

Research on The Construction of Community Workers Team in The New Era

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Abstract: At present, with the continuous advancement and development of smart cities, driven by the reform of network information technology and the rapid development of intelligent devices, community construction in the new era has become an indispensable part of urban construction, and community governance and services are playing an increasingly important role. The community is the smallest cell of the city. Improving community services is of great significance to grassroots governance. If there are problems with the community team itself, good social governance cannot be carried out. The current imbalance in the structure of the community worker team cannot meet the needs of residents, resulting in difficulties for community workers in carrying out certain specific work. This article analyzes the causes of the problem from three aspects: the structure, management, and work of the new era community team. By drawing on the advanced experience of community work construction at home and abroad, it puts forward suggestions from the aspects of enhancing the enthusiasm of community members, improving the conditions of the community team, and innovating the system and mechanism of the community team.

Keywords: New era, new background, community workers, team building

1. Introduction

The community is the most basic unit of the city. With the continuous progress and development of the economy and society, residents require more professional and diverse community services to meet their daily cultural needs. However, at present, community work in my country is still semi-administrative [1]. The community is considered to be a government agency. Community workers are mostly responsible for the work assigned by the superior government and the street office, and have little time to do some work to provide services to residents. At the same time, community workers are also faced with many problems such as low salary and benefits, low social recognition, heavy workload, and unclear job responsibilities, which makes it impossible to further attract advanced talents to join the community team [2]. With the gradual improvement of various functions of the community and the increasing importance, in order to give full play to the grassroots governance role of the community, we must further play the leading role of community workers in community behavior and do a good job in improving the level of community workers' team building. This article attempts to analyze the current problems of the community worker team and put forward feasible suggestions for the development of the existing community worker team in my country. By alleviating the work pressure of community workers, improving the work enthusiasm of community workers, and improving the service level and problem-solving ability of community workers. Establish a sound reward and punishment and promotion mechanism, and rationally plan the development path of community workers, so that community work becomes more and more professional and specialized, and improve community functions.

2. Theoretical Analysis of Community Work

2.1 Community Work and Community Workers

A community refers to a common social living area formed by a group of people living in a fixed area. The community discussed in this article refers to the residents' committee that residents most



often come into contact with in their daily lives, referred to as the neighborhood committee. According to the relevant laws and regulations, the nature of the residents' committee is a grassroots mass autonomous organization in which residents manage themselves and provide services to themselves. Community workers are the most important part of community work.

Community work is the abbreviation of community social work. It refers to the process in which the community "district committee" uses its own power to tap into the community's existing resources, discover and solve various problems in the community, promote comprehensive, coordinated and sustainable development of all aspects of the community, and improve the quality of life of residents in the area [3]. The most important purpose of community work is to improve the cohesion of residents in the area.

2.2 Building a High-quality Team of Community Workers

The construction of the community worker team is similar to human resource management. It mainly refers to the effective use of community workers through recruitment, election, training, assessment, etc. in order to maintain the normal operation of the community, and to constrain the specific behaviors of social workers in their work [4]. Its core purpose is to give full play to the various functions in the community, so as to promote the joint management of all public affairs in the community between the community managers and the residents in the jurisdiction, and promote the stability, harmony and development of the community. At present, my country's community work is still semi-administrative and the degree of specialization is not high. Therefore, gradually improving the quality and professional skills of community workers has become the focus of strengthening and promoting the construction of the community worker team.

3. Problems faced by community workers in the new era

The community is a grassroots mass self-governing organization that manages and serves itself. However, community management in my country has long been implemented in a top-down mode. For a long time, the government has regarded the community as its subordinate work agency, arranging a large number of administrative-related work for it, but rarely holding autonomous activities [5]. In the minds of most residents, the community is still a government agency. Residents call the community neighborhood committee a first-level government under the street office, ignoring the community's right to autonomy, ignoring the core attribute of the community as a mass self-governing organization, and rarely participating in community construction activities. This causes many problems for community workers in their daily work.

3.1 The Quality of The Community Worker Team is Not High

The team structure mainly includes gender structure, age structure, education structure, professional structure, etc. The personnel structure of an organization is very important to the setting and completion of its goals. If the community worker team wants to develop, its structure must be reasonable, and at least the staffing should meet the minimum standards. According to the definition of high quality of the community worker team, 70% of the community worker team should be under 40 years old, the gender ratio should be 1:1, 80% of the community worker team should have a college degree, and most of them should have the qualification of junior social workers.

In community work, the age structure of the community worker team is very important for the actual work. In the work, it is often involved in firefighting, drug control, disaster relief, and other work that requires physical strength, because young people are more energetic and have a stronger ability to withstand pressure [6]. In this kind of work that requires great physical strength and may be dangerous, the age advantage is very important. In the community, it is also involved in the work related to minimum living security, temporary assistance, women and children, and solving family disputes, which experienced middle-aged and elderly workers are good at, because they are more meticulous

and consider comprehensively in this regard [7]. Therefore, a balanced age structure in the community worker team is crucial to the effective implementation of community work.

Although academic qualifications cannot be the only criterion, it is undeniable that academic qualifications are positively correlated with the ability to accept new knowledge, new skills, and work efficiency. In addition, among the community workers in my country, 49% have a college degree or below, which lowers the academic level of the community workers. According to statistics, most community workers with a college degree or below are over 35 years old. Because they feel that they are too old and have no room for upward development, and they think that working in the community is also an "iron rice bowl", they no longer want to improve themselves. Moreover, these community workers have been working in the community for a long time and have their own experience. Therefore, when facing daily community work or problems, they use their previous work experience to solve them. However, when they encounter emergencies or some emergencies, because there is no experience to refer to them, they do not think independently, and directly report to the superior street to let the street find a way to solve it.

3.2 The Role of Community Workers is Unclear

At present, community work is affected by a large number of administrative affairs assigned by the government. The work functions are unclear and the work tasks are heavy. The community undertakes a large amount of daily government work and has no energy to complete the work of mass self-government [8]. At the same time, the wages and benefits of community workers are very low, and the labor relationship is unclear, so that the whole society does not recognize community work, and the social status of community workers is low.

The current workload of community work does not match the job functions of community workers. There is too much administrative work, and community workers simply cannot spare the time to complete the service work for residents. They can only visit residents after get off work and handle residents' daily needs. Influenced by traditional ideas, residents generally believe that community workers are people who do not have high education and ability, that is, "neighborhood committee aunties" in everyone's mind [9]. Young people working in the community are even considered to be civil servants who are incapable of passing the exam for government departments and will work in the community. Some people even believe that community workers are volunteers who need to provide services to community residents unconditionally.

3.3 The Community Worker Team Lacks a Scientific Management Mechanism

The construction of a team is inseparable from a scientific management mechanism, which is the fundamental requirement and guarantee for the development of team building. According to the relevant knowledge of human resource management, team building should include recruitment and allocation, training and development, compensation and performance management, etc. In order to promote the realization of organizational goals and personal goals, the organization must adopt effective management measures such as work incentives, training incentives, and promotion incentives. According to the survey, there are problems with the management mechanism of the current community worker team.

At present, although the salaries of community workers are paid by the government, they are not part of the establishment of public institutions or civil servants, and there is no upward mobility channel. Some of them undertake huge workloads, far exceeding the workload of civil servants, but due to their embarrassing status, they cannot get the opportunity to be promoted, so many community workers have lost their enthusiasm for work.

The training content is comprehensive and specific, but it is not tailored to the different levels. In particular, the training for the primary or intermediate exam content is all the same, without a clear distinction between the levels [10]. Overall, the training work is not in place, and the phenomenon of going through the motions and becoming a formality is very prominent.

4. Countermeasures to the Problems of Community Workers Team Building in the New Era

4.1 Improve the Enthusiasm of Community Team Members

To achieve the construction of a good community service team, we must first strengthen the construction of community grassroots party organizations, and second, classify community services: First, in the system reform, we must adapt to the development trend of social division of labor and specialization, and realize the separation of government management and civil autonomy in social management. Second, the transformation of system construction, that is, from single management to comprehensive management, from single service to comprehensive service; through differentiated personnel work, establish a "one-stop" work team; third, the transformation of service direction, that is, from convenient government management to "people-oriented" and serving residents. Only by rationally planning the direction of community team building can the team development process have rules to follow.

4.2 Improving Working Conditions for Community Teams

A scientific and effective incentive system is an important tool to improve the work motivation of community workers. According to the humanistic theory that focuses on caring for people, it advocates using incentives to stimulate people's initiative to achieve organizational goals. We understand that creating a good working environment for community workers is conducive to professional community workers to improve their work initiative and carry out their work better. A good working environment is divided into two aspects: external and internal. The external environment refers to the attitude, support, and cooperation of community workers in the entire jurisdiction and the recognition of the community by residents, property companies, etc.; the internal environment refers to the office environment, office conditions, salary levels, available promotion space, and available capacity improvement of community workers in community work. Innovate community group activities internally and strengthen communication and exchanges within the community. By holding community group activities regularly, community workers can be promoted to understand the root causes of fatigue and strengthen mutual communication and exchanges in community organizations. Because the current community work content is very complex and covers a wide range, especially when it comes to major events, social events, etc., all community workers need to cooperate and work together. In the process of work, it is inevitable to encounter misunderstandings and communication problems between colleagues. At this time, good internal communication within the organization can create a good working atmosphere and improve working conditions.

4.3 Strengthen the Top-level Design of Team Building

To strengthen the construction of the community worker team, we must work hard on the top-level design. First, according to the characteristics of the development of the community worker team, in the formulation of the overall urban plan, we must also formulate a development plan for community workers, so that the construction of community workers and urban community governance can develop simultaneously. The district level must have an overall plan and formulate the overall development goal. The streets should start from the recruitment, skills training, salary and benefits, promotion incentives and other aspects of community workers, and formulate detailed systems to ensure the sustainable development of the community worker team and community governance. Second, according to the current division of community workers into three categories: community college students, community committee members and public welfare, change the current scattered state of the community team, and include all three types of objects in the plan for the construction of the community worker team, and make overall planning arrangements to avoid the gap between the three types of objects due to different salary treatment and affect their work mood. Third, in the top-level design of the community worker team, we must consider both the development of the

community and the development of individuals, and formulate a reasonable and scientific structured strategy for community worker positions.

5. Conclusion

The foundation of national governance is social governance, and an important part of social governance is community governance. As a form of citizen participation, the community worker team in the new era plays an important role in promoting the development of grassroots community affairs. Improving the construction of the community worker team can improve the content of community governance and the level of social governance. Therefore, gathering the strength of the community team is an important channel to broaden the situation of co-governance by all the people. By improving the construction of the community team in the new era, it can promote the community's management of community team building, attract more community management talents to join the team, increase the enthusiasm of residents to participate, establish a harmonious atmosphere in the community, and achieve high-quality development of the community.

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