

# Overview of Urban Community Pension Service Research

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## Abstract

**To be supported, to have fun, to have medical care and to have something to do" is not only the good expectation of every old person for the quality of life in their later years, but also the pursuit of every family. It is the inevitable requirement to improve the quality of life of the old people to realize the high-quality development of the elderly service under the current national economic conditions. With the smooth realization of China's goal of building a moderately prosperous society in an all-round way, the sustainable development of economy and society and the improvement of living standards, the elderly put forward higher quality requirements for the elderly service. Based on the definition of urban community elderly care service, this paper reviews the literature about the quality of urban community elderly care service at home and abroad.**

## Keywords

**Aging; Service Quality; Urban Community Pension.**

## 1. Core Concept Definition

### 1.1. Community Pension

According to the definition given by scholar Shi Bainian (1997), community pension is a kind of pension mode with community organizations as the carrier, the elderly in the community as the main object, and the elderly's daily life care, housekeeping service and other pension services as the main content .This pension model is based on personal voluntary, through the government purchase of social services, social organizations to organize volunteer activities, the use of community infrastructure, to carry out a variety of services such as pension, care for the elderly, respect for the elderly, care for the elderly and so on. In the community, we can set up activity centers for the elderly, medical security centers for the elderly, and talent markets for the elderly to meet the growing needs of the elderly service. Community endowment is not the same as the family endowment, because the family endowment have closed, pension liability share is relatively single, mostly children, while the community endowment is the community "home endowment", fully implement the old-age social pension way which, pension liability shall be borne by the parties, is helpful to ease the pressure on the parties, has the characteristics of openness. Community endowment is different from the institutions endowment, institution endowment pension mode emphasizes on pension institutions as the core, the elderly lack family sense of belonging, and community endowment is specialized pension institutions, introduced in the community, but it is still in family as the core, such already can provide professional pension services for the elderly, and can satisfy the old people "retirement home" psychological needs.

### 1.2. Quality of Elderly Care Service

The word "service quality" originated from the economic field and originally meant the gap between customers' expectation of service and their real feelings after contact with service. Since it was introduced into the field of social science, it has more subjective color and humanistic feeling. Under the background of high quality development strategy, the measurement of elderly care service quality has shifted from the basic material level to the

physical and mental health and spirit level. According to the definition of endowment service quality by scholar Li Bing, the concept of endowment service quality can be defined from the perspectives of government services, pension institutions and service objects, which mainly includes three levels of service guarantee: survival care, medical care and spiritual consolation. According to the Basic Standards for Service Quality in Old-age Care Institutions published by AQSIQ and the National Standards Committee on December 29, 2017, The measurement index of the quality of elderly care service mainly includes ten aspects, such as meal service, psychological and spiritual service, education service, life care service, elderly care service, assisted medical service, medical service, rehabilitation health service, entrusted service and hospice service.

## 2. The Research Status

Urban community pension service has a long history of development. Foreign scholars pay attention to the concept, content, subject and funding source of urban community pension service, while domestic scholars mostly focus on the study of urban community pension service function, urban community pension service content and the actual needs of the elderly. It is beneficial for us to conduct a better study on the quality of urban community pension service by combing the literature on urban community pension service at home and abroad.

### 2.1. Review of Foreign Studies

Many early developed countries in Europe and the United States have a good economic foundation and perfect legal system, laying a foundation for the development of the elderly care cause. Since the 1960s, European and American countries have successively carried out various forms of urban community pension services, which are guaranteed by sound pension laws and regulations. Through years of sharing practical experience, urban community pension services have been effectively carried out and the quality of pension services has been greatly improved. In Britain, the forms and contents of urban community elderly care services are more abundant, and many scholars put forward different views. Scholar Stephenson (1991) proposed the concept of community care, which mainly provides help for the elderly through the implementation of a service project, including home-based services, family care, nursing homes, etc. ;Secker (2003) and others through the study found that older people have a strong self-esteem and others endorsed psychology, urban community endowment service should pay attention to this aspect, he also argues that community care aims to provide services for community within the scope of the elderly, travel, accommodation for the elderly's daily life, mental health, and the necessary drugs and treatment, Understand the real needs of the elderly. In Japan, with law as a powerful policy guarantee urban community endowment service executable, make the normal operation of urban community endowment service, J Yan (2015) argue that an aging population for the cost of health care should be expanded in proportion, also appeared in the operation process of the medical insurance fund collection and payment imbalance, The Japanese government should formulate corresponding policies to solve the problem, such as the implementation of social care insurance, etc. He also believes that the supply of urban community elderly care services should be composed of two parts. Besides the services provided by the government, the humanistic care of family members and neighbors and the professional care of community nursing staff are also required. Australia emphasizes the principle of community care and combines community care with institutional care to continuously improve the quality of elderly care services.

#### (1) Research on the concept of community endowment

Community, which first appeared in the 19th century, generally refers to social groups and organizations gathered in a certain geographical range, and is a place for people with certain interaction and common cultural maintenance to carry out specific activities. With the

development of the community, various forms of community service projects have appeared, and derived from the concept of community care. The original meaning of "community care" is synonymous with "community care". In 1991, the Concept of "community care" was first put forward in the UK. After long-term exploration and development, community care has also produced different definitions, mainly including "by the community care" and "in the community care". Susan Tester (2002), the representative of "taken care of by the community", believes that community pension means that the elderly are provided with professional services by professional pension institutions in the community, mainly including nursing workers' organizations and medical organizations; P. Abrams (1977), the representative of "providing for the aged in the community", believes that community providing for the aged is a kind of elderly service provided by non-professionals in an appropriate environment.

### (2) Research on the content of community endowment

P. Chopflin (1991) believed that community endowment is to provide placement and care services for the elderly, and the specific service institutions include service stations for the lonely elderly, nursing homes, nursing homes, apartments for the elderly, shelters for the elderly, marriage agencies for the elderly, activity stations for the elderly, rehabilitation centers for the elderly, rehabilitation clinics for the elderly, schools for the elderly, etc. Jasonl (2012) believes that community endowment means that the community provides some personalized endowment services for the elderly, including spiritual comfort, leisure and entertainment services in addition to the most basic life care services. B. Meredith (1993) believed that there was no unified regulation on the content of community elderly care services, and diversified services should be provided according to the different needs of the elderly in different communities to meet their diversified pension needs.

### (3) Research on community care subjects and funding sources

Many foreign scholars believe that the fund of community pension service should be borne by the government. Harrington (2014) believes that in addition to government financial funds, individuals should also take certain responsibilities. Individuals can provide support through pension funds and enterprise pensions. Denise (2000), Germany's community endowment patterns, for example, put forward the community endowment money except comes from the government and individuals should also include the social donation, by accepting social charity donations, which decentralized government and pressure of the individual, he thinks that in addition to the above subject should provide financial support for community endowment, Community pension can also be promoted through the form of social mutual assistance, one of the important forms is to establish community mutual assistance for the elderly group to achieve mutual assistance between the elderly and improve the degree of socialization of community pension.

## 2.2. Domestic Research Review

In recent years, domestic experts in related fields are paying more and more attention to the issue of urban community pension. Based on their different disciplines and research perspectives, they have carried out investigations on the issue of pension at different levels and from different aspects, greatly enriching the research on the topic of elderly pension in China. They are based on the experience of the European and American countries and some developed cities, combined with its national conditions, explore an endowment service road with Chinese characteristics, in pointed out the current situation on the basis of the pension problem, point out the development trend of China's pension services, the urban community carried on the analysis to the pros and cons of old-age pension mode, planning the development of China's pension cause blueprint.

### (1) Research on community pension function

Among the three pension modes of home care, institution care and community care, many domestic scholars believe that community care will become the mainstream trend of China's pension development. Comprehensive views of some scholars, they believe that community pension will become the mainstream trend of China's pension development, mainly based on the following reasons. First, the input cost is low. Community endowment can make full use of community resources, including community housing, property management USES a room, community volunteer service, community health, the old infrastructure, etc., do not need a wide range of infrastructure construction and investment of funds, greatly saves the cost and implementation difficulty is small, and the advanced experience of pilot cities can be effectively. Second, the elderly have low out-of-pocket costs. Choose community endowment, government and society to a certain extent, to assume the responsibilities of the elderly pension, such as the government bought some services, voluntary contributions to the old, making the old economic needs, emotional needs, health requirements, service requirements and other requirements, have been a certain degree of satisfaction, social organization, with some volunteer service, Various kinds of activities such as volunteer activities are carried out to help the elderly, which to some extent reduces the economic burden of the elderly and becomes a satisfactory way for the elderly. Third, community pension is respected by the elderly. Influenced by thousands of years of family culture in China, the elderly in China have a sense of belonging and prefer to spend their old age at home. Different from home care, urban community care, "community does not leave home, home does not leave the community", fully absorb the advantages of the two ways of care, so that the elderly can not only feel the warmth of home, but also enjoy professional care services. At the same time, due to the development of community culture, the elderly in the community are familiar with each other, which is conducive to alleviate the loneliness caused by old age and meet the emotional needs of the elderly.

### (2) Research on the content of community endowment

The development time of community endowment model is relatively short, but the content of community endowment model is very rich. Each district will also set up corresponding service projects according to the needs of community residents. Many urban communities have gradually established day care centers, which provide the elderly with various services, including food, clothing, housing, transportation and entertainment, according to their different needs. A typical example is the combination of medical care and nursing. Wang Chong (2009) pointed out that the combination of medical care and elderly care is a new pension mode that makes full use of community medical resources, changes the traditional pension mode, and takes the government as the leading role, the community as the support, focuses on the elderly with special needs of weak body and extensive social participation. Under the framework of community pension model, this model fully shows its advantages, so that the elderly can get timely treatment when they are sick, and can get effective recuperation when they are healthy, which is of great significance for maintaining the physical health of the elderly.

### (3) Research on the actual needs of the elderly

In the process of urban community pension service, the elderly's demand for pension service is the compass for the development of pension service, so many domestic scholars have carefully combed and studied the actual demand of the elderly. Xu Meiling (2016) and other scholars investigated the pension needs of the elderly in Hangzhou urban communities by means of literature survey, interview survey and expert meetings, and he believed that the health needs of the elderly are particularly prominent. Xiao-qiao Zhang (1989), and other scholars, based on Maslow's hierarchy of needs will demand is divided into different levels in the elderly, the five level is also a process of rising step by step, obtained the general recognition of the community, he through a lot of investigation and study, found that the actual needs of the elderly and Maslow's demand level reveals laws are very similar, Only when the needs of the lower level

are satisfied, the elderly will pursue the needs of the higher level. For example, only when the basic life care needs of the elderly are satisfied, they will be more willing to pursue the high-quality life, such as psychological comfort, sports health care, medical care, etc.

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