

Research on Optimization Strategies for the Resilience of Grass-roots Grid Governance in Complex Risk Environments

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Abstract: Under the complex risk environment, grass-roots grid governance has the problems of over-administrative service process, tendency of introducing technology to be performative, the subject power is always single, and the structure system is in weightlessness. In order to enhance the resilience of grass-roots grid governance, the status of grass-roots grid governance should be clarified, the content of grass-roots grid governance should be controlled, the form of grass-roots grid governance should be shaped, and the norms of grass-roots grid governance should be formulated. In governance, the administrative authorities should pull in multiple forces, lay a good foundation for grass-roots grid governance, use modern technology to enhance resilience, improve grass-roots grid supervision, introduce technical talent, ensure the effectiveness of grass-roots grid governance, reduce administrative intervention, and improve the power of grass-roots grid autonomy.

Keywords: Complex risk environment; grass-roots grid governance; governance resilience; optimization strategies.

1. Introduction

Grid governance has the functional characteristics of being "vertical to the end and horizontal to the edge", and the introduction of grid governance tools can prevent and resolve organizational risks in a timely manner when dealing with problems. Compared with traditional management methods, grid governance tools are more advanced and applicable. From the level of risk response, the multiple social forces in grass-roots grid governance can effectively realize the synchronization of paths, measures and supervision, and form a powerful "protective net" in the face of danger[1]. However, under the complex risk environment, grid governance still suffers from over-administrative service process, technology introduction tends to be performative, the subject power is always single and the architecture system is in weightlessness, which affects the actual effect of grid governance. Therefore, it is of great theoretical and practical significance to study how to optimize the resilience of grass-roots grid governance and enhance its ability to cope with complex risks.

2. Problems of grass-roots grid governance in complex risk environments

2.1. Over-administration of the service process

"Management sinking, resource integration, block subdivision" is the core concept of grass-roots grid governance, in the context of the current service, grass-roots grid governance aims to achieve management and service through the "grounded" and "pragmatic and effective". In the current service context, grass-roots grid governance aims to realize management and service through "groundedness" and "pragmatic effectiveness", and to make decisions flexibly. However, due to the vertical structure of the traditional power structure, there are significant administrative characteristics in the process of grass-roots grid governance, which leads to grass-roots grid workers carrying out the instructions of their superiors more often, and are unable to respond flexibly according to the actual situation. The administrative characteristics make the daily work of grid clerks occupied by too much paperwork and formalistic inspections, and they have no time and energy to truly serve the residents. This not only weakens the flexibility and responsiveness of grid governance, but also reduces the effectiveness of grass-roots governance.

2.2. Introduction of technical tendencies to performativity

Against the backdrop of the rapid development of information technology, many places have begun to introduce a variety of technical means to assist grass-roots grid governance. However, in practice, the application of technology is often superficial and tends to be "performative". Some community intelligent management and control, although in the scope of the jurisdiction to realize the connection between each other, but the precincts and precincts did not realize the information sharing and data opening, region to region, department to department even more can not be realized online smooth communication[2] . Although all jurisdictions and departments have their own intelligent control systems, due to the lack of unified data standards and sharing mechanisms, the systems are not interconnected, and the phenomenon of information silos is serious, the information and data obtained by departments and jurisdictions are localized and incomplete, and they cannot form a comprehensive and real picture of governance, and they cannot make optimal judgments from a holistic point of view in the face of complex risks. At the same time, as different jurisdictions work in isolation, the phenomenon of duplication of construction and investment is very serious, adding to the burden of the grass-roots.

2.3. The subject power is always single

From the perspective of the current crisis response, the main bodies of governance represented by enterprises and social organizations still lack initiative and mobility, and have not demonstrated the advantages and support they should have in the handling process. Although enterprises and social organizations have certain advantages in terms of resources, expertise and emergency response, their participation and contribution are still low. When dealing with complex risks, due to the homogenization of grass-roots managers' main strengths and the lack of effective incentive mechanisms and clear channels for participation, they are unable to provide comprehensive strength support from a pluralistic perspective. In the face of crises, the grass-roots can only respond passively, making it difficult to play a proactive role. Because of the long-standing model of grass-roots administration, the public is accustomed to receiving instructions rather than participating in decision-making, and the grass-roots governance system lacks an effective mechanism for participation and a platform for communication, so that the public's opinions and suggestions are not taken seriously.

2.4. The architecture system is in weightlessness

The grass-roots grid governance system currently presents the state of "check" but not "web", the coordination of personnel, resources and technology is the key to grass-roots grid governance, in order to better realize the multi-layer management, the administration and control side of the responsibility of the sinking and subdivided, and the grid for the block Designated a grid contact, but these programs are only superficial, in response to the reality of the risk problem, the administrative control did not construct a communication and interactive information platform, the lack of resources to build a common governance sharing mechanism, which leads to the various grids, although the nominal existence of the contact, but the lack of actual networked channels of information exchange, in the face of emergencies, the isolation, the lack of a unified and coordinated control and command system. Unable to quickly realize the emergency response, the overall effectiveness of governance is poor[3] .

3. Optimization goals for resilience of grass-roots grid governance in complex risk environments

3.1. Clarify the status of grass-roots grid governance

For the time being, the position of grass-roots grid governance is more awkward, so it is necessary to clarify the status of governance, first of all, the grass-roots grid governance and government agencies can not be divided into the same department, otherwise the grass-roots grid will be regarded as an extension of government management, and the management mode will tend to be administrative,

which is seriously incompatible with the concept of sinking and integration, the grass-roots governance and government management in terms of the content and mode of the existence of a large number of different, if the two are confused, it will lead to power risks and aggravate the confusion of the situation. Equate grass-roots governance with government management, and may grass-roots governance and government management does not conflict, as the cornerstone and complementary to government management, grass-roots grid governance is an innovative management tool derived from the modern governance model, which is important for efficiently solving social problems, the grass-roots grid governance can not be a single implementation of the government's problems, but rather, we need to actively integrate the comprehensive resources, to ensure that the effect of governance is maximized.

To clarify the status of grass-roots grid governance, it is necessary to start from the following aspects: first, to establish the independence and importance of grass-roots grid governance in the overall governance system, so that it is no longer only an appendage of the administrative management; second, to encourage the participation of multiple main bodies, forming a pattern of joint governance by the government, social organizations, enterprises and the public; third, to strengthen the flexibility and autonomy of grass-roots grid governance, so that it can flexibly adjust and respond to various complex risks according to the actual situation. adjust and respond to various complex risks. Through these measures, grass-roots grid governance can truly play its due role and effectively respond to the complex risk environment[4] .

3.2. Controlling the content of grass-roots grid governance

Grass-roots grid governance requires the integration of multiple forces to cope with problems through continuous self-development and self-adaptation, so as to be able to effectively anticipate and respond quickly in the face of complex social risks. In order to ensure that governance is comprehensive and systematic, when dealing with minor day-to-day problems, grass-roots grid governance should refine the division of tasks, establish an information feedback mechanism, and conduct regular inspections of the community. In response to compound problems, such as urban management, community building and public facility maintenance, grass-roots grid governance needs to integrate resources and strengths, develop systematic solutions, and strengthen coordination and supervision among departments. In dealing with risky issues, such as natural disasters, public health incidents and sudden security accidents, grass-roots grid governance needs to establish detailed emergency response plans, strengthen risk monitoring and early warning, improve emergency response capabilities, and set up an information notification mechanism. Through regular drills on emergency plans, the emergency response capacity of grid clerks and community residents can be enhanced to ensure that they can respond quickly in the event of an emergency.

3.3. Shaping grass-roots grid governance

In crisis response, grass-roots grids always behave like grass-roots manifestations of governmental governance, and most grass-roots people think that grass-roots grids are the product of governmental organs' subordination, which is caused by the fact that grass-roots grids' governance lacks a rigorous system, and therefore lacks authority. How to shape the form of grass-roots grid governance has become an urgent problem to be solved at present. By formulating clear governance norms and standards, grass-roots grid governance is given appropriate powers and responsibilities, so that it has sufficient authority and independence in responding to crises and handling daily affairs. At the same time, establish sound legal and institutional safeguards to ensure the standardization and legitimacy of grass-roots grid governance and enhance its credibility and authority among the masses. Promoting diversified and specialized participation and strengthening technological and intelligent construction can effectively shape the form of grass-roots grid governance and enhance its coping capacity and governance effectiveness in complex risk environments[5] .

3.4. Develop norms for grass-roots grid governance

Although grass-roots grid governance is quite different from government management, it is also necessary to follow the rules and relevant regulations strictly in the work process, and to ensure that the governance program meets the moral, ethical and customary requirements of the grass-roots weighting while cooperating with the government authorities to complete the corresponding work. Through legislation or the formulation of corresponding policy documents, the legal status, scope of responsibilities and operational norms of grass-roots grid governance are clarified to ensure that governance activities are legal and effective within the legal framework. An independent oversight body or specialized committee should be set up to regularly monitor and evaluate the implementation of grass-roots grid governance. The governance process should also focus on community participation and democratic decision-making, and through democratic decision-making and the mechanism of joint consultation and co-construction, broad consensus and support will be formed, so as to enhance the social acceptance of governance norms and the effectiveness of their implementation.

4. Optimization Strategies for Resilience of grass-roots Grid Governance in Complex Risk Environments

4.1. Pooling the strengths of all parties and laying a good foundation for grass-roots grid governance

At the same time as dividing up control objects and areas, grass-roots networks need to construct information network systems and control and command systems that are linked to each other in different compartments, so as to ensure that mission requirements, appeals and data resources can indeed be realized by means of multiple types of networks that are "horizontal to the edge, vertical to the end, seamless and fully covered". Diversified cooperation mechanisms have been established in grass-roots networks. Joint meetings or interdepartmental coordinating bodies should be convened to include government departments, community organizations, enterprises and resident representatives in the decision-making and implementation process of grass-roots grid governance. Ensure that all parties in the grass-roots network participate and collaborate together, so as to effectively respond to complex problems and emergency situations and enhance the efficiency and effectiveness of governance by integrating resources and complementing each other's strengths. Introducing modern information technology and establishing an information network system and data interaction platform for grass-roots grid governance. Through the Internet, mobile communications and other technical means, the rapid transmission and sharing of information is realized, ensuring seamless connection and information synchronization between grids at all levels. Establishing a sound monitoring mechanism and performance assessment system to regularly monitor and assess the various tasks of grass-roots grid governance. Through data analysis and performance appraisal, problems and shortcomings are identified in a timely manner, and effective measures are taken to improve and optimize them, ensuring that the basic work of grass-roots grid governance can be consistently and steadily promoted and upgraded.

4.2. Enhancing resilience and improving grass-roots grid monitoring tools

Complex risks should include a rich variety of risk types, so grass-roots grids must be constantly updated and iterative, using advanced information technology and data analysis tools to achieve real-time monitoring and analysis of all types of risk factors in grass-roots communities, relying closely on Party building to lead the city's grid-based governance system, listening to the people's voices, observing their sentiments, complying with public opinion, and caring for their livelihoods to skillfully and diversely resolve contradictory disputes at the grass-roots level. By monitoring multi-dimensional data such as social public opinion, environmental changes, and economic dynamics, potential risk events are detected and warned in a timely manner, so as to achieve early warning and early intervention. A cross-departmental and cross-regional information sharing platform is established to realize information sharing and collaborative work between departments inside and

outside the grass-roots grid and between different levels. Through data interoperability and linkage mechanisms, it strengthens crisis management and emergency response capabilities, ensures the timeliness and accuracy of information transmission, and achieves multi-party linkage and rapid response. Combining traditional and modern methods of governance, through smart city construction and the application of information technology, optimizing supervision means and workflow, and improving the efficiency of data processing and analysis provide stronger technical support and guarantee for grass-roots grid governance.

4.3. Introducing technical talents to ensure the effectiveness of grass-roots grid governance

Talent is the foundation of governance, so the grass-roots grid governance work in the selection of technical personnel, we must actively choose the best talent, from the spiritual level and work ability of the two aspects of the search for professional, patient and advanced thinking of the best people to take up the work. Grid members should be familiar with the local situation, master multiple information, in addition to have a good mass base, only then can the grid to create a collection of hidden troubleshooting, problem solving, the source of prevention as one of the wind, dangerous hidden danger "firewall", really do "big things out of the net, small things out of the grid! ". Grid members should regularly carry out dynamic information collection, inspection visits and clues reported to the work of the discovery of hidden risks, conflicts and disputes and other emerging issues, timely research and early warning and forwarded to the competent units, so that the risks found in the grid, conflicts in the grid to resolve the hidden dangers in the grid elimination, the realization of the "big things all network linkage, small things, a grid to solve". Especially during the epidemic prevention and control, the grid-man give full play to the advantages of the "first-line sentinel", do enough community control efforts, through the door, grid group, building bulletin boards, phone calls, text messages, etc., repeatedly issued the latest requirements and precautions to prevent the epidemic, and timely response to the grid of the public concerns and questions for the grid of pregnant women, students, For pregnant women, students, widows and orphans and other special groups in the grid to provide personalized protection, to do "one person, one file", to ensure that the prevention and control of dynamic data clear, clear situation.

Continuously strengthen the construction of the grid management team, delineate the three-level grid "field of responsibility", clear county (district), township (street), village (community) party and government leaders for the region grid leader. In accordance with the principle of the township hired by the county, the high political quality, strong business ability, good conduct of the village group (community) "two committees" members, non-working members of the party, public service positions, township wise and capable, village group leaders, security head of household, people's mediators, peace volunteers, building chiefs, etc. selected and recruited for the grid (long), the implementation of the real-name management, targeting Carry out business training. At the same time, we have explored the establishment of a "one leader, many members" organizational system, and on the basis of having a grid leader for each grid, we have added supervisors, civilian police officers, legal service providers, etc., so as to enrich and improve the functions of the grid, and the grid members' team has realized multiple responsibilities and multiple abilities.

4.4. Reducing administrative interference and increasing the power of grass-roots grid autonomy

In terms of governance effectiveness, government agencies should weaken administrative intervention, decentralize and let go of resources and management, and ultimately integrate resources in a network relationship. Adopting the concepts of "high institutionalization" and "low politicization", a scientific structure should be developed to ensure that grass-roots grid governance can really solve problems and promote relief. Grid chiefs, grid liaison officers and grid members are given full rights to implement micro-services to solve the "urgent, difficult, worrying and hopeful" problems of the public. In solving complex problems, can be more than one grid party group for collective deliberation, the organization of the old party members, the old cadres of the petitioners to

comment on the public's demands, and actively absorb the views and suggestions of the masses, so that the grid self-governance effect to maximize.

Adhere to build a grid-led, comprehensive governance center coordination, functional departments specific handling, social forces to participate in the pattern, based on the comprehensive governance center around the concept of integrated governance, systematic governance, governance at the source, the establishment of the overall coordination, linkage and common governance, resource integration, governance at the source, research and early warning, organization and leadership of the six operating mechanisms. Vertically, the gridman, the grid chief and the comprehensive governance center through the grid management channel to maintain linkage; horizontally, the integration of departmental forces, the comprehensive governance center to coordinate the absorption of letters and visits, public security, justice, housing, education, water, urban management, emergency management and other departments to carry out the permanent or rotating. In the systematic grid, grass-roots grid workers found problems, timely "whistle", professional grid departments quickly "report", assessment and supervision departments punctually "roll call", forming an efficient The closed loop of governance services is formed.

5. Concluding remarks

In the face of complex risks, the grass-roots grid governance work should be adhering to the strengthening of the organization "management" network, scientific norms "build" network, multi-pronged "strong" network of three principles, adhere to the concept of "a network of coordination, relatively centralized, pragmatic management". The concept of "a network, relatively centralized, pragmatic and practical". In this paper, from the current grass-roots grid governance work for complex risk management problems, pointed out that the grid governance objectives, information technology level to enhance the community grid rapid response capability, optimize the grid platform information, in particular, drawing on the complex history of accidents prevention and control of the governance service model, to do the grid remote link command and scheduling function, comprehensively enhance the grid front warning, prospective service, pre-disposal capacity, to ensure that the grid governance in the face of complex risks in the face of complex risks, the three principles of "a network of coordination, relative concentration, pragmatic management" concept. grass-roots grid governance in the face of complex risks to propose the best solutions.

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