# Research on the Path of Social Work Empowering Social Governance——Taking Xicheng Community in Zhuhai as an Example

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***Abstract:*** *Social work plays an important role in social governance and can provide effective empowerment and support for communities. This paper focuses on the path study of Xicheng Community in Zhuhai as an example to explore how to achieve the goal of social governance through social work. Specifically, the path study of social work empowering social governance needs to start from a number of aspects, such as establishing a sound community service system, providing community education and training, organising community cultural and recreational activities, and providing community welfare and protection. Through the effective implementation of social work, the effectiveness of social governance can be enhanced and the development and progress of the community can be promoted. The value and significance of social work empowering social governance lies in promoting social justice, enhancing social harmony and stability, raising the awareness of community participation, safeguarding social welfare and human rights, and strengthening community autonomy.*

***Keywords:*** *Social work; Social governance; Xicheng Community*

## 1. Introduction

Social work is a professional service work that is people-centred, comprehensive and community-oriented, advocates listening and respect, and pursues social change and justice. In the process of social work empowering social governance, on the one hand social work can empower social governance by providing community education and training. Community education and training can raise residents' level of awareness, knowledge and skills and enhance their ability to participate in community governance. Social workers can carry out educational activities for residents and provide professional training courses, such as legal knowledge and civic awareness education, to help residents understand the importance of community governance and provide corresponding skills support. In addition, social work can empower social governance by providing community cultural and recreational activities. Community cultural and recreational activities can promote communication and interaction among residents and enhance their cohesion and sense of belonging. Social workers can organise all kinds of community cultural activities, such as celebrating festivals, holding art exhibitions, and conducting cultural performances, etc., to provide community residents with a wealth of cultural and recreational choices, reduce the occurrence of community conflicts and clashes, and promote the stability and harmony of social governance.[1]

## 2. The concept of social work

Social work is a specialised form of social service work that aims to help individuals, families and communities solve problems, improve the quality of life, and promote social equity and justice. It involves a number of areas, including social welfare, mental health, education, community development and so on. Firstly, social work is carried out with a human-centred approach. The core of social work is to pay attention to the needs and rights of individuals and social groups, and to help them solve problems and improve the quality of life through the provision of services such as support, counselling and guidance. Secondly social work is carried out in a comprehensive manner. Social work requires the integrated use of multi-disciplinary knowledge and skills, such as psychology, sociology, law, etc., to meet the needs of different groups of people, and social workers often take on multiple roles, such as counsellors, coordinators and advocates. Thirdly, the conduct of social work is mainly community-oriented.[2] Social work focuses on interventions and services at the community level to

promote social change and improve the social environment by supporting community development and promoting the participation of community residents. Fourthly, social workers need to know how to listen to and and respect the public. Social workers need to listen patiently to the voices and needs of their clients, respect their choices and decisions, build relationships of trust, and respect the rights and autonomy of individuals in implementing interventions. Finally, social work is dynamic and flexible. Social work requires flexible interventions and service programmes based on different situations and needs. Social workers need to continuously update their knowledge and skills and adapt to social changes and changing needs.

## 3. The value and significance of social work in empowering social governance

### 3.1 Promoting social harmony and stability

Social work is committed to solving social problems and improving the living conditions of disadvantaged groups, and to promoting social equity and justice through the provision of relevant services and support; the participation of social workers in social governance can promote the rational allocation of social resources, reduce social inequalities, and promote the realisation of social fairness and justice, thereby achieving social harmony and stability. In addition, through the provision of community services and the organisation of community cultural and recreational activities, social work strengthens communication and interaction among community residents, promotes the formation of community cohesion, and thus enhances social harmony and stability; the participation of social workers can coordinate community interests, resolve community conflicts and contradictions, and promote the stable and harmonious development of social governance.[3]

### 3.2 Enhancing the self-governing capacity of community residents

Through community education and training, social work raises the level of awareness and participation capacity of residents and stimulates their active concern and sense of participation in community affairs. The role of social workers in social governance can guide residents to take part in the process of community decision-making, management and service, so that residents can become the participants and subjects of community governance and realise the goal of democratic governance. Moreover, social work can also encourage community residents to participate in the management and decision-making of their own affairs, and cultivate their self-management ability and sense of self-government. In short, the intervention of social workers in social governance can cultivate the autonomy of the community, improve the problem-solving ability of community residents and promote the sustainable development of the community.

### 3.3 Safeguarding social welfare and human rights

Social welfare and protection is an important part of social governance, helping residents to resolve various difficulties and problems in their lives. Social workers can cooperate with government departments and social organisations to promote the formulation and implementation of social welfare policies, implement the responsibilities and obligations of human rights protection, and provide community welfare and protection services, such as providing community health services, community safety services, community employment services, etc., to help residents solve their practical difficulties and improve the overall quality of life and sense of well-being in the community. As of 9 November 2021, there were a total of 15,444 social work agencies nationwide, while there were only 9,793 social work agencies in 2018 (figure 1), and with the improvement of the level of economic development, the number of social work agencies has increased significantly, and social work agencies pay attention to the rights and welfare needs of disadvantaged groups through the provision of community welfare and protection services, which effectively promotes human rights protection and social welfare, and through the practice and promotion of social work, realise the goal of social governance and build a harmonious, stable and vibrant society.
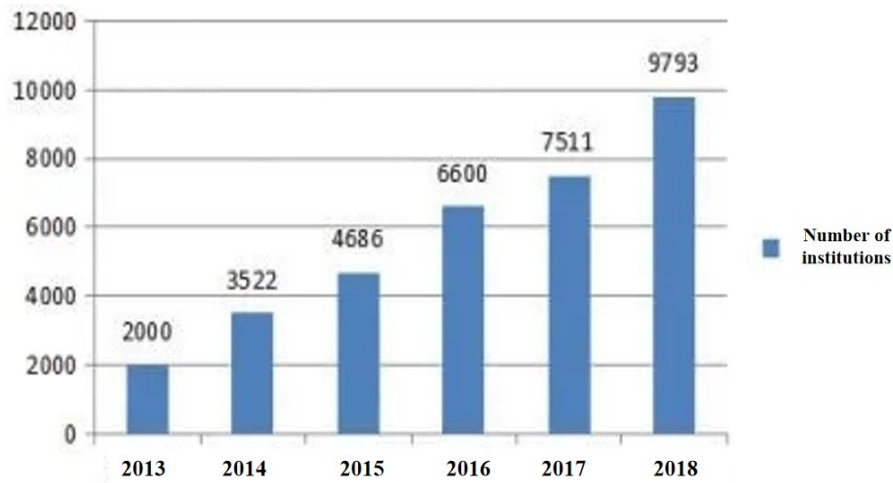
*Figure 1: Number of social work organisations[4]*

## 4. Current status and problems in the implementation of social governance in Xicheng Community in Zhuhai

### 4.1 Current status of community governance in Xicheng Community in Zhuhai

Established in June 2014, Xicheng Community in Zhuhai City is the first urban community in Jinwan District of Zhuhai City. The land area under the jurisdiction of Xicheng Community is about 40 square kilometers, and there is a Jinwan Golf and Leisure Culture Arena, one of the "Top Ten Golf Fields in China", and two universities: Guangdong Vocational College of Science and Technology and zhuhai city polytechnic; 1 key middle school: Zhuhai Experimental Middle School; 17 residential quarters. At present, the total number of households in the community is 19,000, with a total population of about 58,000 (including 13,388 registered residents, 10,343 floating population, 35,000 teachers and students, and 6,000 construction sites). The 3.8-square-kilometer aviation new city is located in the jurisdiction, which will become an important window to show the image of Zhuhai as an international city.

In the development of social governance in Xicheng Community in Zhuhai, community residents' committees have first been established to represent and coordinate the interests of residents and to participate in the decision-making and management of community affairs. Diversified community services, such as community medical care, education, culture and recreation, have also been carried out to meet the needs of residents and to promote the welfare of community residents. At the same time, it strengthens the construction of the social worker team. Xicheng Community in Zhuhai focuses on the training and professional quality enhancement of social workers to establish a professional and high-performance social work team and improve the quality and influence of social work. Finally, it focuses on residents' participation in community governance. Xicheng Community in Zhuhai advocates residents' participation in decision-making and management of community affairs, and increases residents' participation and awareness of self-governance through residents' councils, community activities and other forms. Through the implementation of a series of initiatives, the social work of Xicheng Community in Zhuhai has been steadily implemented and has effectively promoted social governance, contributing to the construction of a harmonious society. However, there are still some problems in the social governance work of Xicheng Community in Zhuhai, mainly in the areas of insufficient resources, low participation of residents, untimely response to the demands of community residents, and the need to improve the professionalism of social workers.

### 4.2 Problems in the implementation of social governance in Xicheng Community in Zhuhai

#### 4.2.1 Inadequate resources for social governance

Social governance work in Xicheng Community in Zhuhai is limited by resources, including insufficient financial funds and human resources, which affects the coverage and quality of community services. For this reason, it is necessary to seek help from many parties, strengthen cooperation with social welfare organisations and government departments, increase resource input, increase financial

funds and human resources, and enhance financial security and human resources support for community governance work, so as to achieve comprehensive coverage of community services.[5]

### 4.2.2 Low participation of residents

Although Xicheng Community in Zhuhai advocates the participation of residents, in practice, some residents' concern and participation in community affairs are not high enough, and they lack enthusiasm and initiative, while their participation methods are relatively single. On the one hand, this is because residents do not know enough about the way of social governance, and on the other hand, it is because most residents are too busy in their daily lives and lack the time to participate. Therefore, first of all, it is necessary to carry out publicity and education to guide residents to pay attention to community affairs, encourage them to participate in community decision-making and management, and raise their awareness and initiative of self-governance. At the same time, it is also necessary to focus on the design of a variety of ways to participate in governance, such as online governance, which can save residents' time and is convenient and quick.

### 4.2.3 Untimely response to community residents' demands

The original intention of social governance is to solve the people's troubles and worries, but the actual governance is carried out, part of the residents of the community problems reflected and claims are not timely and effective response, resulting in a lack of trust and intensification of conflicts. To address this situation, a residents' feedback mechanism can be established to collect and respond to residents' demands and problems in a timely manner, so as to increase community residents' trust in the work of community governance[6].

### 4.2.4 Low level of professionalisation of social work

Although the team of social workers in Xicheng Community in Zhuhai has made efforts in training and quality improvement, the overall level of specialisation is relatively low, and there is a need to further improve the theory, skills and practice of social work. Therefore, it is necessary to strengthen the professionalised training of social work, provide systematic social work training and education, strengthen the professionalisation level of social workers, and improve their theoretical knowledge and practical skills. In order to further improve the social governance of Xicheng Community in Zhuhai, enhance the welfare and satisfaction of residents, and achieve the harmonious and stable development of the community. The Ministry of Civil Affairs, in the "14th Five-Year Plan for the Development of Civil Affairs", has specified a specific target for the total number of social work professionals, i.e. by 2025, the total number of social work professionals will reach 2 million. By the end of 2021, the total number of licensed social workers nationwide had reached 737,000, still a large gap from the target (As shown in figure 2).
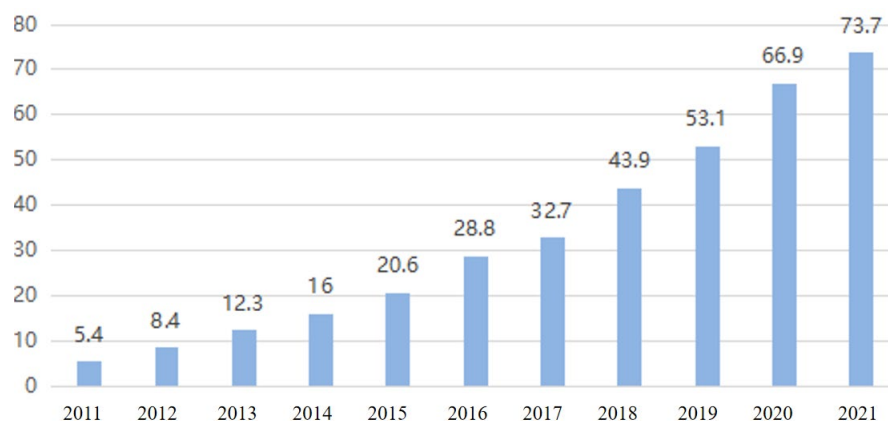


*Figure 2: Number of licensed social workers in the country in the last 10 years[7]*

## 5. Path analysis of social work-enabled social governance in Xicheng Community in Zhuhai

### 5.1 Improving the mechanism

In the process of empowering social governance through social work, on the one hand, it is necessary to promote the enhancement of the effectiveness of social governance through the establishment of a cross-sectoral cooperation mechanism.A community should establish a

cross-sectoral cooperation mechanism, including the synergy of government departments, social organisations, enterprises and other forces. By sharing resources, information and expertise, the overall capacity of community social work can be enhanced to better serve community residents and community development. On the other hand, it is also necessary to strengthen the public opinion monitoring and communication mechanism and establish a sound mechanism for monitoring and communicating public opinion, so as to identify and respond to community problems and conflicts in a timely manner, and enhance the trust of community residents in social work. Carry out citizen participatory decision-making, strengthen communication and interaction between the community and residents, and promote social work to empower social governance.

### 5.2 Promoting community residents' self-governance

Social work can empower social governance by establishing a sound community service system. The community service system includes the participation of community residents, social organisations and government departments. Social workers can actively organise residents to participate in the decision-making and management of community affairs, stimulate their autonomy and sense of responsibility, and coordinate the resources of all parties to provide professional services and support. Therefore, in the process of empowering social governance through social work, it is necessary to actively cultivate the awareness and capacity of A community residents for self-governance, and to promote the democratisation and diversification of community governance by allowing residents to participate in the decision-making and management of community affairs through residents' councils and the election of residents' representatives. In addition, a good community cultural atmosphere can be fostered by carrying out rich and varied cultural, educational and recreational activities to enhance the cultural quality and social participation awareness of community residents. Community residents are advocated to actively participate in social work and work together to build a harmonious and stable community environment.[8]

### 5.3 Strengthening social governance resources

In the process of social work empowering social governance, insufficient resources is one of the dilemmas faced, so it is necessary to continuously strengthen the construction of governance resources. On the one hand, it is necessary to improve the professionalism and comprehensive ability of social workers, strengthen their training and learning, and provide continuous career development opportunities. At the same time, social workers should be encouraged to establish close ties with community residents, gain a deeper understanding of their needs and better provide them with counselling, support and services. On the other hand, it is necessary to focus on the introduction of new technological means, combining information technology and intelligent technology, and introducing new technological means, such as community management platforms and intelligent community service facilities, to enhance the efficiency and quality of social work. Technical means such as the Internet and big data should be used to better understand the needs of community residents and optimise the allocation of resources and service provision.

## 6. Conclusion

Social work plays an important role in solving social problems, improving the quality of life and promoting social development. Social work emphasises social change and justice, and promotes social development and progress by promoting social equity and eliminating discrimination and inequality. Therefore, in the process of empowering social governance, social work in Xicheng Community in Zhuhai can be effectively enabled to empower social governance through cross-sectoral co-operation, promotion of community residents' autonomy, strengthening of the social worker workforce, introduction of new technological tools, strengthening of public opinion monitoring and communication mechanisms, and promotion of community culture, so as to enhance the overall governance capacity of the community and the well-being of the residents.

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