Research on the Problems of Home-based Pension Service in Urban Communities in Daqing City
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Abstract
With the increasing number of elderly people in Daqing City, the problem of old-age care is getting worse. The traditional function of home care has been gradually weakened, and it is difficult for the institutional care to meet the fast-growing needs of old-age care services. The community home care model has become an inevitable choice and an effective way to solve the demand for old-age care services in Daqing City.

Keywords
Aging; Community Home Care; Elderly Care Service Countermeasures.

1. Introduction
According to established practice, when a country or region has a population of over 60 years of age accounting for 10% of the total population or a population over 65 years of age accounting for 7% of the total population, the country or region enters an aging society. In 2009, the elderly population over 60 years old reached 11.3% of the total population in Daqing City, marking this city entry into an aging society. How to solve the problem of elderly care and improve the quality of life of the elderly has become an important issue that needs to be studied and solved.

2. Status of Home Care for the Elderly in Urban Communities in Daqing City

2.1. The Intensified Population Aging in Daqing City
According to the statistics of the civil affairs department of Daqing, from 2009 to 2019, the population of people over 60 years old in Daqing increased by 106,000, the growth rate has reached to 36.3%. The aging population is growing rapidly and the aging of the population is intensifying. The number of elderly people over 60 years old in Daqing City from 2009 to 2019 is shown in Table 1, and the growth trend of the elderly population is shown in Figure 1.

<table>
<thead>
<tr>
<th>Year</th>
<th>2009</th>
<th>2011</th>
<th>2013</th>
<th>2015</th>
<th>2017</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of elderly people over 60 years old (thousand)</td>
<td>317</td>
<td>350</td>
<td>401</td>
<td>415</td>
<td>423</td>
<td>432</td>
</tr>
<tr>
<td>the whole population (thousand)</td>
<td>2802</td>
<td>2816</td>
<td>2806</td>
<td>2804</td>
<td>2731</td>
<td>272</td>
</tr>
<tr>
<td>Proportion of elderly population over 60 years old (%)</td>
<td>11.3</td>
<td>12.4</td>
<td>14.3</td>
<td>14.8</td>
<td>15.5</td>
<td>15.9</td>
</tr>
</tbody>
</table>
2.2. Inevitability of Home Care for the Elderly in Daqing Community

2.2.1. Classification of Pension Models

According to the place of residence and the way of service provision, pension can be divided into family pension, institutional pension and community home pension. In the family pension model, the spouse or children provide daily care for the elderly living together at home; in the institutional pension model, the elderly live in nursing homes, nursing homes, elderly apartments and other pension institutions, and pay fees in exchange for professional pension services; community home In the old-age care model, the elderly live in the home. In addition to family care, the community provides a way of providing care for the day, life care, housekeeping services, basic medical care and spiritual comfort.

2.2.2. The Smaller Family Size

Since the implementation of the family planning policy in the country, China’s family structure is gradually changing. At the same time, with economic and social development, population mobility has increased, and many children do not live in the same city as their parents because of study or work, especially in the northeast region. Many empty nest elderly families have produced. Although my country fully opened the second-child policy in 2016, the impact of the policy on the old-age care model will not be apparent until 20 years later. According to “Daqing Statistical Yearbook 2012” and “Daqing Statistical Yearbook 2013”, the average household population in urban areas of Daqing City in 2011 and 2012 is shown in Table 2. It can be seen from Table 2 that the average household population in the urban area of Daqing City is becoming smaller, and there is a tendency to accelerate the continuation. The family’s care function is declining.

<table>
<thead>
<tr>
<th>City district</th>
<th>The year of 2011</th>
<th>The year of 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The whole household (thousand)</td>
<td>The whole population (thousand)</td>
</tr>
<tr>
<td>Urban</td>
<td>49.64</td>
<td>134.86</td>
</tr>
<tr>
<td>Saertu</td>
<td>12.28</td>
<td>32.56</td>
</tr>
<tr>
<td>Longfeng</td>
<td>7.06</td>
<td>18.57</td>
</tr>
<tr>
<td>Ranghulu</td>
<td>16.4</td>
<td>45.8</td>
</tr>
<tr>
<td>Honggang</td>
<td>5.24</td>
<td>13.4</td>
</tr>
<tr>
<td>Datong</td>
<td>8.66</td>
<td>24.53</td>
</tr>
</tbody>
</table>
2.2.3. Institutional pension is difficult to meet demand

In terms of the number of old-age care institutions, in 2013, there were only more than 70 old-age care institutions of various types in Daqing City, with 5,000 beds; in 2015, there were 100 old-age care institutions of various types in Daqing City with 9,452 beds; in 2019, Daqing City has 107 various old-age care institutions in the city with 10,074 beds. In seven years, the number of nursing homes has increased and the number of beds has doubled. However, compared with 432,000 elderly people over the age of 60 in Daqing City in 2019, it is no different than a flat salary. In terms of pension payment, pension institutions often pay for their investments in the short term, and often set higher prices for pension services, making it difficult for most elderly people to afford. In terms of the quality of old-age care services, there are few service projects for old-age care institutions, imperfect facilities and equipment, and low service level, which cannot meet the demand.

To sum up, neither the family pension model nor the institution pension model can meet the needs of pension. Under such circumstances, a community home-based pension model with both the advantages of family pension and institutional pension has become an inevitable choice for the elderly in Daqing City.

2.3. Status of Community Home Care Services in Daqing City

Since entering the aging society in 2009, Daqing City has attached great importance to the work of old-age care, and the pace of socialized old-age service has accelerated. It has successively issued the “Daqing City Promoting the Socialization of Old-age Service in Urban Areas” and the “Menu-style” Service Measures for Home Retirement. 17 supporting policies, etc., formed a supporting policy system and promoted the institutionalization and standardization of the socialization of pension services. After development in recent years, elderly care service centers have been built in 80 communities, 406 community elderly care infrastructures have been built, and 274 neighborhood committees have established elderly care stations. Through strengthening the standardized construction of the community, 72 community service complexes with an area of more than 2,000 square meters, including day care places for the elderly in the community, have been built. 115 day care rooms for the elderly in urban communities were established, which basically achieved full community coverage.

3. Influencing Factors of the Urban Community’s Willingness to Support the Elderly at Home

3.1. Health Condition

Your own physical condition is an important indicator that affects the needs of elderly home care services in the community, and life self-care ability is the main factor to measure the physical condition of the elderly. If the elderly cannot take care of themselves, it means that they need to rely on others to take care of it. The more activities that depend on others for care, the more elderly people need community home care services. Age also reflects the physical condition of the elderly to a certain extent. The higher the age, the greater the possibility of physical problems and the more able to form a demand for community home care services.

3.2. Family Factors

In terms of marital status, having a spouse and living together with the spouse strengthens mutual care and spiritual comfort, and reduces the possibility of the elderly's demand for community home care services; the number of children, the more children, The more likely it is to provide home care services for the elderly; if they live together with their children, they are likely to receive their children's life care and spiritual comfort, thereby reducing the elderly's demand for community home care services.
3.3. Income

Economic income shows a trend of increasing first and then decreasing for the possibility of the elderly receiving community home care services. In general, as the economic situation improves for the elderly, the demand for community home care services will gradually increase. On the other hand, after the income of the elderly reaches a certain value, the possibility of choosing community home-based pensions on the contrary tends to decline, and more elderly people with higher incomes are more likely to choose institutional pensions. Therefore, middle-income seniors whose pensions can only maintain their basic daily lives and higher incomes are more inclined to choose the community home-based pension model.

3.4. Cultural Factors

On the one hand, it is reflected in the degree to which the elderly are influenced by traditional ideas. If the elderly are both frugal, and considerate of their children, then the elderly are likely to reduce the demand for community home care services. On the other hand, it is reflected in the education level of the elderly. Older people with higher education level are relatively open-minded, and are more likely to accept the new model of community-based home-based old-age care, and the educated old people have a greater demand for recreation and diversity than the old people without education. Therefore, the demand for community home care services is also high.

4. Problems in Home Care Services for Urban Communities in Daqing City

Using questionnaire surveys and interviews, we conducted surveys on the Yongjun community in the Saertu district of Daqing City and the Wuhu community in the high-tech zone to understand the current situation of elderly care and community home care services, so as to discover the shortcomings, as follows:

4.1. Insufficient Publicity for Community Home Care Services

Through a statistical questionnaire, it was found that 64.6% of the elderly knew that their community provided home-based care services, 24.3% of the elderly knew about the projects of home-based care services in their communities, and only 7.3% of the old people were familiar with the policies related to the use of home-based care services. 35.4% of the elderly are totally unaware of community home care. Obviously, most elderly people still have a low level of understanding of community home care services, which indicates that the government and the community have not sufficiently publicized home care services.

4.2. The Single Content of Community Home Care Services

Through a statistical questionnaire, it was found that 57.2% of the home care services in the community are mainly housekeeping services, such as activity rooms, reading rooms, physical fitness rooms and other services for the elderly to carry out various recreational activities, only 9.4%. At the same time, the existing home care service infrastructure in some communities is imperfect and small in scale, with outdated community fitness facilities, fewer fitness programs, and incomplete equipment in community health service stations. Correspondingly, the demand for elderly care services is showing a multi-level and diversified trend.

4.3. The Insufficient Accuracy of Community Home Care Services

According to the surveys of the Yongjun community in Sartu District and the Wuhu Community in the High-tech Zone in Daqing City, it is found that the home care services between different communities in Daqing City are not in terms of the content of the service items, service methods and service resources in the community. The same, there are differences. This has caused an imbalance in the allocation of home care services for the community in Daqing. In addition, the
unequal news between the elderly and the community has also led to the lack of accuracy of the elderly care service.

4.4. The Shortage of Professionals in Community Home Care Services
According to the interviews with community staff, the number of staff specializing in community home care services is currently relatively small, most of them are between 35 and 50 years old, and their educational level and education are not high, and most of them have not received relevant majors. In many cases, education or training on the service knowledge of the elderly is based on past work and life experience to solve problems. Therefore, what runs counter to the rapid development of community home care services in Daqing is a serious shortage of professionals.

4.5. The Narrow Funding Channel of Community Home Care Service
Daqing City needs to provide good old-age service, carry out various activities of old-age service, and hold various lectures without financial support. According to surveys and interviews with some staff in the community, some community staff made it clear that many of the better elderly care activity plans that were formulated could not be implemented because of insufficient funding for the activities. Therefore, it is imperative to broaden the financing and financing channels for community home care services.

5. Strategies for Perfecting Home Care Services for the Elderly in Urban Communities in Daqing City

5.1. Strengthening the Promotion of Community Home Care Services
In terms of publicity methods, not only can traditional publicity methods such as bulletin boards and postings at the entrances of residential units be used, but also various media such as radio, television, newspapers, and the Internet can be used for vigorous publicity, and free lectures can be organized to further increase the community Propaganda efforts of home-based elderly care services; on the content of the promotion, one is to focus on the breadth of the publicity content, not only to promote the meaning, characteristics, strengths, service items and charging standards of community home-based elderly care services, but also to strengthen the interpretation of policies related to community home-based elderly care services, It is also necessary to publicize the typical cases and advanced experience that have emerged in community home care services. The second is to focus on the accuracy of the content of the publicity, combined with the situation and characteristics of the elderly in the community, to publicize the services and activities suitable for them in the community home care service for the elderly; in terms of publicity, we must enhance the recognition of the elderly home care service in the community, Dispel the worries and prejudices of the elderly, thereby enhancing the acceptance of the elderly and their families.

5.2. Enriching the Content of Community Home Care Services
In view of the single content of community home care service projects and the number of service projects, the current community home care service provides most of the elderly with staying in entertainment. However, recreational entertainment is only a part of home-based care for the elderly. It is necessary to fully investigate and analyze the elderly care needs of the elderly in the community from aspects of daily life care, medical care, temporary trusteeship, learning and training, tourism activities, legal assistance, emotional comfort, etc. As much as possible, carry out multi-level and diversified old-age care services; in terms of service quality, we must formulate the evaluation standards for the completion of each community home old-age care service, and build a standardized system. On the one hand, we must establish a standardized system for the community home care service form and each link in the service
process; on the other hand, we need to train community home care service personnel to meet the requirements of the standardized system; According to the analysis and analysis of the elderly care needs, develop a personalized service model.

5.3. Improving the Accuracy of Community Home Care Services

The construction of the Daqing City community home care service information platform will improve the accuracy of the community home care service. First, conduct a census of the basic information and needs of the elderly in the community, establish an electronic file of elderly care information, and build a community home care service information platform on this basis; second, the government takes the lead and collaborates with various departments to integrate the community internal hospitals, clinics, restaurants, hotels, senior universities, law firms, volunteers and other resources to achieve resource sharing; Finally, the community takes the lead, collects information about old-age care, and feeds all information back to the community home care service information platform. Supported by the information platform, the demand and supply information between the elderly and the elderly, the community, the government, enterprises and social organizations in the elderly care service can be transmitted in a timely and effective manner. The operation mode of the community home care service information platform is shown in Figure 2. Through information management, real-time capture of the elderly's home care needs can be real-time, making the old age life more convenient and faster, and improving the accuracy of community home care services.

![Figure 2. Operation diagram of community home care service information platform](image)

5.4. Speeding up the Construction of Community Home Care Service Team

First of all, according to the number of elderly people in different communities and different old-age conditions, scientifically and rationally set up jobs and the number of workers in community home care services. In order to improve the professional quality of the staff, it is recommended to introduce graduates of relevant majors from the colleges and universities of Daqing City to enrich the number of staff; second, professional training for community home care service staff. Ideologically and morally, the staff should abide by the professional ethical
standards of civilized service, punctuality and trustworthiness, due diligence, enthusiasm and thoughtfulness, and old-fashioned love. In terms of job responsibilities, staff should be familiar with job responsibilities, community home care services, service processes, related policies and system management. In terms of professional skills, the staff can provide the elderly with convenient, fast, high-quality and humanized community home care services according to their job positions. In terms of training methods, experts can either be invited to give lectures or cooperate with universities in the city; finally, take incentives to increase people's enthusiasm in community home care services.

5.5. Mobilizing Social Forces to Participate in Community Home Care

In terms of financing, we must actively expand financing channels. While increasing investment, the municipal government must also introduce and implement corresponding policies to encourage social capital investment; in the form of outsourcing services, senior care services are entrusted to professionally qualified social forces to undertake community home care services. The municipal government should not only support policy, guide service, but also regulate the system, but also strengthen supervision, encouragement, and guidance, but must not interfere with the operation of services, and fully respect its autonomy. Correspondingly, social forces must effectively guarantee the quality of government-entrusted services; in pension cooperation, give play to the advantages of local-enterprise cooperation and better carry out pension services. For example, the community cooperates with public hospitals to launch a model of integrated medical and nursing care. In short, we must fully mobilize social forces, vigorously promote the "community, social organization, and social worker" three associations, integrate social work concepts and methods into community home care services, and strive to improve Daqing community home care services.

6. Conclusion

At present, my country's community home care services are still in the period of exploration and development, and the government needs to play a leading role in system cultivation, promotion, regulation and supervision. With the development and improvement of the system, especially the concept of community old-age care is popular, more social subjects will be involved in the supply of community home old-age care services, and the quality and level of old-age care services will be further improved. In short, the problem of old-age care is related to the whole society. To truly solve the problem of old-age care, it is urgent for the whole society to work together. Only when all parties in the society form a joint force can this problem be truly solved.

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