Research on the Construction of Shenyang Community Smart Pension Service System

Ze Li

Liaoning Communication University, Shenyang, 110136, China

Lize79516@163.com

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Abstract: By the end of December 2020, the registered population of Shenyang is 7.622 million. From the perspective of age structure, among the total registered population of the city, the population aged 60 and above is 2.008 million, accounting for 26.35% of the total population. How to let the elderly population live a happy life, has become the focus of building a happy Shenyang. Smart elderly care is a digital information platform for home, community and elderly care institutions, providing real-time, fast and efficient intelligent elderly care services for the elderly. It can meet the diversified and multi-level needs of the elderly, solve the problem of elderly care to the greatest extent, and improve the quality of life of the elderly in their later years. This paper is mainly through the investigation and research of the current situation of Shenyang community intelligent pension model, to find the problems existing in the intelligent pension model, and then put forward the countermeasures and suggestions to promote the development of Shenyang community intelligent pension model, to accelerate the construction of happy Shenyang.

1. Introduction

Data from the seventh census show that China's population aged 60 and above has reached 264 million, accounting for 18.70% of the total population, among which, 191 million are over 65, accounting for more than 13.50%. Sixteen of the 31 provinces have more than 5 million people aged 65 or above, among which, 6 provinces have more than 10 million elderly population, and even more than 30% of the areas with serious aging. It is expected that by 2050, China's elderly population will increase to about 500 million.

In the context of aging, the traditional pension service mode has followed the development of The Times, and there are various disadvantages. The development of the Internet, the Internet of Things and cloud technology has brought new opportunities to the development of the elderly care industry, and modern information science and technology have provided technical support for the smart elderly care.

2. The definition of smart pension

In 2007, China proposed the concept of smart pension, namely "digital pension"; subsequently, other scholars proposed "technology pension" and "smart pension"; in 2012. With the further attention and rapid development of smart pension in China, the relevant departments have launched relevant documents to accelerate the development of smart pension. In 2015, The State Council issued the Guiding Opinions on Actively Promoting the "Internet plus" Action to all sectors of society. In 2017, a number of units, including the Ministry of Industry and Information Technology and civil Affairs and other departments, jointly issued the Action Plan for the Development of the Smart Health Pension Industry (2017-2020) to the society, which marks that the smart pension has been greatly valued in China, and also marks that the smart pension has entered the multi-linkage development stage. The development of smart pension in some economically developed cities in China is relatively smooth, and it has entered a multi-level and diversified development mode.

3. The current situation of community smart pension service in Shenyang city

Shenyang has initially formed the operation mechanism of socialized community home care service with the government as the leading, the community as the main body, the social forces as the support and the assistance, and the volunteers as the supplement, and gradually introduced the professional, standard, social and humanistic services for the elderly into the community and into the elderly families. Based on the discussion of the community intelligent elderly care service, in order to more truly understand the views of the elderly on the intelligent elderly care service, this survey research mainly focuses on the elderly aged 60 and above as the main survey object.

3.1 Basic information of the survey sample

According to the analysis of the questionnaire data, among the respondents, the proportion of men and women is 53. 22% of men and 46.78%; the distribution of all ages is average, around 20%, the proportion of 80 and above is high, and the proportion is 22.14%, and the proportion of 65 to 69 is the least, 18.32%. This topic studies the community intelligent elderly care service, and the main recipients of the elderly care service are the elderly aged 60 and above. Therefore, the selection of respondents in this survey can improve the authenticity of this study.

From the perspective of the living conditions of the investigated elderly, living alone and living with their children occupied a large proportion, accounting for 36.64% and 34.35%, respectively, while the proportion of living alone with their spouse and other living modes was small, accounting for 10.69% and 18.32%, respectively.

Among the respondents, 35.88% took care of themselves, 29.77%, 24.43% of the respondents could basically take care of themselves, and 9.92% were completely unable to take care of themselves. Combined with the self-care ability, the elderly who need the help of others in life account for a large proportion of living alone and living alone with their spouse, which part shows that the family does not care for the elderly, which exacerbates the plight of the elderly, and to a certain extent makes the living needs of the elderly can not be met.

3.2 The dilemma faced by the community smart elderly care service

3.2.1 There are obstacles for the elderly to receive intelligent elderly care services

Most of the elderly still have a clear understanding of intelligent elderly care services, and have a basic understanding of intelligent elderly care services. However, due to some reasons, some elderly people keep their cognition of intelligent elderly care services at a shallow level and are not very familiar with them, which affects the promotion speed of intelligent elderly care services to some extent. A small proportion of the elderly do not clearly understand the concept of intelligent elderly care services, and this part of the respondents mainly focus on the older elderly with low education level. These populations have different exposure to new knowledge and new technologies compared with other populations.

3.2.2 The intelligent elderly care service mechanism is not yet mature

As China's intelligent elderly care service is in a period of preliminary exploration, the Chinese government is only in a small range of pilot at this stage, and has not started to implement in a large scale, and the government has not issued clear laws and regulations.Without clear supervision and restriction of policies and regulations, it is easy to lead to the confusion of intelligent elderly care service standards and market.

Wisdom pension service system construction of not only including service center platform, intelligent terminal equipment such as the construction of hardware technology facilities, should also include software construction, such as medical care, nursing, mental care, etc., only hardware construction and software construction, to maximize the advantage of wisdom endowment service. However, at present, the intelligent elderly care services in China pay more attention to the construction of hardware, and pay less attention to the software construction.

4. Analysis on the causes of the development of community intelligent elderly care service

4.1 Government input is insufficient

With the nature of "quasi-public goods", the pension service is a low-profit industry. The realization of the complete economic value needs to be obtained through a perfect market mechanism. At present, there are defects in China's market economic system. The rapid development of intelligent elderly care services cannot be realized only through the adjustment of the market itself, which requires the government's support in terms of funds and policies.

4.2 Companies lack the incentive to participate

Enterprises with commercial nature are not willing to participate in the elderly care services of the elderly. According to the actual situation of the community, the main reasons can be divided into the following three points: first, the lack of market compensation mechanism expenditure. Second, the construction of pension services in the early stage of the capital investment is very large, the operation cycle is long, the capital recovery, which makes the capital chain of the enterprise is difficult to operate. Third, the lack of effective communication between enterprises and the elderly, and the lack of mutual trust.

4.3 Social organizations lack the ability to participate

In terms of China's current financial situation, the government cannot meet all the elderly care services for the elderly, which leads to the insufficient supply of elderly care services for the elderly. Therefore, in order to adjust the disharmony between the pension demand and service supply of the elderly, the participation of community organizations is needed.

In modern society, the institutions involved in the elderly care service for the elderly are too single, and there is a lack of effective competition mechanism among various organizations. In the long-term development process, there is a lack of external pressure between organizations, and it is easy to appear monopoly phenomenon, which is the organization losing the power to improve the quality of old-age care service and affects the efficiency of old-age care service.

Another issue is the participation of voluntary organizations and volunteers. First, there is a lack of a standardized management mechanism for the volunteers participating in the elderly care service, and the time for the volunteers to participate in the elderly care service is not fixed, which cannot be effectively connected with the intelligent elderly care service. Second, most of the volunteers participating in the elderly care service are young people, and there is a generation gap with the elderly, which leads to the communication problems between the volunteers and the elderly. Third, because of the lack of effective interaction between volunteers and the elderly, they cannot establish a basic trust relationship, which makes the elderly feel alert and cannot better accept the services provided by volunteers.

4.4 The communities of the elderly are not fully powered

The professional level of community service personnel is not high, and they are not familiar with information management. Restricted by ideological understanding and cultural level, the professional quality of community service personnel is generally not high, and very few talents will use information technology. With the gradual deepening of community informatization of elderly care services and the personalization and diversification of information needs for the elderly, the requirements for community elderly care service staff are becoming higher and higher. Community professional and technical personnel team construction lags behind, most of them are not high educated, professional is not strong, lack of basic computer knowledge, network maintenance ability is low. The community lacks the talents specializing in the information management, especially those who are both proficient in technology and familiar with the community management work.

5. Countermeasures and suggestions for promoting the intelligent elderly care service in Shenyang community

5.1 Improve relevant laws and regulations, standardize intelligent elderly care services

The government should further improve relevant support policies, introduce laws and regulations close to the practical level, set clear industry standards for smart elderly care, and optimize smart elderly care services. For example, the government can use the data information to collect the elderly using wisdom pension products feedback, integrated analysis, conclusion with practical significance, then apply these conclusions to the formulation of industry standards and laws and regulations, promote the wisdom endowment service more in line with the needs of the elderly, promote the progress of wisdom pension industry development.

5.2 Increase capital input and accelerate personnel training

We should learn from advanced experience from cities with rapid development of smart elderly care services, raise funds through multiple channels, increase capital investment, and establish an encouragement and guidance mechanism to improve the salary and treatment of professional service personnel. The government encourages scientific research talents to develop a variety of intelligent products, establish an information data platform for the elderly, record the physical health data of the elderly through professional equipment and service teams, combine the establishment of medical facilities with home care services, strengthen the degree of information integration, and establish a perfect smart elderly care service platform. In addition, the government, enterprises and institutions of higher learning should cooperate to jointly cultivate professionals, and establish a service platform related to intelligent elderly care services, so as to utilize and give full play to the advantages of college students and improve the practical operation ability of students in related majors.

5.3 Increase the publicity and promotion of smart elderly care services

The government has established a sound mechanism to increase the publicity and promotion of smart elderly care services. For example: the government can use new media, Internet, community through various channels to promote the current intelligent pension service policy, help the elderly and their family members understand the advantages of intelligent pension service, make its trust related intelligent products, and choose intelligent pension service, improve the elderly life happiness.

5.4 Expand community participation and enhance the own value of the elderly

The community should further guide the elderly to establish the concept of self-reliance and development, and enhance the enthusiasm, initiative and responsibility of improving life and quality through their own efforts; the community should vigorously support the elderly to start their own businesses, develop the power resources of the elderly, and focus on helping the willing and other elderly to receive job skills and practical agricultural skills; the community should encourage and guide the elderly to participate in the grassroots social organizations, so as to give full play to their strengths in community governance innovation and serve the community.

5.5 Reform and innovation to stimulate the vitality of community home care services

The government increases the resource input and enhances the preferential policy orientation, through the market mechanism, establish the concept of large community, large integration and large service, covers the intelligent elderly service with community service, and truly play the function of the community in resource integration, service production and referral; improve the function of the day care center for the elderly, and implement the operation mechanism of "government building platform, professional management, market operation and volunteer participation".

6. Conclusion

In general, the smart elderly care service is an important measure to relieve the pressure of the social elderly care service. While determining the great convenience provided by smart old-age service to the society and families, we also need to make clear that smart old-age service cannot completely replace other old-age service models. It only enriches the modern pension system and provides more choices. We cannot completely rely on smart elderly care services to solve the problem of modern social pension, but also need to strengthen the participation of diversified subjects in elderly care services.

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