

Study on Youth Volunteer Service in Hunan Province and Its Countermeasures

lingzhi Peng¹, Yun Yu^{1,*}

¹ Hunan Institute of Traffic Engineering, Heng Yang, Hunan, 421009, China

*Corresponding Author

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Abstract: At the fourth plenary session of the 19th national congress of the CPC, specific arrangements for the comprehensive and in-depth development and institutionalization of voluntary services were put forward, which are the new requirements and expectations of the CPC central committee on voluntary services in the light of the social development situation in the new era. Young volunteers are the main force of voluntary service, and also a core concept of voluntary service. Young volunteers play an important role in public service, comprehensively showing the spiritual outlook of contemporary young people. This is not only conducive to the development and implementation of various work by the government and society, but also conducive to the development of a sense of responsibility and correct values for the mission of the contemporary young people. Most importantly, with their participation and dedication, a happy and harmonious living environment can be positively and steadily built. However, due to the late participation of China's young volunteers in the process of public service development, the reference to foreign experience is not in place, resulting in some problems and contradictions to be resolved. This article explores the youth volunteers to participate in community public service problems and their causes in the process, is put forward in accordance with China's national conditions and current social development, the corresponding suggestions and countermeasures, on the one hand, to promote young people more attention to the government, society, volunteer service, on the other hand, for the present comprehensive deepening reform and government function transformation, citizen moral construction and community governance major policy provide reference idea of be born, also look forward in this paper, the youth volunteer to participate in the public service theory and practice research help. This article explores the youth volunteers to participate in community public service problems and their causes in the process, is put forward in accordance with China's national conditions and current social development, the corresponding suggestions and countermeasures, on the one hand, to promote more youth to close the community public service, to engage in public service, on the other hand, for the present comprehensive deepening reform and government function transformation, citizen moral construction and community governance major policy provide reference idea of be born, also look forward to in this paper, the youth volunteer to participate in government, society, theory and practice of volunteer service research help.

1. Introduction

The traditional research fields and contents of youth volunteer service have been expanded and updated to some extent. With the rapid development of volunteerism, it is highly recognized and concerned by the younger generation, and more and more young volunteers have become the pioneer in China's volunteer service. There is no doubt that voluntary service, as a "magic bullet" for the healthy development of socialist spiritual civilization construction, plays a vital role and significance in improving people's happiness in life. Present many social experts and management scholars will also study the center of gravity to the youth volunteer to participate in social activities that tilt, based on this perspective, this paper aimed at the youth volunteers to participate in the government, society, volunteer service these three aspects carries on the analysis and research, is also broadening in the field of research on youth volunteer service, fostering the innovation of the youth volunteer work.

2. Basic Information of Young Volunteers Participating in Community Public Service

2.1 Basic Information of Young Volunteers in Hunan Province

According to the data of Hunan Volunteer Service network, by October 2020, there are 73,000 real-name volunteers, 20,000 volunteer groups and 18,000 volunteer projects in our province, among which youth volunteers account for more than 80%. Youth volunteer service has been playing an increasingly important role in today's society. It is a favorable shield to maintain social harmony and stability and guarantee sustainable development. It also marks that China's volunteer service has entered the track of development.

2.2 Main Types of Young Volunteers Participating in Community Public Services

Since 2000, China has been comprehensively promoting the construction of social services and striving to realize the grid management of residents. With the improvement of the urban and rural layout, in early October, 2004, in under the guidance of the communist youth league central decision-making, successfully launched the youth volunteer association of hunan province to participate in volunteer service, to build a harmonious society “as the theme of the activities, the campaign geared to the needs of the social vulnerable groups, advocacy and organizing community residents to carry out mutual aid, development of public services, actively organize social volunteer force to participate in the community public service activities, the effect is remarkable. Since the launch of the project, the youth volunteer to take an active part in, in the community, widespread youth volunteer organizations at all levels to coordinate the deployment, cooperation and gradually push the youth volunteer assistive action, legal aid volunteer service projects, jinhui action, for the elderly, and maintaining social order of fortification, and sun xinyu for adolescent mental health and counseling problems, late and combined the relevant departments to carry out anti-drug publicity and prevent the thematic education activity of all kinds of infectious diseases, mobilized a large number of talented students in volunteer services, actively participate in the social construction and public service. In November 2006, the Central Committee of the Communist Youth League and The All-China Students' Federation jointly launched an initiative, calling on all kinds of colleges and universities to actively carry out college students' volunteer activities including “law, science and technology, culture and health” into the community activities. After a period of development, in general, public service has become the most extensive stage for young volunteers to participate in social practice. Over the past 20 years, young volunteers have participated in various forms of government, society and volunteer service. In addition to cooperating with relevant agencies and departments to carry out investigations and information collection activities on the situation of the community, young volunteers have participated most in providing various services and help to the society and citizens.

These services fall into the following categories:

(1) Life Service

This kind of service is mainly aimed at the socially and government-subsidized vulnerable groups, such as the widowed elderly, the disabled, the families of military officers, the wubao family and the poor. The volunteers provide them with life care, cleaning, buying medicine, carrying equipment and other targeted services. The places where the service is provided are generally residents' homes, nursing homes for the elderly, schools for the disabled, workers' recuperation stations and other social welfare institutions. This kind of service has always been the most important content for young volunteers to participate in social services, with remarkable results, which fully reflects the characteristics of welfare oriented government and social services in China at present.

(2) Educational Services

This kind of service is aimed at the laid-off workers, unemployed workers and migrant workers with low education level and weak professional skills in the society. On the other hand, for the left-behind children or students with learning difficulties in the community, volunteers mainly provide cultural knowledge counseling or training related skills as the main means of service. In addition, some outstanding young volunteers are employed as part-time teachers and off-campus counselors

in poor primary and secondary schools, guiding primary and secondary school students to participate in a variety of extracurricular activities.

(3) Management Services

Such services refer to the participation of young volunteers in the daily management of the public welfare administrative departments of the government, which can be in the form of temporary training, or simply as volunteers to assist the government in the specific work of information collection, planning and deployment, organization and arrangement, coordination and communication of various activities. Through such services, young volunteers can effectively cultivate and exercise their ability to participate in social work, improve their management level, and at the same time, enhance their understanding of social development, so as to better carry out government public services.

(4) Science, Technology and Culture Services

This kind of service refers to the service provided by young volunteers to give full play to their own advantages and improve the economy and the scientific and cultural level of residents by relying on the volunteer projects they participate in. It is generally divided into scientific and technological services and cultural services. Scientific and technological services should give full play to the role of young volunteers in colleges and universities, and provide certain technical support to enterprises based on their major to help enterprises complete project tackling problems and innovative development. Cultural services rely on all kinds of media, such as TV, Internet, mobile phone APP, WeChat public number, etc. to carry out the publicity of relevant knowledge, such as classical culture into the community, etc. , to enrich the cultural life of residents, improve the conservation of residents.

(5)Corresponding Categories of Major Events

This kind of service mainly refers to young volunteers taking the initiative to participate in the management and service of society and government when there is a huge increase in the number of major activities or emergencies in the region and the obvious shortage of personnel. The staff will assume certain work tasks in an instant under work pressure. During the Beijing Olympic Games in 2000 and the Shanghai World Expo in 2010, a large number of young volunteers took the initiative to participate in public service, giving the world a deeper understanding of China. From the flood fighting and rescue in 1998 to the heroic rescue of the 2008 Hanchuan earthquake, the noble character of the young volunteers is all reflected. To appear in early 2020, our country will be coronavirus pneumonia caused by the outbreak, lead to large areas across the country on the level of major incident response, locked down the social various travel, for researchers to conduct a comprehensive search, a large number of young volunteers to actively participate in the management of the government and virus sanitizers work, reflected the current society youth volunteers willing to bear, do not forget the fine qualities of the beginner's mind, take the bull by the horns.

3. Problems in the Participation of Young Volunteers in Government, Society and Volunteer Service

3.1 The Number of Volunteers is Not Stable Enough

The survey shows that among the young volunteers who have participated in public service, a larger number of them quit the team after participating in several activities. As early as 2006, China promulgated the “Measures for the Administration of Registered Volunteers”, in which there are more detailed requirements for registration and management, and the “Measures” also clarify the rights and obligations of volunteers. It was revised in 2013, and the main content of the revision was in the aspects of personal safety of volunteers and team supervision. The newly revised “method” content more principles, including the writing of the registration system on there is a loophole, and expression of related management system also insufficiently, no scientific controls and restrictions to the flow of volunteers, lead to the stability of the volunteers is not enough, this especially among youth volunteer in performance. Xiao Li, from the 8090 volunteer team in

Changsha, mentioned in the questionnaire that their volunteer service activities were carried out in the same nursing home for three consecutive weeks, but the 10 volunteers in each activity were different, only he and the three volunteers had been participating. Take the author hengyang Colorful volunteer station as an example, in the past three years, a total of more than 40 people quit the volunteer team for a variety of reasons, which brings great difficulty to the team construction of the volunteer team, resulting in young volunteers to participate in public service effect at a discount.

3.2 Relatively Disordered Organization and Management

The volunteer team belongs to the masses organization, is the central coordination of the Communist Youth League, is responsible for the registration and registration by the local civil affairs department, and the implementation of effective supervision. However, after investigation, it is found that many volunteer teams in many regions are supervised and supervised by local Communist Youth League organizations, trade unions, civil affairs departments, charity associations, and publicity departments, etc. , which leads to chaos in the management of many volunteer organizations and also brings some hidden dangers for the follow-up activities. For example, some departments fail to register volunteer organizations in accordance with the registration process stipulated by the state, and some organizations use the forms of “attachment” and “placard” to avoid the complicated procedures of registration. Individual competent departments do not understand the actual situation, to the management work has brought great resistance. There are more than 10,000 registered volunteer teams in China, but there are also many unregistered volunteer teams of non-governmental organizations in different regions, which do not even report to the local competent authorities when doing various volunteer services. There are also many independent volunteers around me who just keep in touch with the community unilaterally and regularly participate in community public services. Their original intention is good, but they have no laws and regulations to protect their rights and have no clear responsibility for their problems, which is not conducive to the healthy and sustainable development of the young volunteer team.

3.3 Relatively Weak Material Support

Feedback according to the questionnaire, with the exception of 12 youth volunteer team funding agencies and institutions by the financial allocation, the remaining 26 belongs to the social organization of the youth volunteer team of 24 all members to pay the membership fee of patterns and social donations for volunteer service, two social youth volunteer team of hunan province from hunan province government policy support. According to the Website of the Ministry of Human Resources and Social Security, the human Resources and Social Security department allocated 400,000 yuan to nearly 70,000 volunteer organizations in 2019. On average, the special fund for each volunteer organization is less than 60,000 yuan per year, which is just enough to maintain its normal staff operating costs and unable to provide other services. In the survey, the leaders of volunteer organizations in many areas clearly pointed out that the biggest problem of volunteer organizations at present is the insufficient funds to guarantee materials and activities. As the source channels of various kinds of security materials are not smooth, many volunteers cannot guarantee their funds in participating in community public services. In addition, few enterprises and individuals take the initiative to make donations to social voluntary organizations. As a result, many community volunteer activities and community public welfare projects do not have funds and materials support, leading to the disoperation of activities

3.4 Voluntary Services Have Had Little Effect

In the survey, when asked about the core problem of young volunteers' participation in public service in the community, the answer was surprisingly that nearly 80 percent of young volunteers chose the option that volunteer service is not effective. This would work in most of the cities and regions in China public service activities monotonous, away from the actual, lack of innovation, many services still stays at the lower level, such as cleaning and visit the old man, community, love on low-end services such as the sale, transfer in slightly stronger professional services, such as

counseling, legal advice, and lack of large medical treatment, etc. The public service project carried out by the community lacks innovation, and the activities are formalized and superficial. For example, March is the month of Learning From Lei Feng every year, and various community activities come in droves. Each college student contacts youth volunteers to the school community volunteer, for the lonely old man grandma Liu arrived only to find that this week has been to 3 batches of volunteer team for grandma Liu obligations haircuts, tidy up health, and performances, the students can only help grandma Liu and wipe the window again and left. When interviewed, Liu said that first of all, she would like to thank the school and the young volunteers for their help, but whether the help can be sustained, do not cluster in a specific time, hope that these services will be “evenly” some, the content of the activities are more diverse.

4. Countermeasures and Suggestions for Optimizing Youth Volunteer Service

4.1 Positive Selection and Training, the Establishment of Effective Incentive Mechanism

Establish and improve the incentive mechanism for volunteers, so that the work of young volunteers can develop regularly. Only when young volunteers gain a sense of accomplishment and satisfaction in their work and realize their own value, can they attract more young people to participate in volunteer work. It is suggested that, based on the specific analysis and in-depth discussion of the participation of young volunteers in community public services in different regions, a multi-directional incentive mechanism should be established to improve the enthusiasm of participants. From the macro level, the government can give certain material and spiritual rewards to young volunteers, so that volunteers can feel the recognition of the society. From the micro level, youth should be encouraged to improve their sense of identity. Specific operation has the following several ways: first, set by the activities of the organization for youth volunteer personal circumstances spiritual incentive mechanism, the incentive mechanism is mainly by the community or volunteer organization responsible for master volunteers personal needs, such as the honorary certificate, awarded the title of honor, thank you release letter issued by an accredited, and other social practice, the targeted strong incentives can further improve the initiative of volunteers; Secondly, establish an incentive mechanism from the social level to reward the young volunteers in the form of material rewards. Businesses and private shopkeepers in the community can provide coupons, vouchers and consumption discounts for the young volunteers, which can also play a good role in encouraging the volunteers. Thirdly, we should learn from the form of voluntary blood donation to explore innovative incentive mechanism, which can be defined as “caring savings”. That is, young volunteers store their service time by participating in community public services or other types of caring services. When they or their family members need help from other volunteers, they can exchange their time to get the service. Built “love deposit”, of course, may need to consume large amounts of resources, but we are in the information society, can play the role of big data and intelligence platform, for example, “volunteer cloud” (China's volunteer service official WeChat platform), will participate in the situation of the volunteers, volunteer service time and other information detailed records, generate a service path, volunteer services, the more you'll get more social returns, arouse the enthusiasm for volunteers and degree.

4.2 The Government Has Strengthened Ties and Set Up Diversified Financing Platforms

The initial purpose of young volunteers to participate in public services is to repay the society and realize self-value, rather than seeking profits and material returns. However, the normal development and operation of activities need certain financial and material support. Therefore, in addition to the direct allocation of goods and funds by the government, government departments should also use their administrative power to provide necessary support to young volunteers. Government departments can set up voluntary service foundations, special funds for public services and other ways to provide material security. At the same time, the government should guide the society to pay attention to the young volunteers, make use of various publicity channels, promote the spirit of volunteerism, cultivate citizens' awareness of personal donation, and publicize the value

of public goods provided by the government to the society. The government can also reduce taxes by encouraging various enterprises to provide voluntary services and provide social donations.

4.3 We Will Innovate Service Models and Promote the Development of Quality Services

Social harmony is the cornerstone of social harmony, and stability is the basic work of building a harmonious society. By vigorously developing the participation of young volunteers in public services and giving full play to their professional advantages in helping social residents out of danger and rescue and safeguarding their legitimate rights and interests, various dangers and social conflicts can be eliminated at the grass-roots level and social events can be prevented. The participation of young volunteers in public services helps to solve social problems, promote social equity and justice, practice core socialist values, and maintain social stability and harmony. However, it is obviously unrealistic to rely solely on the reserve of various types of professionals. This requires our young volunteer team to pay attention to the selection and training of professional talents in the process of recruiting volunteers, safeguard their rights and interests, and make overall planning. We should strengthen social publicity, promote positive energy, and encourage more young people with professional skills to participate in public volunteer services. At the same time, youth volunteer organizations can also get in touch with some colleges and relevant units in the region to recruit talents specializing in social management or young people with other professional skills to join the volunteer team. The society and the government, including colleges and universities, should also provide adequate protection and make joint efforts to open a new chapter of public service.

5. Conclusion

Participation of young volunteers in public service is the trend and direction of youth volunteer work in the future, and it is also an important embodiment of the diversification of social and public governance subjects. Public service is an effective way to promote the construction of community spiritual civilization, an important means to solve the practical difficulties of social residents, and a necessary supplement to the realization of social equity and justice. Participation of young volunteers in public service contributes to the promotion of grassroots democracy and the practice of socialist core values. View, maintain social stability and unity, to build a harmonious development of society are of great significance. Through the analysis of the situation and problems of young volunteers' participation in government, society and volunteer public services, this paper proposes optimization suggestions and countermeasures, hoping to bring help and reference to the development of young volunteers. Youth is the future and hope of the motherland. Strengthening the participation of young volunteers in volunteer service is also a new research Angle to improve social and government governance. At present, the participation of young volunteers is still in the growth stage. The joint efforts of the society and young volunteers can ensure their healthy and vigorous development. With the rapid development of market economy and the transformation of government functions, contemporary young volunteers have been well prepared, united as one, and actively engaged in volunteer service. However, this work should proceed from the specific situation, not blindly rushing forward, but actively and prudently preparing, in order to achieve long-term development. The development goal of young volunteers to participate in volunteer service has been made clear, I believe that with the joint efforts of the whole society, we will be able to make greater breakthroughs and achievements.

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