Research on Crisis Response of Urban Communities Based on the Perspective of Risk Society

--Take X Community of City C in the Context of the Epidemic as an Example

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Abstract: At present, people are in a risky society where social risks continue to accumulate, emergencies occur frequently, and the destructiveness of public safety crises continues to expand. At the beginning of 2020, China experienced the sudden public health event of the COVID-19 epidemic. As the first line of defense for the prevention and control of the epidemic, communities are increasingly playing a role in responding to emergencies. This research is mainly based on the theory of risk society. Taking X community in City C under the epidemic situation as an example, it mainly uses the interview method and questionnaire method to conduct research from a holistic and systematic perspective. It tries to construct a crisis response mechanism by building pre-crisis prevention and warning, crisis response, and post-crisis tracking service. This innovative, sound and reasonable community crisis response mechanism can help enhance the risk awareness of communities and community residents. At the same time, the mechanism can provide an effective theoretical reference for future risk resolution.

1. Introduction

At the beginning of 2020, the COVID-19 epidemic broke out suddenly and spread to the world at an extremely fast speed. From the perspective of the risk society theory, the outbreak of the epidemic can be seen as a serious consequence of the irrationality of human behavior. Human beings lack risk awareness and are unable to resist the crises brought about by risks. As a result, Human beings are facing major challenges.

"Risk society" was proposed and analyzed by German sociologist Ulrich Beck. It refers to the generalization and description of a specific political, economic, social, and cultural form of the characteristics of the current era of risk for human beings [1]. The main reasons why the risk society theory is worthy of our reference are as follows: First, it defines risk as a structural quality of society, which has a clear and strong sense of anxiety. It provides theoretical support for the construction of a crisis response mechanism. Second, it has a constructive theoretical attitude. China's "compressed modernization" has not only strengthened the production of risks, but has not left time for the institutionalized expectations and management of risks [1]. This requires that urban communities, which is the frontier of risk prevention and control, should have risk awareness [2]. Third, it has strong operability and practical significance. Based on the perspective of the risk society theory, it is more of a practical meaning to study crisis response methods and can truly solve the real problems of crisis response in society.

In the prevention and control of the COVID-19 epidemic, communities are the main force for grassroots prevention and control. In the face of the severe epidemic situation, and the sudden increase in workload, there is a sparse number of community workers and almost zero crisis response experience. Communities are facing huge problems in epidemic prevention and control. The governance system of urban communities should be continuously improved, and the crisis response capabilities of urban communities should be continuously improved to better respond to social risks and promote social progress.

Based on the above background, this paper, from the perspective of the risk society theory, studies the enlightenment effect of the crisis response that communities have made in the face of

major crisis events, understands the risks faced by the development of modern Chinese society, and helps enhance risk awareness of communities and community residents. At the same time, it provides an effective theoretical reference for resolving risks in the future. From a holistic and systematic perspective, the paper tries to construct a comprehensive and reasonable community crisis response mechanism which contains pre-crisis prevention and early warning, crisis response, and post-crisis tracking service.

2. Investigation Situation of X Community of C City

2.1 Basic Situation of the Community

X community is located in the capital of a province in the northeast, with an area of about 2.0 square kilometers. Its community office area is about 365 square meters. Now it is in charge of the family dormitory building of the South Campus of XX University and Jianqiaoyuan Community. There are 41 residential buildings with 2780 residents and 4849 permanent residents. There are 13 community staff, 5 community volunteer teams, and 4 community sports teams.

2.2 Research Situation

The material for this paper comes from an empirical survey. The survey time is from October 14th to 22nd, 2020, and January 21st to 28th, 2021. The main methods of investigation are offline in-depth interviews and online questionnaire distribution.

2.2.1 Objects and Methods

(1) Survey objects: October 14th to 22nd, 2020, the community secretary, deputy secretary and two residents of X community in C city were selected as interview subjects. January 21st to 28th, 2021, 74 residents in three resident groups of the community were randomly selected as the subjects of the questionnaire survey.

(2) Literature review method was used to understand the development trend of urban community governance and crisis response models at home and abroad, and the community governance model of City C. Interview method and questionnaire survey method were used to investigate the research objects.

(3) On the basis of the relevant literature review and the conversation with the community staff during the field investigation, the "Interview Outline for the Study of Urban Community Crisis Response Mechanism Based on the Perspective of Risk Society" was set up. Each interview was conducted by 4 fixed investigators, who wrote down and tape-recorded the content of the interview with the permission of the interviewee while the interview was in progress. After the interview, summary and analysis were conducted based on the recording and records in a timely manner. The questionnaires were distributed and recovered through the mobile application Wenjuanxing (a platform providing functions equivalent to Amazon Mechanical Turk). A total of 74 questionnaires were distributed and 70 valid questionnaires were recovered, with a recovery rate of 94.59%. For the recovered questionnaires, Excel2019 software was used to establish a database to enter data, and SPSS20.0 was used for data processing.

2.2.2 Summary

The survey team reviewed relevant literature, conducted field surveys and questionnaire analysis, and explored ways to integrate the crisis response mechanism with the daily work of urban communities. Specifically, based on the theoretical construction of urban community crisis response mechanism, they used interview data and questionnaire feedback to analyze specific communities, assisted in community governance decision-making innovation, and deepened their understanding of urban community crisis response.

3. Problems in Communities under the Background of the Epidemic

3.1 The Community Crisis Response Mechanism is Not Perfect, and It is Difficult to

"Transform the Peacetime System into the Wartime System".

The epidemic prevention and control uses a wartime system. Since communities themselves don't have a complete crisis response mechanism, there are insufficient preparations in human resources, material reserves, organization and mobilization, etc., resulting in many problems in the early stages of epidemic prevention and control. Lack of human resources is a basic problem faced by community prevention and control. Doing a good job in carpet tracking, community grid investigation, and grid responsibility contracting is even more inadequate. At present, there are 13 workers in X community and 5,106 permanent residents in the jurisdiction. Under the situation of the epidemic, the work is becoming more and more incapable, and a complete community crisis response mechanism needs to be constructed.

3.2 Communities Are Too Administrative, and Lack Experience Summarization and Self-Reflection.

Under China's long-term administrative management system, the administrative-led community management has a serious inertia of thinking. Urban communities generally lack an emergency culture. People's safety concept is very backward and crisis awareness is still weak. Dedication is also lacking. X community is a relatively typical community with a high degree of administration.

3.3 Residents Lack Awareness of Participation and Have Low Evaluations of Their Communities.

It can be seen from the feedback from the questionnaire that X community has weak connections with most residents, and the relationship is not close. The residents have low requirements for the community, low satisfaction, and weak dependence. Community work has not been recognized by the residents, and some work is not in place. Also, the role of new media is difficult to play.

3.4 In Response to These Problems, This Paper Puts Forward the Concept of Urban Community Crisis Response.

The so-called urban community crisis response is based on the theory of risk society. It combines the perspective of community governance and focuses on the object of "crisis". It starts from the cognition, identification and analysis of uncertain factors, and combines external intervention with the initiative of the community itself. By covering prevention and early warning, response and handling, and tracking service, the negative consequences of the crisis to urban communities are minimized as much as possible.

4. Construction of a Crisis Response Mechanism in Urban Communities under the Background of the Epidemic

4.1 Early Stage: Prevention and Early Warning Mechanism

4.1.1 Establish a Grid Governance Mechanism Centered on File Establishment

In the stage of crisis prevention and early warning, grid management is responsible for grasping the basic situation of communities and integrating various resources in order to be able to call effective data at any time when dealing with crises. For the permanent population in communities, it is a continuous work that communities need to carry out in daily life. Recording grassroots dynamics is of great significance for serving people's livelihood and providing information in crisis response. Taking X community of C city as an example, the "three-director system" that has formed in the community, namely "grid director-building director -unit director". It has played an obvious role in integrating community resources, communicating information, and strengthening service [3]. Making full use of the characteristics of grid-based management of "wide spreading and deep investigation" can enable the community to understand the basic situation of the community to the greatest extent in its daily work, and make a great contribution to the prevention and early warning of the crisis.

4.1.2 Build a Professional and Long-Term Volunteer Team

The main body of the community crisis response volunteer team is resident volunteers. The volunteer team is based on the grid governance mechanism and the "three-director system". Community workers, individual experts and scholars, as the guides, can form volunteer teams with a comprehensive staff composition and clear responsibilities and functions. In order to improve professionalism, it is necessary to provide volunteers with protective knowledge, equipment, accident insurance, and prepare emergency plans, various forms of drills, and real-time risk management and control. In order to ensure the long-term nature of volunteer service, an incentive mechanism should also be set up. In addition to certificates and certificates, it can be used to praise and publicize volunteers with well-serviced and outstanding performance [4].

4.1.3 Establish a New Media Mechanism That Strengthens Ties

In the stage of crisis prevention and early warning, a new media mechanism mainly plays the role of propaganda and strengthening contacts, thereby enhancing the residents' crisis prevention awareness and preparing for the residents' linkage in the middle and later stages. First, establishing a public account for community publicity. It can help residents understand the rules and regulations and the latest information in their communities. Secondly, a common virtual network community space such as community WeChat group chat can be established. In the epidemic, remote, non-contact information release and information notification can be realized through new media channels such as community WeChat group chat. This method can strengthen the connection between residents and their communities, and raise awareness of prevention. Finally, promoting crisis response in the communities with the help of the advantages of new media in publicity, prevention, communication and other aspects.

4.2 Middle Stage: Emergency Response Mechanism

4.2.1 Establish a Grid Governance Mechanism Based on High Efficiency

The community is not only the first line of defense for epidemic prevention and control, but also the last line of defense for epidemic prevention and control. During the epidemic, most communities decomposed the related tasks of epidemic prevention and control into grids, so that grid members objectively assumed the responsibilities of epidemic prevention and control.

In the process of epidemic prevention and control, each grid unit should adopt multi-dimensional linkages to quickly collect the social conditions and the people situation, and report it in time according to the process. It improves the timeliness of epidemic response and provides a time window for functional departments to carry out professional responses [5]. Community residents occupy the basic position of the main body in the grid. When the majority of residents are truly aware of the close relationship between epidemic prevention and control and personal interests, and voluntarily and consciously abide by the various behavioral norms of community epidemic management and control, the community's joint prevention and control anti-epidemic defense line can be built solid.

4.2.2 A Voluntary Service Mechanism Featuring Local Service and Based on the Masses Should Be Established

The emergency volunteer service should be demand-oriented, mass based, flexible delivery of relevant services according to the dynamic needs of community residents in the evolution of disaster situation according to place, person and time. First, communities should clarify the basis of cooperation between volunteers and communities. It is easier to mobilize people with a high ideological level, a good political outlook, and a certain degree of prestige in communities. Second, deeply assess the risks of voluntary service in response to the epidemic. It is necessary to strengthen volunteers' own epidemic prevention training to enhance their awareness of the hazards and characteristics of the COVID-19 epidemic. Communities should make sure that volunteers can take as complete preventive measures as possible. Meanwhile, they should also give volunteers' psychological counseling. What's more, communities should provide necessary social insurance for

volunteers participating in the fight against the epidemic. Finally, communities should promote the establishment of a voluntary service system to provide institutionalized channels for community residents to participate in epidemic prevention and control and community governance.

4.2.3 Establish a New Media Mechanism That Strengthens Publicity and Maintains Mainstream Values

In the critical period of epidemic prevention and control, it is necessary to actively guide and cultivate people's trust in official information sources. The "all to all" communication mode of new media makes information spread faster, cover a wider range, stronger interaction, lower communication cost, and more social impact [6]. Under the premise of ensuring accuracy, the community should carefully design the dissemination content to attract residents to understand the information. Different types and forms of information should be released according to people's group characteristics and media preferences of different groups, so that reliable information can be transmitted to the widest range of people through reliable information channels. New media should promote and maintain mainstream values in a way that is easy for the public to accept, create an environment of public opinion of "harmony without uniformity", and form a rational, peaceful and positive social mentality.

4.3 Later Period: Tracking Service Mechanism

4.3.1 Establish a Grid Governance Mechanism Centered on Self-Improvement

In the tracking service after the crisis, communities must not only make full use of grid management to continue to complete the continuity work after the crisis, but also consciously complete the initiative and self-improvement of the community crisis response mechanism. Communities should supplement and update the file registration information according to the new changes brought about by the crisis, and use the advantages of the grid to strengthen the care and care of daily life for the newly emerging specific groups, such as people with major changes in their families and people without source of income. Communities should reflect on the effectiveness of the information from the two parties in response to the crisis through the feedback of community residents and the internal feedback of work teams. At the same time, communities should review and evaluate all details, and take every crisis as an opportunity to carry out reforms, in order to realize the continuous improvement of the system, and to accumulate experience and prepare for the response to the next crisis.

4.3.2 Establish a Long-Term Voluntary Service Mechanism Characterized by Sustainability

Faced with the repetitive nature of crisis, volunteer teams should bring sustainable service. Volunteers should pay attention to and visit the residents of communities after the crisis is resolved, to assess whether the residents have resolved the crisis and whether they have established the ability to respond to the crisis, and prevent the crisis from recurring.

In order to provide long-term service, volunteer teams should have the sustainability of growth and development. In the later stage of crisis response, volunteer teams are required to conduct self-reflection on volunteer service activities, continuously improve the volunteer service process, sum up experience, continuously improve the quality of volunteers themselves, and conduct periodic training to serve volunteers who once again devote themselves to crisis response get ready.

4.3.3 Establish a New Media Mechanism Characterized by Continuity

In the tracking service stage, new media mainly plays the role of continuation and publicity and communication [7]. Community workers should use the convenience of new media to continuously contact residents who have experienced crises to provide convenient and long-term tracking service. After the normalization of the epidemic situation in X community of City C, community workers have been using WeChat, QQ and other new media contact methods to achieve normal communication on epidemic prevention and monitoring. They keep tracking residents' physical health conditions. Thus, they have realized continuous contact by using new media.

5. Conclusion and Outlook

The emergency response capabilities and handling levels of urban communities in the face of public crises reflect to a large extent the overall governance level of the country and the depth and breadth of governance [8]. In this epidemic, urban community crisis response has successfully bridged the gap in government emergency management and is an indispensable part of a risky society. Faced with the long-term dilemma of inadequate work in communities, low recognition of residents' participation, and limited resources, communities should not passively accept these problems. These problems cannot be solved by repeating simple daily tasks. This requires community workers, communities, neighborhood committees, and local governments to work together to give full play to their subjective initiative to innovate in systems and work content and methods.

To this end, this paper focuses on the COVID-19 epidemic. Based on theory and field research, it is hoped that it can help urban communities establish a scientific, efficient, and institutionalized crisis response mechanism, and realize the improvement of community crisis response capabilities through the construction of the mechanism. Communities are hoped to make good use of the crisis response mechanism, do a good job of prevention and early warning before the danger, fully mobilize all forces when responding to the crisis, and provide tracking service and achieve self-improvement after the crisis. Communities should incorporate the crisis response mechanism into their daily management and crisis response work. This can not only provide a set work route for the daily work of communities, but also provides a work guide for the tedious and complex emergency work after a crisis occurs. This will play a key role in the improvement of the community governance system.

The conclusions drawn in this paper are more about theoretical framework and ideal analysis. When actually applied in practice, it is necessary to pay attention to the coordination and linkage with multiple factors and systems, and boldly modify and update the content, so as to be practically applicable to the status quo of urban communities and truly enhance the community's crisis response capabilities.

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