

Analysis of the Dilemma and Countermeasures of Social Organizations Participating in Community Elderly Care Services from the Perspective of Collaborative Governance

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Abstract

This study takes the perspective of collaborative governance as the theoretical framework to explore the dilemma and countermeasures of social organizations participating in community elderly care services. The research focuses on the role positioning, practice status, dilemmas and solutions of social organizations in community elderly care services. Through the combination of literature analysis and case studies, this paper systematically analyzes the difficulties faced by social organizations in community elderly care services, such as insufficient institutional support, uneven resource allocation, insufficient ability and lack of trust, and puts forward countermeasures and suggestions such as strengthening system design, optimizing resource allocation, strengthening capacity building, and building trust mechanisms. The study finds that social organizations play an important role in making up for the lack of government supply and improving the efficiency of community governance, but their development still faces structural challenges. This study enriches the application of collaborative governance theory in the field of community governance, provides theoretical support and practical reference for promoting the sustainable development of community elderly care services, and has important implications for the government, social organizations and community governance practice.

Keywords

Collaborative Governance, Organizational Participation, Elderly Care Services, Social Organization

1. Introduction

In the context of the intensifying trend of population aging, elderly care services have become a core issue of social concern. With the profound changes in the global demographic structure, the proportion of the elderly population continues to rise, and the demand for high-quality and diversified elderly care services continues to grow. However, the traditional government-led single supply model is difficult to meet increasingly complex social needs, and a governance model with the collaborative participation of multiple subjects is urgently needed. In this context, as an important social force, social organizations play an increasingly prominent role in community elderly care services. In addition, many problems need to be solved in the process of social organizations participating in community elderly care services, such as lack of government supervision, uneven distribution of resources, imperfect cooperation mechanism, and insufficient capacity of social organizations [1,2]. These problems not only restrict the quality of elderly care services, but also affect the efficiency of community governance.

As a new governance model, collaborative governance emphasizes cooperation and consensus among multiple subjects, and realizes effective governance of public affairs through multi-party participation, resource sharing, and complementary advantages. The theory of collaborative governance believes that the main body of governance should include multiple subjects such as governments, social organizations, enterprises, and residents, and promote the realization of governance goals through system design, power distribution, information sharing, and trust establishment [3]. In the field of community elderly care services, collaborative governance provides a theoretical basis and practical path for social organizations to participate in governance. At present, social organizations still face many challenges in the process of participating in community elderly care services, such as insufficient motivation for cooperation, difficulty in resource integration, and imperfect trust mechanism. Therefore, it is of great significance in theory and practice to explore the dilemmas and countermeasures of social organizations participating in community elderly care services under the framework of collaborative governance. With the theme of "Analysis of the Dilemma and Countermeasures of Social Organizations Participating in Community Elderly Care Services from the Perspective of Collaborative Governance", this study aims to systematically explore the role positioning, dilemmas faced by social organizations in community elderly care services and their solution paths. This study will analyze the practical status, existing problems and causes of social organizations in community elderly care services combined with the theory of collaborative governance, and put forward corresponding countermeasures and suggestions. Through the combination of theoretical analysis and empirical research, this paper explores how to improve the participation and governance efficiency of social organizations in community elderly care services by optimizing the governance structure, improving system design, and strengthening capacity building.

The significance of this study is that, on the one hand, it provides empirical support for enriching the application of collaborative governance theory in the field of community governance. On the other hand, it provides actionable policy suggestions for the government, social organizations and community residents to promote the high-quality development of community elderly care services. At the same time, this study will also help promote the practice of the concept of social welfare pluralism, promote the optimal allocation of social resources and the equalization of public services [4]. This study will use literature analysis and case studies to sort out the theoretical basis of collaborative governance and social organization participation in community governance by combing through relevant literature at home and abroad. Through case analysis, the practice mode and dilemma of social organizations in community elderly care services are discussed. Through empirical research, first-hand information is collected, the causes of problems are analyzed, and countermeasures and suggestions are put forward. The research will focus on the role positioning, cooperation mechanism, resource integration, and capacity building of social organizations in community elderly care services, and strive to provide theoretical support and practical guidance for promoting the collaborative governance of community elderly care services. The structure of this study is as follows: Chapter 2 will sort out the theoretical basis of collaborative governance and social organization participation in community governance; Chapter 3 will analyze the current situation and dilemma of social organizations participating in community elderly care services; Chapter 4 will discuss the causes and countermeasures of the dilemma; Chapter 5 summarizes the research conclusions and prospects. Through systematic research, this study aims to provide theoretical support and practical reference for promoting the collaborative governance of community elderly care services, and contribute to the construction of a harmonious, efficient and sustainable community governance system.

2. Theoretical Basis and Literature Review

Collaborative governance emphasizes cooperation and consensus among multiple subjects, and promotes effective governance of public affairs through system design, power distribution, information sharing, and trust building. In the field of social governance, collaborative governance theory emphasizes the joint participation of multiple subjects such as governments, social organizations, enterprises, and residents, and realizes efficient governance of public affairs through institutional innovation, resource integration, and capacity improvement [3]. In the field of community elderly care services, collaborative governance provides a theoretical basis and practical path for social organizations to participate in governance. However, social organizations still face many challenges in the process of participating in community elderly care services, such as insufficient motivation for cooperation, difficulty in resource integration, and imperfect trust mechanism. Therefore, it is of great theoretical value and practical significance to explore the dilemmas and countermeasures of social organizations participating in community elderly care services under the framework of collaborative governance.

As an important part of the social structure, social organizations play an increasingly prominent role in community governance. Social organizations have the characteristics of flexibility, professionalism and service orientation, which can make up for the lack of government in the supply of public services and improve the efficiency of community governance. In the process of participating in community governance, social organizations often face problems such as limited resources, insufficient capacity, and lack of trust. Therefore, how to improve the governance ability of social organizations through institutional design, capacity building and trust mechanism construction has become an important topic of research. In the field of community elderly care services, the participation of social organizations can not only make up for the government's shortcomings in the supply of elderly care services, but also promote the diversified and professional development of community governance. As an important part of the social welfare system, the development level of community elderly care services affects the quality of life and happiness of the elderly. With the intensification of population aging, the demand for community elderly care services is growing, which puts forward higher requirements for the diversification, specialization, and personalization of service supply [3,5]. However, the current supply of community elderly care services has problems such as uneven distribution of resources, single service content, and uneven service quality. Therefore, how to improve the supply quality and governance efficiency of community elderly care services through the collaboration of multiple subjects has become an important topic of research. From the perspective of collaborative governance, the participation of social organizations provides a new governance path and practice model for community elderly care services.

In terms of literature review and theoretical basis, scholars at home and abroad have made certain achievements in the fields of collaborative governance, social organization participation, and community governance. For example, some scholars have explored the application of collaborative governance in community governance, emphasizing cooperation and consensus among multiple subjects, and promoting effective governance of public affairs through institutional design, power distribution, and information sharing. However, there are still some shortcomings in the current research, such as the lack of systematic research on the governance mode of community elderly care services, and the lack of research on the application of collaborative governance in community elderly care services. Therefore, this study will analyze the practical status, existing problems and causes of social organizations in community elderly care services combined with the theory of collaborative governance, and systematically analyze their causes, so as to put forward corresponding countermeasures.

3. The Current Situation and Dilemma of Social Organizations Participating in Community Elderly Care Services

From this perspective, the role and function of social organizations, as important participants in community elderly care services, are becoming increasingly prominent. With the intensification of the trend of population aging, the demand for community elderly care services continues to grow, and the role of social organizations in making up for the lack of government supply and improving the efficiency of community governance is becoming increasingly significant. However, in the process of participating in community elderly care services, social organizations not only face challenges in terms of systems, resources, and capabilities, but also show certain practical results. This chapter will systematically discuss the practical path and problems faced by social organizations in community elderly care services from two dimensions: current situation analysis and dilemma analysis.

Social organizations participate in various forms of community elderly care services, and their service supply models show diversified characteristics. On the one hand, social organizations provide life care, medical rehabilitation, psychological support and other services for the elderly through volunteer services, professional services, and project-based operations. For example, some social organizations encourage residents to help each other and form a pension service network in the community through the "time bank" model. In addition, some social organizations cooperate with professional institutions to introduce professional talents and provide professional services such as medical care and rehabilitation training to improve the professionalism and pertinence of services. On the other hand, social organizations have also shown positive actions in resource integration and collaborative cooperation. Some social organizations integrate resources and improve service efficiency through cooperation with governments, enterprises, communities, and other parties [6]. For example, some social organizations cooperate with community neighborhood committees and community hospitals to establish "community elderly care service stations" to provide day care, health monitoring, emergency assistance and other services. In addition, social organizations also apply for government or enterprise financial support through project-based operation to expand service coverage. From the perspective of practical effects, the participation of social organizations in community elderly care services has alleviated the government's pressure on the supply of elderly care services to a certain extent and improved the satisfaction of community residents [7]. For example, through the intervention of social organizations in some communities, the loneliness and anxiety of the elderly have been alleviated, and community cohesion has been enhanced.

Although social organizations have played a certain role in community elderly care services, their development still faces many difficulties, mainly in the following aspects. For example, government supervision and institutional support are insufficient [8]. At present, the role of the government in the participation of social organizations in community elderly care services is unclear, and the regulatory mechanism is not perfect, resulting in the lack of effective supervision of social organizations in terms of service standards, service quality, and use of funds. Due to the lack of policy support, some social organizations have difficulty obtaining stable sources of funding, which affects the sustainability of services. The competitive market environment and uneven distribution of resources are prominent. Social organizations face fierce competition in service supply, and some social organizations find it difficult to stand out from the competition due to lack of professional ability or resources. In addition, the problem of uneven distribution of resources is prominent, and it is difficult for some social organizations to obtain equal resource support due to geographical location, economic conditions and other factors, resulting in regional differences in service supply. Third, the social organization's own ability and professional ability are insufficient. Some social organizations lack professional talents and management capabilities, making it difficult to provide high-quality elderly care services. For example, some social organizations have shortcomings in service design, project management, and personnel training, which affect service quality and resident satisfaction [9]. In addition, the capacity building of social organizations lags behind, and it is difficult to adapt to the diverse needs of community elderly care services. Finally, the trust mechanism and residents' participation are insufficient. The trust of social organizations in the community is low, and residents' trust in social organizations is insufficient, resulting in low participation. Some residents lack understanding or trust in the services of social organizations, which affects the acceptance and effectiveness of services. In addition, social organizations have insufficient publicity and promotion efforts in the community, resulting in limited service coverage.

The participation of social organizations in community elderly care services not only reflects its positive role in making up for the lack of government supply and improving the efficiency of community governance, but also exposes its difficulties in institutional support, resource allocation, and capacity improvement. In the future, it is necessary to promote the sustainable development of social organizations in community elderly care services through measures such as system optimization, resource integration, and capacity improvement.

4. Analysis of the Causes and Countermeasures of the Dilemma

From the perspective of collaborative governance, the dilemma of social organizations participating in community elderly care services mainly stems from multi-dimensional structural problems such as systems, resources, capabilities, and trust. These dilemmas not only restrict the governance efficiency of social organizations, but also affect the sustainable development of community elderly care services. This chapter will start from the analysis of the causes of the dilemma, combine the theory of collaborative governance and practical cases, and put forward targeted countermeasures and suggestions, in order to provide theoretical support and practical reference for promoting the sustainable development of social organizations in community elderly care services.

The dilemma of social organizations in community elderly care services is essentially a concentrated embodiment of multi-dimensional structural problems such as systems, resources, capabilities, and trust. The lack of institutional design and regulatory mechanism is one of the core problems [2,3]. At present, the role of the government in the participation of social organizations in community elderly care services is unclear, and there is a lack of unified regulatory standards and evaluation systems, resulting in the lack of effective supervision of social organizations in terms of service standards, use of funds, and service quality. Due to the lack of policy support, some social organizations have difficulty obtaining stable sources of funding, which affects the sustainability of services. In addition, the lack of government supervision mechanism has also led to problems such as resource abuse and irregular services in the service process of some social organizations, further weakening the credibility of social organizations. At the same time, the uneven distribution of resources and the competitive market environment have exacerbated the pressure on the survival of social organizations. In the field of community elderly care services, social organizations face fierce competition, and some social organizations find it difficult to stand out from the competition due to lack of professional capabilities or resources [4]. The problem of uneven resource distribution is prominent, and some social organizations are difficult to obtain equal resource support due to geographical location, economic conditions and other factors, resulting in regional differences in service supply. This uneven distribution of resources not only affects the fairness of services, but also exacerbates vicious competition among social organizations. Not only that, the lack of social organizations' own ability and professional ability is the key factor restricting their development. Some social organizations lack professional talents and management capabilities, making it difficult to provide high-quality elderly care services [4,6]. For example, some social organizations have shortcomings in service design, project management, and personnel training, which affect service quality and resident satisfaction [9]. At present, the capacity building of social organizations is lagging behind, and it is difficult to adapt to the diversified needs of community elderly care services, resulting in a large gap between service supply and residents' needs. The trust mechanism and insufficient participation of residents further weaken the governance efficiency of social organizations. The trust of social organizations in the community is low, and residents' trust in social organizations is insufficient, resulting in low participation. Some residents lack understanding or trust in the services of social organizations, which affects the acceptance and effectiveness of services [10].

In view of the above dilemma, it is necessary to put forward countermeasures and suggestions from multiple dimensions such as system design, resource optimization, capacity building, and trust building to promote the sustainable development of social organizations in community elderly care services. First of all, strengthening institutional design and regulatory mechanisms is the key to improving the governance efficiency of social organizations. The government should clarify the role of social organizations in community elderly care services, establish unified regulatory standards and evaluation systems, and strengthen supervision of social organization service standards, use of funds, and service quality. At the same time, the government should provide policy support to encourage social organizations to improve the sustainability of services through project-based operation and fund application [11,12]. The government should establish an evaluation mechanism for social organizations, regularly evaluate the service effectiveness of social organizations, and promote continuous improvement of service quality. Then, optimizing resource allocation and competition mechanisms is the key to improving service fairness. The government should promote the balanced allocation of resources and reduce resource differences between regions through policy guidance and resource tilt [5]. At the same time, a cooperation mechanism between social organizations should be established to encourage social organizations to enhance the synergy effect of services through resource sharing and project cooperation [13]. The government should also encourage social organizations to improve the professionalism and competitiveness of services through market-oriented operation, promote healthy competition among social organizations in service supply, and encourage social organizations to introduce professional talents to improve the professionalism and pertinence of services [14]. In addition, a social organization capacity evaluation system should be established to regularly evaluate the service capacity of social organizations and promote their continuous improvement.

5. Conclusions and Prospects

From the perspective of collaborative governance, the dilemma and countermeasures of social organizations participating in community elderly care services are studied, and targeted countermeasures and suggestions are put forward by systematically analyzing the practice status, difficulties and causes of social organizations in community elderly care services. Based on the theory of collaborative governance and combined with empirical research methods, this study discusses the role positioning, governance mechanism and practical path of social organizations in community elderly care services, which provides theoretical support and practical reference for promoting the sustainable development of community elderly care services. This chapter summarizes the main conclusions of the research and looks forward to the limitations and future research directions of the research.

The main conclusions of this study are reflected in the following aspects: social organizations have important governance value in community elderly care services, and their participation can make up for the lack of government supply, improve the efficiency of community governance, and promote the diversified and professional development of community elderly care services. Social organizations face multiple difficulties such as insufficient institutional support, uneven resource distribution, insufficient ability, and lack of trust in the process of participation, which restricts their governance efficiency. At the same time, the theory of collaborative governance provides theoretical support for social organizations to participate in community elderly care services, emphasizes cooperation and consensus among multiple subjects, and promotes effective governance of public affairs through system design, power distribution, information

sharing and trust building. At present, there are still problems such as insufficient research on the participation mechanism of social organizations, insufficient systematic research on governance models, and little research on the application of collaborative governance in community elderly care services. Finally, this study puts forward a series of countermeasures and suggestions, including strengthening system design, optimizing resource allocation, strengthening capacity building, and building trust mechanisms, so as to promote the sustainable development of social organizations in community elderly care services.

The theoretical value of this study lies in the fact that it enriches the application of collaborative governance theory in the field of community governance, and provides theoretical support and practical path for social organizations to participate in community governance. At the same time, this study also provides actionable policy suggestions for the government, social organizations and community residents to promote the high-quality development of community elderly care services. However, there are still certain limitations in this study. For example, the representativeness of the research sample is limited, mainly based on case analysis and empirical research, and there is a lack of large-scale cross-regional comparative research, which may affect the universality of the research conclusions. The research method is mainly qualitative analysis, lacking the support of quantitative data, and future research can further combine quantitative methods to improve the scientific and persuasive power of the research.

Future research directions can be carried out from the following aspects: such as deepening cross-regional comparative research, exploring the differences and commonalities of social organizations in different regions participating in community elderly care services, and providing more targeted suggestions for policy formulation; Strengthen long-term follow-up research, explore the long-term effects and sustainability of social organizations participating in community elderly care services, and provide empirical support for policy adjustment. In addition, innovative models of collaborative governance in community elderly care services, such as digital technology empowerment and smart elderly care, can be further explored, and the intelligent and efficient development of community elderly care services can be promoted. From the perspective of collaborative governance, this study systematically discusses the dilemmas and countermeasures of social organizations participating in community elderly care services, and provides theoretical support and practical reference for promoting the sustainable development of community elderly care services. Future research should further deepen theoretical exploration and practical innovation, promote the diversification, specialization and sustainable development of community elderly care services, and contribute to the construction of a harmonious, efficient and sustainable community governance system.

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