development and a high level of security, positive interaction and a dynamic balance must be properly handled in the relationship between maintaining stability and safeguarding rights. Xi Jinping, general secretary of the Communist Party of China (CPC) profoundly pointed out that “at present, contradictions among the people and social conflicts have become very prominent issues affecting social stability and very difficult to deal with, and a large number of them are triggered by interests. This requires us to deal with the relationship between maintaining stability and safeguarding rights” [4]. Therefore, under the background that the ability of the state public power, including the judiciary, to resolve conflicts and disputes is gradually becoming weaker, the construction of a community for resolving social conflicts and disputes with the participation of multiple subjects should become a consensus.

2 The Main Features of the Current Social Conflicts and Disputes in China

Marxism and Engels once said, “The true content of all epoch-making systems is formed by the need of the period in which they were created.” [5] The report of the 19th National Congress proposed that the principal contradiction facing Chinese society in the new era is between unbalanced and inadequate development and the people’s ever-growing need for a better life. In the new era, the world today is changing at a scale unseen in a century. At the same time, the risk society has come, and the multiple factors make the types of social contradictions and disputes diversified, the main diversification, to resolve the complexity.

2.1 Diversified Types of Social Conflicts and Disputes

Among the many social conflicts and disputes, several categories are of great concern. First, economic disputes. As the economy and society enter the stage of high-quality development, economic conflicts are also increasing. They mainly include “Three labor” disputes, namely labor disputes, labor-management disputes and labor disputes, disputes arising from enterprise restructuring, reorganization, and bankruptcy, disputes arising from partnership, sale, and lease, and disputes arising from land expropriation compensation. According to statistics, 235,000 cases of salary disputes and employment contracts and employment management were reported through the 12345 Citizen Service-Hotline in Beijing in 2020, accounting for about 65.8% of the consultations on labor and social security issues [6]. Second, neighborhood disputes. From the unit system to the community system, the connotation of the concept of neighborhood has changed greatly, with increasing heterogeneity and strangeness, and conflicts and disputes occurring constantly. The dispute of neighborhood contradiction is mainly the right of the neighborhood being infringed and the quarrel contradiction. For example, occupying others’ space, falling objects, noise, house renovation, keeping pet dogs, garbage dumping, leaking water pipes, etc. Third, family disputes. Due to the changes in family types and functions, disputes among family members occur from time to time, and some external contradictions are either transferred or interwoven with internal family

contradictions. Such as family property disputes, inheritance, children's education, and parenting, elderly support, domestic violence, and divorce disputes. Fourth, other disputes. Such as work safety, environmental pollution, traffic accidents, medical accidents, relations between cadres and the people, etc. And some social conflicts and disputes have shown some differences between urban and rural areas. Some scholars have suggested that in urban grassroots society, the more frequent and prone conflicts and disputes are mainly labor and security disputes, housing and demolition disputes, and marriage and family disputes; while in rural grassroots society, the more frequent and prone conflicts and disputes are mainly neighborhood disputes, marriage and family disputes, and land disputes [7].

2.2 Diversified Subjects of Social Conflicts and Disputes

There is a close relationship between the diversity of subjects and the diversity of types, which is also one of the reasons for the complexity of conflict resolution. Hidden behind the types of social conflicts and disputes are the relationships between subjects, and the interweaving ways and degrees of these relationships will affect the nature of a specific type of contradiction. There are contradictions between citizens and citizens, between citizens and governments, between residents and enterprises and institutions, between enterprises and institutions, between enterprises and institutions and administrative units. The subject of current conflicts and disputes has completely broken through the individual and changed to the group or collective direction. "Conflicts occur in almost all areas of human interaction, some of which escalate to become the most significant and newsworthy events in human life" [8], and group conflicts and disputes belong to this category of events. Scholars have argued that group incidents arising from conflicts between citizens and governments or officials are an important category and that the core factors of such group incidents are unfair processes and unfair outcomes in the distribution of benefits [9]. The impact of the civil disorder on society is greater, broader, and more far-reaching. Most of such conflicts and disputes are caused by the group's damaged interests and the lack of effective channels for expressing interests, this kind of cluster behavior obtains the attention of the government and society, to achieve the goal of interest maintenance or compensation.

2.3 Complicating the Resolution of Social Conflicts and Disputes

There are various reasons for the complexity of the settlement of social conflicts and disputes, and the parties need to seek ways to resolve the conflicts and disputes. Generally speaking, if the parties can solve them through equal consultation, the conflicts and disputes can be nipped in the bud. But some conflicts and disputes have not been resolved fairly and reasonably through the grass-roots governments or departments, and if the parties have failed to seek help from various parties, they will resort to some unconventional or violent ways, triggering public cases or criminal cases, such as an individual's extreme violence. Although there are many reasons for individual extreme violence, due to personal or family, unit conflicts and disputes are difficult to resolve caused by not a small number. The vicious and high incidence of "Medical violence" has seriously endangered the occupational safety of medical personnel, medical order,

and even social stability [10]. The complexity of resolving social conflicts is also related to whether to act by the law. If one or both parties deal with the dispute according to law, the contradiction dispute will be better resolved. If we do not act under the law, coupled with the one-sided pursuit of self-interest by some departments, conflicts, and disputes will become more complicated. In the context of comprehensively advancing law-based governance, we must adhere to strict law enforcement and impartial administration of justice. To create a law-based environment for the whole society to handle affairs following the law, to find ways to solve problems, to solve problems and resolve conflicts, and work to ensure that the people feel fairness and justice prevail in every judicial case.

3 The Importance of Establishing a Community for Resolving Social Conflicts and Disputes

In the Chinese Dictionary, the term community means collective formed by people under common conditions or A collective organization formed in some aspect by several countries [11]. The idea of human social community has a long history, from Aristotle's City-state community and Jean-Jacques Rousseau's Contract community to Hegel's Ethical community and Ludwig Feuerbach's Community of love to Marxism's idea of community, and the Chinese idea of a community with a shared future for mankind, a community for the Chinese nation, a global community of health for all, a community of life between man and nature, and a community of social governance. Based on the connotation and extension of the idea of community and the status quo of conflicts and disputes in China, the concept of establishing a community for resolving conflicts and disputes is proposed, which can enrich the theoretical and practical dimensions of conflict and dispute resolution.

3.1 The Establishment of a Community to Resolve Social Conflicts and Disputes is the Theme of Building a Higher Level of Peaceful China

Building a higher level of Peaceful China is a "Great Peace" with security at its core. The fundamental guiding ideology is "Adhering to the importance of guarding the bottom line of safety on all fronts.", and the fundamental guarantee is the rule of law [12]. Promoting the construction of a higher level of Peaceful China is a very important task for our country at present and in the future, and is the main measure to ensure the long-term stability of our country. The establishment of the coordinating group for the Peaceful China Initiative provides a strong organizational guarantee for it, and can also demonstrate the political and institutional advantages of "The rule of China". The first meeting was held on the proposed "In-depth investigation and settlement of conflicts and disputes related to the epidemic," which shows that the Peaceful China Initiative must pay attention to the resolution of conflicts and disputes, and also at this meeting proposed the "Integration of resource strength." The dispersion and fragmentation of resources and power will inevitably affect the effectiveness of the construction of Ping An China. The settlement of social conflicts and disputes requires the influx of different resources, the intervention of different forces, the realization of resource concentration and power combination, a strong resultant force, and the realization of superior governance.

3.2 Establishing a Community for Resolving Social Conflicts and Disputes is an Inherent Requirement for Promoting the Innovation of Social Governance

Strengthening and innovating social governance is an important support for maintaining social stability and order. From social control to social management and then to social governance, it embodies the transformation of ideas, mechanisms, systems, ways, and measures. Ideas are often the forerunner of action and the deepest and most difficult part of innovation. The transformation from management to governance includes the change of participants from the perspective of ideas. The innovation of social governance has changed the single model of government in the past, involving different subjects, and guiding social forces to participate in governance in an orderly manner in the process of the Party's political leadership and the optimization of government functions is the core mechanism of China's social governance [13]. From the institutional level, the innovation of social governance has changed the rigid and mechanical rule process into a flexible, adaptive, and resilient rule process. From the perspective of ways and means, the innovation of social governance has changed from relying solely on human resources to relying on science and technology. Because of the existence and evolution of social conflicts and disputes, the innovation of social governance has been promoted to a certain extent. And the practice exploration of the innovation of social governance also provides the operation that can be based on to resolve social conflicts and disputes. Therefore, no matter from which level, to promote the innovation of social governance, it is necessary to establish a community for resolving social conflicts and disputes.

3.3 The Establishment of a Community to Resolve Social Conflicts and Disputes is a Realistic Choice to Meet People's Needs for a Better Life

President Xi once pointed out that leading the people to create a happy life is the unswerving goal of our Party. Entering the new era, People's yearning for a better life has gradually moved towards a multi-level. And when socialism with Chinese characteristics enters a stage of deeper reform, it will involve stimulating social vitality, coordinating various social relations, and adjusting the pattern of multiple interests. It will involve many subjects and aspects, specific to the subdivided fields, disputes arise over income distribution, education, health care, housing, Social Security, food safety, the environment, and public order. The social transformation, interest differentiation, and the superposition of governance crisis make today's China a period of conflict of interests and conflicts [14]. If these problems are not solved in time and effectively, it will certainly affect people's sense of fulfillment, happiness, and security. The interweaving of many contradictions and disputes coupled with the gathering of different groups brings greater difficulties to the resolution of contradictions and disputes. This requires emotional commonality and agreement in behavior, that is, to establish a community for resolving social contradictions and disputes.

4 The Practical Exploration of Constructing the Community of Resolving Social Conflicts and Disputes in Ningbo, Zhejiang Province

Ningbo is a prefecture-level city under the jurisdiction of Zhejiang Province. It is an important port city on the southeast coast and an economic center in the southern Yangtze River Delta, the GDP of the 2021 area is 1.45 trillion yuan, ranking second in the province and the top 11 in the country. With the rapid development of the economy, there will be many conflicts and disputes. One of the historical logics of the current Peaceful China Initiative is the practice of Ping An Zhejiang, which is an important strategy proposed by General Secretary Xi Jinping when he was the main leader in Zhejiang. When President Xi visited Zhejiang in 2020, he walked into the Anji County Social Contradiction and Dispute Mediation and Resolution Center, which is enough to show that the Party Central Committee attaches great importance to the resolution of contradictions and disputes. Ningbo's Government Work Report also clearly proposed to build a safe Ningbo in-depth, promote the creation of "Safe Communities" and "Safe Villages", improve the working mechanism for public complaints and proposals, and mediate and resolve social contradictions. Specifically, Ningbo has built a contradiction and dispute resolution community that is both scientific and appropriate, including the establishment of specialized agencies, the exertion of celebrity effects, the use of social resources, the rationalization of operating mechanisms, the accurate control of key personnel, and the emergency handling of personal extreme cases.

4.1 To Set up Specialized Agencies

The establishment of an organizational structure is a strong guarantee for the resolution of contradictions and disputes and can ensure that contradictions and disputes can be resolved more effectively within the framework of the system. Fengshan Street of Yuyao City established a mediation center. The operation of the center is based on the concept of things requiring a presence in the person getting done in one place and without the need for a second trip. To solve the difficult problems in grass-roots governance, such as the division of responsibilities and blocks, the allocation of personnel, government officials, and the masses waiting and seeing. Closely follow the requirements of Ningbo on the reform of the together system and mechanism of grass-roots social governance and the construction of pilot units for the resolution and handling of social conflicts and disputes in Ningbo. The center includes three platforms: complaints and proposals and resolution of conflicts and disputes, handling of grass-roots affairs, and social risk judgment, providing the masses with visits, litigation, mediation, labor supervision and arbitration, administrative review and public legal services, timely perception and rapid response to emergencies, civil disorder and public safety incidents; By collecting information and data from all sides, we can find out the latent risk, tendentious and tendency problems that affect social harmony and stability in time, and analyze the situation of peace construction and security and stability in the jurisdiction. The Center coordinates the organization of villages, sub-district departments, municipal offices, grassroots masses, and other forces to participate in social governance. All personnel from the departments

of complaints and proposals and the judiciary will be stationed, comprehensive administrative law enforcement and resource planning will be permanent, and public security, environmental protection, market supervision, health, and legal advisers will be rotated, and equipped with the integrated information command center.

4.2 Unleash the Celebrity Effect

In the process of resolving contradictions and disputes, some famous people have rich mediation experience, appropriate mediation methods, and good mediation effects which produce celebrity effects. The Lao Pan Police Mediation Center in Yinzhou District is named after Pan Mingjie, a national model people's mediator, and is a full-time people's mediator of the Dongliu Street People's Mediation Committee. In 2013, Dongliu Street established the Lao Pan Union Mediation Studio, which is the first people's mediation studio in Ningbo named after the mediator's brand. Lao Pan summed up a set of "335 Happy Mediation Work Methods". The first "3" means that the mediator should have three hearts: sincerity, patience, and confidence; The second "3" means that the mediator should do three things: give the parties hope, give the parties fairness, and dare to face difficulties; "5" means that the mediator should have five abilities, including gaining the trust of the parties, clarifying the facts and legal relationship, balancing the mentality and interests of the parties, and mastering psychological and language arts. The total number of disputes handled by the Old Pan Union Mediation Studio accounted for about 50% of the total number of police cases in the category of disputes. The successful rate of mediation was 100% for an average of more than 300 difficult dispute cases per year. There were no complaints or rebounds.

4.3 Take Advantage of Social Resources

Social force is an important part of conflict and dispute resolution and an important way to solve the lack of government resources. Good use of social resources can not only solve the situation of insufficient manpower but also achieve the purpose of common governance. Beilun District actively organizes and mobilizes well-known volunteer teams in the district to participate in the investigation and resolution of conflicts and disputes, highlighting the creation of diversified brands of conflict and dispute mediation, such as "Gaotang District Foreign Exit Participation Mediation" Dagang District Police and Enterprise Joint Mediation "Red Faith Home Complaints and Proposals Agent" and "Lark Family Dispute Resolution". For example, the Lark Neighborhood Dispute Mediation Service Center relies on the organizational structure of the Lark Public Welfare Federation under its jurisdiction and employs volunteers such as matchmakers and women's directors as part-time mediators. Making use of the advantages of kinship and geography, giving full play to the favorable measures of "Local accent mediation" and "Friendship Mediation", doing a good job of following up and handling the cases of family disputes and domestic violence in the neighborhood and actively creating a good neighborhood atmosphere, the local people can solve small problems within their village community. At the same time, in conjunction with the street justice office carry out business training in batches. Those who have achieved obvious results in their work

will be employed as full-time mediators and be issued mediation certificates. To coordinate the implementation of such incentive measures as “Replacing compensation with awards”, to reward successful cases of mediation, guide volunteers to actively participate in the investigation and resolution of all kinds of conflicts and disputes, and effectively mobilize the enthusiasm for the work.

4.4 Rationalize the Operation Mechanism

The operational mechanism of conflict resolution affects time and satisfaction to a certain extent. In the work of rationalizing and innovative operation mechanisms can achieve much more than we do. The XinQI police station actively innovates people’s mediation and public security administrative mediation interconnection mechanism follows the police and handles the emergency. A hierarchical mechanism for resolving conflicts is constructed, and a simple procedure is adopted for the simple disputes in 110 police calls. Through the selection and training, the formation of the people’s mediator to lead the 24-h response to the No. 5 police car and regulations such as the “XinQI police station procedures for the handling of police calls by the people’s mediators” were formulated, standardizing the workflow. It is stipulated that labor disputes, consumer disputes, family disputes (excluding domestic violence), neighborhood disputes, civil disputes, and simple relief-type police (noise, lost property, minor leaks of water, electricity, and gas in personal homes) that have not occurred such as beatings or mass incidents are directed by the comprehensive, mediators follow the police vehicles to the scene quickly for mediation, for those who failed to mediate, the police were present to handle the case. At the same time, we should make use of the power of the street conflict mediation center to transfer the conflicts which are not part of the public security duty to the street conflict center in time, to form a closed loop of the work of resolving conflicts and disputes.

4.5 Control Key Personnel Accurately

The key personnel to be investigated and included in the management shall be controlled by the local police station, the specific management and control of the police shall be clearly defined, and the responsibility shall be compacted at all levels. First, One person, one file. We will control key people who threaten to commit extreme violence. Police stations will keep abreast of personnel movements and report information, and work with townships (or streets) to ensure proper control. To warn those who show an incipient tendency in time, to sign a letter of responsibility with their families, build a security information officer, discover and grasp early warning and operational intelligence information in time, and implement targeted measures to prevent the occurrence of cases (incidents). Second, the group controls patients with severe mental disorders. The streets take the lead in implementing the Five in One, that is, the control group, community police, village (community) cadres, psychiatric doctors, social workers, and civil affairs cadres to organize a regular screening, of suspected persons by the psychiatric doctors to prevent assessment, more than 3 levels and had hit and run mental disorders based on the guardian signed a certificate of responsibility for supervision, full implementation of the system entry, “One person one file”, regular return visits, timely medical care, and other control measures; To carry out database system comparison on migrant workers’

working, employment, living and so on, to find and master suspected mental patients on time, and bring them into local control based on assessment. Third, meet and talk to released prisoners. The police shall carry out face-to-face talks with the newly-released prisoners, and the management of the targets under the control of key personnel shall be carried out by the relevant requirements. Fourth, talk and education are often drunk and disorderly. Frequent alcoholics and troublemakers, after sobriety, must be talked to by the police face to face education, and rely on the unit, family implementation of management, reasonable moderation of alcohol consumption, and report abnormalities at any time; in line with the conditions of combat treatment, we will resolutely crack down on them.

4.6 Do a Good Job in Dealing with Personal Extreme Cases

Personal extreme events often arise in conflicts and disputes, and it is necessary to establish early warning plans. First, establish contingency plans. From emergency response, command and control, equipment configuration, simulation training, and so on, improve the rapid disposal mechanism close to the actual battle. Combined with the actual situation of the jurisdiction, establish and improve the emergency response plan, by clarifying the responsibilities and tasks of relevant leaders and units, refining the work process, taking the work discipline seriously, further implementing the rapid response mechanism, and making preparations for handling personal extreme cases at any time. Second, strengthen the construction of a rapid response team. In accordance with the requirements of “Capable, professional and standing”, an emergency response team with the participation and cooperation of multiple police departments was formed, and regular actual combat drills were carried out for some emergency situations to improve the rapid response ability of the team. Third, improve the emergency rescue mechanism. In order to avoid and reduce casualties and losses, actively link up with the health department to establish an emergency rescue mechanism, rapid response, and timely rescue, to avoid large-scale casualties caused by delayed rescue time and to minimize the social harm of personal extreme cases.

5 Conclusion

With the in-depth advancement of socialism with Chinese characteristics in the new era, and the continuous advancement of Chinese-style modernization, contradictions and disputes will continue to appear along with the pace of development. It is necessary to comprehensively summarize the types of social contradictions and disputes, explore the internal mechanism of their formation, and find corresponding solutions. We should not only improve the deployment of top-level design, but also continue to explore local areas and accumulate experience. This paper summarizes the main characteristics of social conflicts and disputes in China, puts forward the significance of establishing a community for resolving social conflicts and disputes, and finally refines and elaborates the experience and practices of Ningbo City, Zhejiang Province, in order to provide useful mirrors for resolving social conflicts and disputes in other regions and make positive contributions to maintaining social stability.

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