

A Study on the Factors Influencing Youth Residents' Satisfaction with Community Governance--Based on the Empirical Analysis of N City

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Abstract: As a socio-professional subject, youth have the most diverse social roles and social needs. Youth attention and participation in community governance can help innovate new models of community governance, improve the concept and efficiency of community governance, and realize modern community governance. This study establishes a hypothesis model based on the analysis of similar related literature and practical research. Sixteen influencing factors of community governance satisfaction among young residents were extracted from four dimensions, including community governance services and performance, community participation, the role of community education, and interpersonal interaction in the community, and the reliability test and correlation analysis were conducted by SPSS to further determine the dimensional division, and the model was validated using AMOS software to finally determine the influence of each dimension on community governance satisfaction among young residents. It was found that, overall, community governance service and performance, community participation and community interpersonal interaction were significantly and positively related to youth residents' community governance satisfaction; community education had no significant effect on satisfaction, but it could influence satisfaction through community governance service and performance and community interaction. Therefore, the four aspects are to improve the level of community governance and enhance the satisfaction of community governance of young residents from the party building leading to promote the collaborative governance of multiple subjects, develop online and offline linkage community participation, strengthen the function of community education governance methods and expand community interaction space.

Keywords: Young Residents, Community Governance Satisfaction, Influencing Factors, Party Building Leading, Community Education

1. Research Background

Community governance, as an important part of national governance, is the end foundation of social governance, and is concerned with the implementation of the Party and national policies in the "last mile", the personal interests of the residents, and the harmony and stability of grassroots society. In 2017, the State Council issued the Opinions on Strengthening and Improving Urban and Rural Community Governance, which put forward The general goal of community governance was set out, emphasizing the fundamental role of community governance in building a harmonious, civilized and beautiful society. The 14th Five-Year Plan proposes to build a new pattern of grassroots social governance and emphasizes the wisdom of community governance. Modern and high-quality community governance places more emphasis on the systemic, autonomous and sustainable development of community governance, and pays more attention to the satisfaction and sense of access to life of community residents. [1]

At present, the research on community governance mainly focuses on four aspects, such as community service, community democracy, governance model and governance capacity, etc. The research hotspots include community autonomy, social organizations, community construction, consultative governance and wisdom governance, etc. The research methods are mainly based on qualitative research methods. [2] In recent years, many scholars began to use quantitative methods to study community governance, and quantitative analysis of community governance performance [3], community governance capacity [4], community governance structure [5] and community governance satisfaction [6], while community governance studies related to youth groups mainly focus on youth

volunteer participation in community governance, [7] and fewer studies directly on youth residents' community governance satisfaction. The quantitative analysis and research of The youth group is the main part of the socio-professional group, has the most social roles and has more diverse social needs. As the most active and dynamic force in the whole society, young residents are familiar with modern technology tools, have a broad global vision and solid professional knowledge, and are both the target and the subject of community governance. Their recognition of and participation in community governance profoundly affects the level of community governance modernization. Based on this, this study attempts to explore the factors influencing young residents' satisfaction with community governance from four dimensions: community governance services, community participation, community education and community interaction, and to provide valuable references for local governments to optimize grassroots governance and enhance young residents' happiness and satisfaction from the practical level.

2. Research Review and Research Hypothesis

2.1. Community Governance Satisfaction of Young Residents

Young residents' community governance satisfaction originates from customer satisfaction theory, [8] and communities as social grassroots governance units take up more public service matters, provide intelligent and efficient services, and meet the diverse needs of residents. When young residents' expectations of the effectiveness of community governance are met, they will increase their sense of belonging to the community and be happy to participate in community affairs, which positively and significantly affects community governance performance; conversely, they will greatly reduce their sense of belonging to the community and their motivation to participate in the community will be greatly reduced, which negatively and significantly affects community governance performance. [9] The impact of the gap between young residents' expectations and actual perceptions of the effectiveness of community governance affects young residents' community governance satisfaction.

2.2. Review of Factors Influencing Youth Residents' Satisfaction with Community Governance

Drawing on Western structural functionalism theory, Wang Haitao argues that the governance subjects of community governance should include political subjects, social subjects and autonomous subjects, and form a social governance system of "party committee leadership, government responsibility, democratic consultation, social coordination, public participation, rule of law protection, and scientific and technological support". [10] Combining literature research and the research team's many years of work experience in community education, this study attempts to analyze and study the community governance satisfaction of young residents in four dimensions, including community governance services and performance, community participation, community education, and community interaction (Figure 1).



Figure 1: Research framework of community governance satisfaction among young residents

2.2.1. Factors Influencing the Service and Performance Levels of Community Governance

Community governance is an organic combination of administrative management services and mass self-governance, with obvious attributes of shared governance. Community governance mainly relies on community services to promote implementation. Although the means and methods of community governance are diverse and comprehensive, its basic means and methods are community services.

Community governance services and performance level are the services provided and the performance produced by political subjects, social subjects and autonomous subjects, etc. participating in community governance. To give play to the leading role of grassroots party organizations, focus on the cultivation of community public space, and strengthen the government's empowerment and empowerment of social organizations are rational choices for community governance innovation in China. [11] Social organizations strategically implement their services to improve service quality, stimulate community vitality, recreate social capital, and enhance political identity, among other governance effects. [12] A well-equipped community environment with good safety and security can help improve people's happiness and satisfaction [13]; innovative community governance models and refined community spatial governance [14] can help improve residents' life satisfaction. The research team's interviews with young residents found that young residents are very concerned about community services, including community party services, community government services, and community social services, and that accurate and high-quality professional community services can help improve community governance satisfaction of community residents. Based on the above analysis, this paper proposes that.

H1: The level and performance of community governance services are significantly and positively related to the satisfaction of young residents with community governance.

2.2.2. Community Participation Level Influence Factors

Community participation is an important foundation and guarantee of community governance. In the process of community governance, it is necessary to clarify that the main body of community governance is community residents, mobilize community residents to participate in community governance, and let community residents become the main body of community governance and take up the responsibility of community governance. It is extraordinarily important to mobilize residents to participate in community construction and governance, to establish residents' sense of ownership, and to realize residents' autonomy. Li Xiaozhuang's study showed a generally strong sense of responsibility, a generally high sense of community identity, and sustained upward community participation in participation in community governance and services. [15] Stimulating community residents to participate in community public affairs has become one of the key issues of community governance. [16] Ye Jihong's study found that the lack of residents' awareness of participation can constrain the improvement of community governance capacity and affect community governance performance. [17] The research team's interviews with some young residents and community managers also showed that high social participation helps community residents understand their own community better, improve their sense of community belonging, think differently more easily, evaluate community governance more objectively, work as a group, and contribute to improving community governance services, which in turn improves community governance satisfaction. Based on the above analysis, this paper proposes that.

H2: Community participation of young residents is significantly and positively related to community governance satisfaction of young residents.

2.2.3. Factors Influencing the Role Dimension of Community Education on Community Governance

Community education, which is connected with community life, community affairs, community development, and community governance, has an important role in promoting residents' resocialization, improving organization, promoting social integration, alleviating community conflicts, and strengthening social management, i.e., community education plays an important role in promoting the modernization of community governance. [18] The role of community education as a mode of governance for changing the concept of new citizens, improving the quality of residents, building social networks, and strengthening residents' sense of community identity and belonging deserves attention. [19] Zhang Chunlong et al.'s research on youth participation in community governance in Jiangsu found that youth groups face problems such as lack of cognition and limited resources to participate in community governance, and the lack of cognition has a greater impact on the motivation of young people to participate in community governance. [20] Community education helps to enhance the subjective awareness of community governance among young residents, stimulate the interest in community participation, and improve the ability of community participation. [21] Meanwhile, the research team's interviews found that community education helps community integration and promotes community interaction. Community education, as a nurturing education, can effectively treat the indifference of community residents, and the "class leaders' council" advocated by some communities, which is led by the Party, led by community schools, coordinated by the community, and participated

by social workers, shows that community education can help promote community interaction and This paper suggests that community education can help promote community interaction and increase residents' community participation. Based on this, this paper proposes that

H3: Community education is significantly and positively related to youth satisfaction with community governance.

2.2.4. Influencing Factors of Community Interaction

The cultivation of community public space with good interaction and communication helps to cultivate community public spirit and enhance the sense of community identity and belonging. A sense of belonging is an important representation of a high quality of life in a community. Paying attention to community space planning, guarding the atmosphere of fireworks and life, and considering community interaction and leisure functions can help establish emotional ties that unite residents and form a sense of community belonging. Harmonious and friendly neighborhood relations and neighborhood trust have a positive and significant impact on residents' well-being, positively influence community involvement, and have a positive impact on enhancing residents' satisfaction with community governance. [22] Community interaction is an effective way to promote community emotional interaction and sense of belonging, and positive emotions such as community emotional interaction and sense of belonging help to realize the effective connection between "people" and the community, help to create a community governance community, and promote the participation of multiple subjects in community governance. [23] Based on this, this paper proposes.

H4: Community interaction is significantly and positively related to the satisfaction of community governance among young residents.

3. Research Design

3.1. Research Instrument

This study compiles a community governance resident satisfaction scale based on Gao Hong et al.'s community governance performance questionnaire [24] combined with the researcher's relevant practical experience, and the main part is compiled using a five-point Likert scale method. To optimize the research instrument, the questionnaire was pre-processed for data. Firstly, the validity of the questionnaire was judged. To make the scale more scientific, auxiliary multiple-choice items were prepared to judge the validity of this questionnaire. For example, in addition to single-choice questions that directly asked residents whether they actively participated in community activities involving frequency and extent, multiple-choice questions were used to list all types of activities as much as possible and allow residents to choose which activities they participated in, and if there were contradictions between these two questions, the questionnaire was removed, thus ensuring the validity of the studied questionnaire. Secondly, to facilitate the later analysis, the question "What types of community activities have you participated in" was additionally counted as P2 in addition to the original question, and the questions other than P2 were treated as positive single-choice questions. After the initial processing, all questions related to this study were positive single-choice questions with the options "1=strongly disagree" "2=disagree" "3=fairly" "4=agree" "5=strongly agree". Finally, the questionnaire was analyzed for reliability, and the overall Cronbach's alpha coefficient was 0.956.

The questionnaire consisted of two parts: basic information of residents and questions on residents' satisfaction with social governance. The basic information of residents includes gender, age, years of residence, political outlook, education, occupation and monthly income, etc.; the community governance residents' satisfaction section mainly includes five dimensions: community governance residents' satisfaction, community governance services, residents' community participation, community education role, and community interpersonal interaction. The reliability analysis was done with SPSS, and the alpha consistency coefficient of each dimension was above 0.65, among which the consistency coefficient of youth residents' satisfaction with community governance was 0.650, community governance service was 0.895, community participation was 0.766, community education role was 0.950, and community interaction was 0.866, indicating that the reliability of the questionnaire was acceptable.

3.2. Data Source and Sample Selection

This study developed questionnaires on Questionnaire Star and distributed them to residents of 19

communities in N city through the Open University system, community colleges, adult schools, and street committees from November 2020 to March 2021. A total of 532 questionnaires were received from the age group of 18-45 years old, and after data pre-processing and eliminating missing and invalid questionnaires, the valid questionnaires were 527, and the effective rate in the questionnaire was 98.7%. The basic distribution of survey respondents is as follows.

Table 1: Distribution of survey respondents (N=527)

	Category	Number of people	Percentage (%)
Gender	Male	183	34.7
	Female	344	65.3
Years of residence	<=1	59	11.2
	(1,5]	227	43.1
	>5	241	45.7
	Party member	203	38.5
Political affiliation	Member of the group	60	11.4
	Crowd	252	47.8
	Democratic parties	9	1.7
	Non-partisan	3	0.6
Academic qualifications	Junior high school and below	81	15.4
	High School (Middle School)	92	17.5
	College	130	24.7
	Undergraduate	214	40.6
Career	Graduate student and above	10	1.9
	Heads of state organs, party organizations, enterprises and institutions	67	12.7
	Professional and technical staff	104	19.7
	Clerical and related personnel	125	23.7
	Commercial and service industry personnel	124	23.5
	Agriculture, forestry, fishery and water industry production personnel	19	3.6
	Military	3	0.6
	Other	85	16.1
Monthly income	3000and below	55	10.4
	3000-5000	211	40.0
	5000-8000	155	29.4
	8000-15000	85	16.1
	15000-30000	19	3.6
	Over 30000	2	0.4

As shown in Table 1, the gender ratio of male and female respondents is about 1:2, and the number of females is significantly more than males; the ratio of short residence (<5) to long residence (>=5) is close to 1:1; the ratio of party members to non-party members is close to 1:1; university and above education accounts for about 65%, low education group (junior high school and below) accounts for 15.4%, high school education accounts for 17.5%; occupation distribution is more diversified, about 1/3 of the people in charge of enterprises and institutions and professional and technical personnel, about 47% of the people engaged in commerce and other services, and about 20% of the others; the monthly salary income between 3,000-8,000 accounts for 69%, 8,000-15,000 people account for 16.1%, the high income group is less, only 4%, and the lower income group accounts for about 10%. Overall, the distribution of the surveyed subjects is more reasonable and can strongly support the conclusions of this study.

3.3. Research Ideas

In this study, questionnaires were distributed to young residents aged 18-45 through the Open University system, community colleges in counties and urban areas, streets and neighborhood committees, etc. Data analysis and statistics were mainly conducted using SPSS23.0, AMOS23.0 and EXCEL.

First, the research instrument was optimized. In this study, through data pre-processing, all questions related to social governance satisfaction of young residents were processed into positive single-choice questions, which helped the later study. Factor analysis was conducted on the initial 20

influencing factors related to this study, and individual invalid and intrusive questions were removed, and the number of influencing factors related to this study in the official scale was 16, with an overall reliability coefficient of 0.956 and a consistency coefficient of 0.650 or more for each dimension, indicating acceptable internal consistency of the questionnaire and good reliability of the scale.

Second, a two-by-two correlation analysis was conducted using SPSS to determine the correlation between each observed variable and the dependent variable.

Third, a model was established using AMOS 23.0 to evaluate the influence of each dimensional influencing factor on the satisfaction of community governance among young residents, and analysis and conclusions were given, and finally countermeasures and suggestions were proposed.

4. Research Results

4.1. The Overall Situation of Youth Residents' Satisfaction with Community Governance

Community governance services, community participation of young residents, the role of community education, and community interaction have an impact on the satisfaction of community governance of young residents, and the following table shows the specific information of each dimension. P2 in Table 2 is only a count here, which only indicates how many types of activities residents participate in on average.

Table 2: Factors influencing each dimension (N=527)

Influencing factor dimension	Influencing Factors	Average value	Standard deviation
Community Governance Services G Alpha=0.895	Whether the HCC handles and gives feedback on issues in a timely manner G1	3.98	1.014
	Strong property management service capability and good service attitude G2	3.93	1.006
	Community party organizations are eager to serve residents G3	4.19	0.950
	Law and Order G4	4.17	0.976
	Sanitary environment, landscape greening G5	3.83	1.149
Youth Resident Community Engagement P Alpha=0.766	Community Affairs Disclosure and Publicity G6	2.03	0.947
	Regular participation in community activities P1	3.09	0.876
	What activities have you participated in P2	1.82	1.151
	Willingness to participate in community governance P3	4.18	0.934
Community Education Role E Alpha=0.950	Willingness to participate in community affairs problem solving P4	4.17	0.945
	Community Education for Neighborhood Relationships E1	4.11	0.980
	Community education for community culture building E2	4.19	0.955
Community Engagement C Alpha=0.866	Community education to enhance community participation E3	4.20	0.955
	Good communication between neighbors C1	4.06	1.006
	Neighbors helping each other is good C2	3.92	1.079
Community Governance Young Residents Satisfaction S	Neighbors get to know each other C3	3.59	1.410
	Overall satisfaction S	3.17	0.638

From the statistical data, "which activities have I participated in" has the lowest score (1.82), and "often participate in community activities" has a score of 3.09. Further examination of the raw data reveals that young residents as a whole are rich in the types of community participation activities, but there is a large difference in individual activities. The second highest score (2.03) is for "community affairs disclosure and publicity", which indicates that young residents believe that the channels for community information publication are not open enough, and that the channels for community affairs publication need to be further developed and the degree of disclosure needs to be improved. Young residents fully affirm the role of community education in community governance, especially in improving community participation (4.20) and promoting community culture (4.19); the overall score of community interaction is high, but there is a large variation, and further investigation reveals that

community interaction in old neighborhoods is slightly higher than that in new neighborhoods; in neighborhoods with a concentration of outsiders, interaction between all outsiders and local residents is less, but interaction between outsiders is significantly higher. The overall satisfaction of young residents with community governance is average (3.17), and there is still room for improvement.

4.2. Factors Influencing Community Governance Service Level

As important autonomous organizations of community governance, neighborhood committees, property companies, community party organizations and owners' committees play a great role in community governance, and the interaction among the three is an important variable in the effectiveness of community governance, which is an object of analysis that cannot be bypassed and ignored when exploring community governance. [25] However, during the survey, it was found that most of the community committees did not really play a role, and even some of the residents in the community were not aware of the existence of the committees, so they are not included here. The influencing factors at the community governance service level mainly include: neighborhood committee level (G1), property management level (G2), community party organization level (G3), security and order (G4), health environment and economic management and greening (G5), and community affairs disclosure and publicity (G6). T1 in Table 3 shows the correlation between community governance service level influencing factors and community governance satisfaction of young residents. The community governance service level influences were all significantly correlated with community governance satisfaction, with higher correlations for G4, G1 and G5 and relatively lower correlations for G6. G1, G2, G3, G4 and G5 were all significantly and positively correlated, while G6 was not significantly correlated with G1, G2, G3 and G4 and significantly and inversely correlated with G5.

4.3. Community Participation Level Influencing Factors

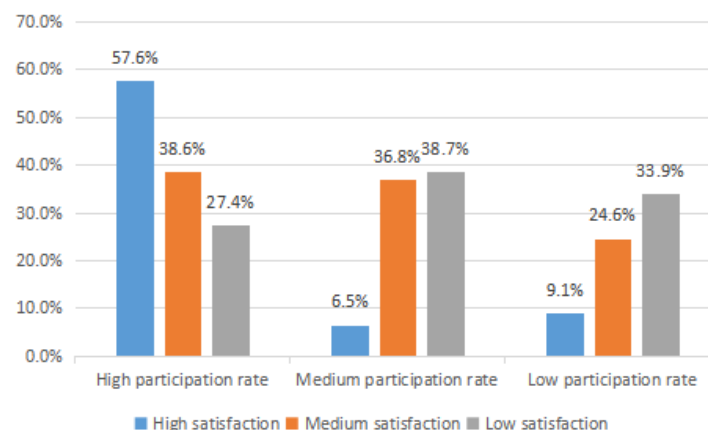


Figure 1: Relationship between high and low satisfaction grouping of community governance among young residents and community activity participation behavior

Residents' community participation is significant in community public service and governance capacity enhancement, governance efficiency improvement, and governance model transformation, and has a significant impact on improving community residents' satisfaction. Community participation helps community residents to understand community information, improve community trust, strengthen community identity, and expand community social capital accumulation, etc. [26] Residents' community participation includes willingness to participate (P3, P4) and participation behavior (P1, P2), where P2 aims to understand the level of community participation of community residents and P1 aims to understand the frequency of community participation of community residents. From T2 in Table 3, it is known that the three factors are significantly and positively correlated with youth residents' satisfaction with community governance, with willingness to participate in the community (P3, P4) having a higher correlation with it and community participation behavior (P1) being relatively lower. Further analysis of the data revealed that the relative satisfaction was significantly higher for the groups who were more active in community activities, and the distinction between those who were generally active and inactive in community activities was relatively insignificant (Figure 1). p1, p3 and p4 were significantly positively correlated, with the correlation coefficient between p3 and p4 being as high as 0.927.

4.4. Influencing Factors at the Level of Community Education

The integration of community education into community governance is the new mission of contemporary community education, and quality community education meets the lifelong learning needs of community members and the real needs of community governance to achieve sustainable community development. [27] Community education opens up a bottom-up and inside-out path for grassroots social organizations to improve their capacity and helps them grow into a substantial force in community governance. [28] Community education has an important role in promoting residents' resocialization, improving organization, promoting social integration, alleviating community conflicts, and strengthening social management. [29] This study analyzed the impact of community education on community governance satisfaction in three aspects: promoting neighborhood relations (E1), promoting community culture (E2), and improving community participation (E3). As shown in Table 3 of T3, the three factors are significantly and positively correlated with young residents' satisfaction with community governance, and the correlation is extremely high, all reaching over 0.78. Each factor of E1, E2 and E3 is positively and highly correlated, with a correlation coefficient of over 0.82, of which the correlation between E2 and E3 is even 0.883***. Community education rooted to the grassroots at the doorstep helps to create a harmonious and civilized community atmosphere.

4.5. Community Interaction Level Influencing Factors

Community engagement is the basis of community mobilization power and is an important factor influencing the level of community governance. [30] Community interaction, as a community factor, is a core influencing factor of community consciousness, which helps to enhance the sense of community belonging and develop the endogenous power of the community. [31] Community interaction level influencing factors include neighborhood communication and exchange situation (C1), neighborhood mutual help situation (C2), and neighborhood mutual familiarity (C3). As shown by the correlation coefficient T4 in Table 3, the three factors were significantly and positively correlated with youth residents' satisfaction with community governance, with the highest correlation of 0.800 with C1 and a relatively lower correlation of 0.357 with C3. C1, C2 and C3 were significantly and positively correlated with a higher correlation of 0.45 or more. Among them, the correlation between C1 and C2 was higher, reaching 0.765***.

Table 3: Table of correlation coefficients between the influencing factors of each dimension and satisfaction with community governance among young residents (N=527)

T1 Correlation coefficient of each factor of G dimension with S						
	S	G1	G2	G3	G4	G5
G1	0.836**					
G2	0.710**	0.735**				
G3	0.782**	0.731**	0.757**			
G4	0.860**	0.762**	0.679**	0.770**		
G5	0.827**	0.735**	0.620**	0.649**	0.765**	
G6	0.121**	-0.059	-0.018	-0.003	-0.021	-0.087*
T2 Correlation coefficient of each factor of P dimension with S				T4 Correlation coefficient of each factor of C dimension with S		
	S	P1	P3	S	C1	C2
P1	0.209**			C1	0.800**	
P3	0.797**	0.149**		C2	0.618**	0.765**
P4	0.777**	0.138**	0.927**	C3	0.357**	0.459**
						0.454**
T3 Correlation coefficient of each factor of E dimension with S						
	S	E1	E2			
E1	0.820**					
E2	0.808**	0.880**				
E3	0.786**	0.826**	0.883**			

** indicates significant correlation at the 0.01 level (two-tailed)

4.6. Structural Equation-Based Model of Community Governance Satisfaction among Young Residents

Combining the results of dimensional analysis and expert opinions, a model based on structural

equations was established using AMOS 23.0. In order to make the model fit meet the requirements, in the process of model adjustment, referring to the results of related analyses, comparing MODIFICATION INDICES in AMOS, and combining in-depth interviews with young residents and relevant expert opinions, we finally deleted policing and order (G4), health environment and landscape greening (G5) and community affairs disclosure and publicity (G6) from dimension G, and dimension P (P2) in dimension P. The fit results of the model were as follows: CMIN/DF=6.326, GFI=0.916, AGFI=0.854, and RMSEA=0.083. The model was basically acceptable in terms of each parameter. The specific parameters of the model are shown in Table 4.

Table 4: Specific parameters of the model

Paths	Estimated value	Standard error	p-value
E-->C	0.885	0.031	***
E-->G	0.789	0.032	***
E-->P	0.990	0.051	***
E-->S	-0.091	0.15	0.499
C-->P	-0.119	0.041	0.001
C-->S	0.096	0.036	0.003
G-->S	0.524	0.087	***
P-->S	0.087	0.089	0.035

From Table 4, the p-value of "community education -> youth residents' satisfaction with community governance" is greater than 0.1 and is not statistically significant. Community governance services and performance ($\beta=0.524, p<0.001$) significantly influenced the satisfaction of youth residents with community governance with the highest correlation; community participation ($\beta=0.087, p=0.035$) and community interaction ($\beta=0.096, p=0.003$) significantly influenced the satisfaction with a smaller correlation. Figure 2 shows the model of community governance satisfaction among young residents.

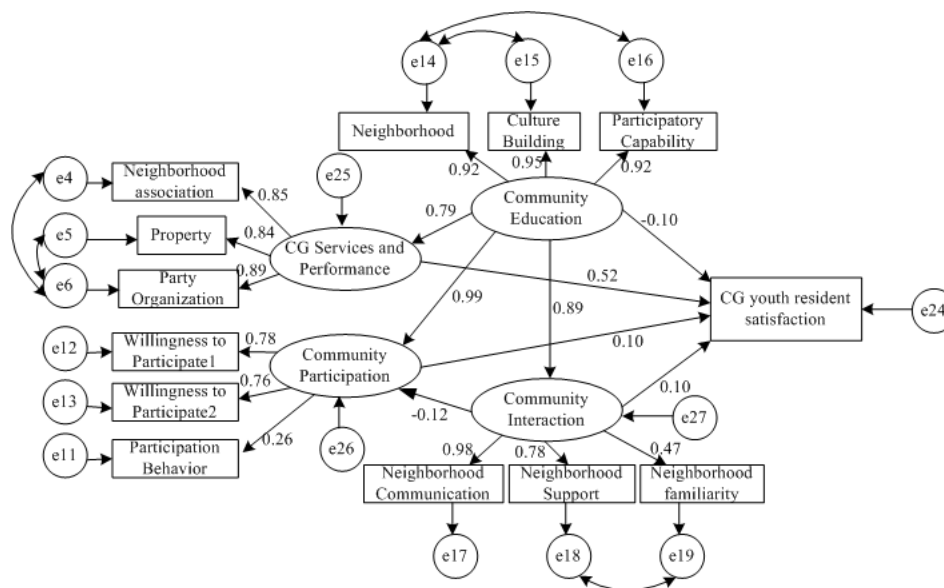


Figure 2: Community governance satisfaction model for young residents

From Figure 2, "community governance service and performance", "community participation" and "community interaction" positively influence "youth residents' satisfaction with community governance", with path coefficients of 0.72, 0.10 and 0.10, respectively. "Therefore, community governance service and performance is the most important indicator that affects youth satisfaction with community governance. And for each standard deviation increase in community engagement in the model, community participation decreases by 0.12 standard deviations, indicating that community engagement of the respondents in this study inversely affects community participation. Therefore, community governance services and performance, community involvement and community engagement positively affect youth residents' community governance satisfaction, and hypotheses H1, H2 and H4 hold; community education does not have a significant effect on youth residents' community governance satisfaction, and hypothesis H3 does not hold.

Although the effect of community education on youth residents' community governance satisfaction

is not significant, it is highly positively correlated with community governance service and performance with a correlation coefficient of 0.94*** (see Figure 3) and a high path coefficient of 0.79; the correlation with community engagement is 0.89*** and the path coefficient is 0.99. Therefore, community education has an impact on youth residents' community governance through community service and performance and community engagement satisfaction.

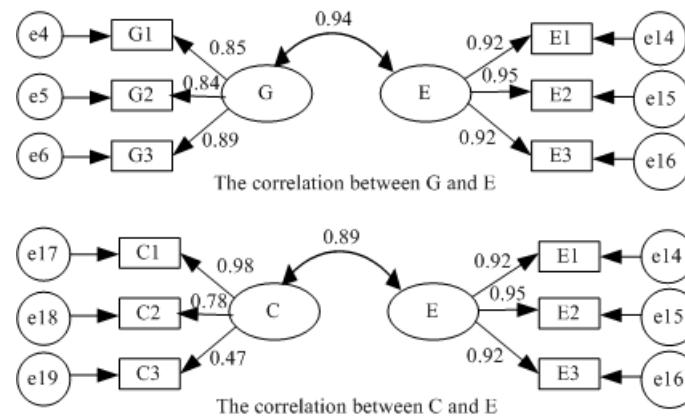


Figure 3: Community education related relationship

5. Conclusion and Countermeasures

This study examines the factors influencing young residents' satisfaction with community governance in four dimensions: community governance services, young residents' community participation, community education, and community interaction dimensions. Firstly, through literature review and in-depth interviews with street and neighborhood committee staff, community colleges, property company managers, people related to grassroots party organizations, adult school teachers and some young residents, 16 influencing factors in four dimensions were extracted. Secondly, we used excel to organize and process the data initially, used SPSS to do reliability test on the questionnaire data, determined the dimensional division, and made correlation analysis between each dimensional observation variable and satisfaction, and finally used AMOS to establish a structural model to analyze the influence of each dimensional influencing factor on the satisfaction of community governance of young residents, so as to provide reference for improving community governance and building a harmonious community, and overall On the whole, the influencing factors of each dimension are positively correlated with the satisfaction of community governance of young residents, and the specific conclusions are as follows.

First, from the community governance service level, neighborhood committees, properties and grassroots party organizations play an extremely important role in community governance with significant effects. In particular, the grassroots party organizations have played a pioneering role in community governance. The property committee, on the other hand, as an important residents' self-governance organization, has not played a proper role in community governance. Interviews with relevant personnel revealed that the channels for publicizing and publicizing community affairs were not open, and no synergy was formed between community governance self-governance organizations to create effective linkages. The neighborhood committee is slightly administrative, playing the role of a bridge and a link, but more of a role of "checking and fixing" for the unit system, without really realizing the main role.

Second, in terms of community participation, young residents are more frequently involved and more willing to participate, but the participation rate is not high, and the types of individual participation activities are relatively homogeneous, and individual differences are large, while groups with high participation are relatively more satisfied with community governance. Active community participation significantly enhances the sense of belonging to the community and helps to improve community governance capacity and community governance services. The survey found that one of the more important factors affecting young residents' participation in community activities is time. Most young residents said they do not have time to participate in community activities on weekdays, and a significant number of them even have no weekends off. At the same time, the survey shows that the recognition and encouragement of community participation by young residents' units can greatly improve the community participation of young residents and enhance the level of community

governance.

Third, at the level of community education, although young residents highly agree with the role of community education in community governance (above 4.1), they believe that community education plays a greater role in promoting neighborhood relations, promoting community culture and improving community participation, especially in promoting neighborhood relations. However, the effect of actual community education on satisfaction was not significant. From the interviews with relevant people, we know that the main body of community education is still the elderly group, and the courses are mainly dynamic and recreational, and many of them are not suitable for the youth group. It is an important theme of community education research to build effective future learning scenarios for community education, make full use of modern information technology to build a variety of immersion learning scenarios, improve the participation of young residents in learning and participation, and truly integrate community education into community governance.

Fourth, in terms of community interactions, young residents think that community interactions are better, and in addition to normal meeting and communication, they also use community QQ groups and WeChat groups to communicate and exchange, combining online and offline communication to promote friendly neighborhood relations. Instant communication helps cultivate common goals and interests, improve community stickiness, enhance the sense of community belonging, and increase satisfaction with community governance. However, it was also found during the survey that online communities often suffer from a lack of supervision, and the source of information cannot guarantee its objectivity and authenticity, which is prone to false information and negative information, which is not conducive to problem solving.

Based on this, this study proposes the following countermeasures.

First, build a platform through party building to lead and promote collaborative governance of multiple subjects. [32] Give full play to the role of grassroots party organizations, build a seamless platform for neighborhood committees, property owners, property committees and other social organizations, gather high-quality resources from all sides, and guide the healthy development of community self-government organizations so that community self-government organizations can form a synergy and link up effectively; open up channels for the disclosure and publicity of community affairs, effectively understand the needs of young residents, meet the diverse requirements of young residents in the community, and provide effective accurate services that satisfy young community residents; strengthen digital transformation to advocate smart governance, improve community governance services, and enhance community governance satisfaction.

Second, expand online participation paths and establish online and offline linkage community participation mechanisms. Young residents prefer online participation methods, and open and convenient online community participation makes young community residents more proactive and more agreeable. Although shallow community participation helps promote deep community participation, online participation cannot directly drive deep participation. Deep community participation, such as community elections, community deliberation, and other public affairs, requires deep offline communication and the establishment of trusting relationships to be effective. [33] Therefore, establishing an online and offline linked community participation mechanism can help expand the scope of community participation, increase the frequency of community participation, smooth the channels of deep community participation practices, and improve the vitality of community governance.

Third, strengthen community education to coordinate the participation of multiple subjects such as government, market, and young residents in shared governance. Empower community education to participate in community public decision-making and governance, establish mechanisms for community education to integrate into community governance, create paths for community education to integrate into community governance, and truly bring community education into community governance into play. [34] Improve the connotation of community education, further enrich the types of community education courses, introduce industry experts, develop management, rule of law, skills and literacy courses, deepen young residents' awareness of democracy and governance, cultivate public spirit, enhance civic literacy, improve community participation, and allow young residents to play an active role in the organization of community governance, thus helping to modernize the level of community governance.

Fourth, expand the community interaction space and establish a new model of community interaction that integrates online and offline. Creating a heterogeneous and diversified social space and actively promoting an online and offline communication model can help foster the linkage of a wide

range of social forces and improve the main status of community governance for young residents, which can have a positive effect on improving community participation and increasing community satisfaction. [35] But at the same time, we should also strengthen the supervision and regulation of online communication and exchange, and actively play the role of grassroots party organizations to carry out effective community interactions, so as to play an active role in building a civilized, harmonious and beautiful community with a high level of community governance.

In this paper, a quantitative technique was used to study the satisfaction of community governance among young residents. In this study, there are several shortcomings as follows.

(1) There is an obvious imbalance in the ratio of male to female respondents, not close to 1:1, and further data should be collected from male youth residents in the follow-up. The research team has started to conduct in-depth interviews with male youth to investigate their situation and obtain their perspectives.

(2) The questionnaire was designed to distinguish young residents by occupation and education only, ignoring the differences between local residents and foreign immigrants. The study by Liu et al. showed that local residents and immigrants have group differences in community interactions; [36] the research team will conduct in-depth interviews with relevant community managers and volunteers to further explore their group differences.

(3) Both community interaction and community participation in the model positively affect young residents' satisfaction with community governance (path coefficients are both around 0.1, $p < 0.01$), but community interaction inversely affects community participation (path coefficient is -0.12, $p < 0.001$), which is not explained in this study and needs to be further investigated by combining quantitative and qualitative research with interview content.

The next step will be to focus on the influence of factors such as residents' origin, education and occupation on community participation and community interaction. Combined with qualitative research methods, we will further investigate the factors influencing the satisfaction of young residents with community governance, such as studying the influence of volunteer participation mechanisms on community involvement, especially the point reward mechanism for migrant workers in some areas.

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