

Research on the Challenges and Solutions of Building a Talent Team for Elderly Care Services from the Perspective of Social Welfare Security System

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Abstract: This study focuses on the challenges and solutions in building a talent pool for elderly care services from the perspective of the social welfare security system. With the acceleration of population aging in China, the demand for elderly care services has increased sharply. However, the elderly care service talent team is facing a serious shortage, which restricts the improvement of service quality. This article first analyzes the current situation of the construction of the elderly care service talent team, revealing problems such as talent shortage, insufficient attractiveness, imperfect training mechanisms, and low professional identity. Subsequently, based on international experience, strategies were proposed to improve policy guarantees, enhance the treatment of practitioners, improve talent training mechanisms, and enhance industry attractiveness, aiming to optimize the construction of the elderly care service talent team from multiple aspects. Research suggests that only by strengthening government support, improving social identity, and increasing funding can we effectively address the challenges faced by the elderly care service industry, enhance service quality, and promote the improvement of the social welfare security system. This article provides theoretical basis and practical guidance for talent construction and policy improvement in the elderly care service industry.

1. Introduction

With the aggravation of the aging of the population in China, the pension problem has increasingly become the focus of social attention. Aging not only brings economic burden, but also requires society to provide more elderly care services, especially high-quality professional elderly care services. However, in the face of the growing demand for elderly care services, there is still a serious supply-demand imbalance in China's elderly care service industry, especially the increasingly prominent shortage of elderly care service talent.

In this context, studying the difficulties in building a talent pool for elderly care services and proposing specific solutions have important practical significance. By strengthening the training, incentives, and security measures for elderly care service talents, the quality of elderly care services can be effectively improved, the improvement of the social welfare security system can be promoted, and ultimately the happy life of the elderly population can be achieved.

2. The Relationship between the Social Welfare Security System and the Construction of the Elderly Care Service Talent Team

The social welfare security system and the construction of the elderly care service talent team are closely related and interdependent. With the acceleration of China's aging process, the demand for elderly care services continues to grow, and the improvement of the quality of elderly care services relies on a high-quality talent team. Only by supporting the construction of the elderly care service talent team through a sound social welfare security system can the sustainable development of elderly care services be achieved ^[1].

2.1. Overview of the Social Welfare and Security System

The social welfare security system is a guarantee system established by the state to ensure the basic living needs of citizens, usually including multiple aspects such as medical insurance, pension insurance, unemployment insurance, etc. The core goal of this system is to help citizens cope with risks in their lives and ensure basic protection when facing difficulties such as health, unemployment, and old age. In China, with the rapid development of the social economy and the intensification of population aging issues, elderly care services have gradually become an important component of the social welfare security system. Although China's pension security system has gradually improved, the traditional pension security model still faces certain pressures in terms of service quality and efficiency in response to the diverse needs of the elderly population. At this time, the cultivation and construction of elderly care service talents are particularly important, becoming an important part of the reform of the social welfare security system [2].

2.2. Basic Concepts of Building a Talent Team for Elderly Care Services

The construction of the elderly care service talent team refers to the cultivation and management of practitioners in the elderly care service industry through a series of policies, measures, and training methods, in order to enhance their professional abilities and service quality. Due to the involvement of nursing, rehabilitation, psychological counseling and other aspects in elderly care services, the comprehensive quality requirements of practitioners are high. Therefore, it is necessary to provide a comprehensive education and training mechanism to ensure the professionalism and service level of talents.

2.3. Analysis of the Interactive Relationship between the Social Welfare Security System and the Construction of the Elderly Care Service Talent Team

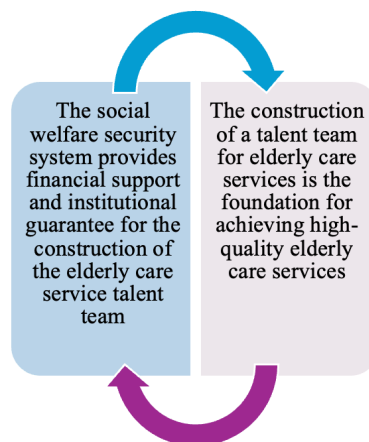


Figure 1: Analysis of the interactive relationship between the social welfare security system and the construction of the elderly care service talent team.

There is a mutually reinforcing relationship between the social welfare security system and the construction of the elderly care service talent team, as shown in Figure 1. On the one hand, the social welfare security system provides financial support and institutional guarantee for the construction of the elderly care service talent team. The government can provide stable living security for employees through improved social security policies (such as pension insurance, medical insurance, etc.), enhance the attractiveness of the industry, and ensure the improvement of service quality. On the other hand, the construction of a talent team for elderly care services is the foundation for achieving high-quality elderly care services. Without sufficient professional talents, even if the social welfare security system is perfect, it will be difficult to meet the growing demand for elderly care. Therefore, improving the construction of the talent team for elderly care services is a necessary way to optimize

the social welfare security system, and the organic combination of the two is the key to promoting the sustainable development of elderly care services [3].

3. Difficulties in the Construction of China's Elderly Care Service Talent Team

The difficulties faced by the construction of China's elderly care service talent team are mainly manifested in talent shortage, insufficient industry attractiveness, imperfect talent training mechanism, low professional identity of practitioners, and insufficient policy support. To effectively solve these problems, in addition to strengthening policy support and increasing funding, it is also necessary to start from improving industry status, enhancing treatment levels, improving education and training mechanisms, and gradually building a high-quality, stable, and professional team of elderly care service talents, as shown in Figure 2.



Figure 2: Difficulties in the construction of China's elderly care service talent team.

3.1. Mismatch between Talent Shortage and Growth in Demand for Elderly Care Services

With the continuous acceleration of China's aging process, the increase in the elderly population has led to a growing demand for elderly care services year by year. According to statistics, the elderly population in China will continue to grow in the coming decades, and the demand for elderly care services will also show an exponential increase. However, compared to the growing demand for elderly care services, the supply of professionals, especially those with strong specialization and technical skills, in the elderly care service industry is seriously insufficient. According to relevant data, the current supply of elderly care service talents in China is far below demand, especially in the fields of senior nursing staff, professional social workers, and geriatrics experts, where the shortage of talents is particularly prominent [4]. The lack of sufficient professional talents not only affects the quality of elderly care services, but also results in a large number of elderly people being unable to receive personalized and professional care while enjoying services, reducing the effectiveness of services and the quality of life of the elderly. Therefore, how to cultivate and introduce sufficient professional talents has become one of the core issues that urgently need to be addressed in China's elderly care service industry.

3.2. Insufficient Attractiveness of the Elderly Care Service Industry and Serious Talent Loss

Although the elderly care service industry has a broad prospect, especially in the context of China's increasingly aging population, the demand for elderly care service talents has increased significantly, but the industry still faces the problem of insufficient attraction. Firstly, due to the low social status of the industry, many people do not consider elderly care services as a long-term career development goal. Secondly, the salary level of employees in the elderly care service industry is generally low, and their career development space is limited, which makes a large number of talents adopt a wait-and-

see attitude towards entering this industry ^[5]. At the same time, due to the fact that the remuneration of employees is not proportional to their work intensity, many people choose to leave the industry or switch to other more attractive professions, resulting in a high talent turnover rate in the elderly care service industry. This phenomenon further exacerbates the talent shortage problem in the field of elderly care services, especially posing significant challenges to the construction of a long-term stable and high-quality elderly care service system.

3.3. The Mechanism for Cultivating Talents in Elderly Care Services is not Perfect

At present, the education and training system in the elderly care service industry is not yet complete, resulting in a low level of specialization among practitioners and an urgent need to improve their skills and qualities. Although China has gradually established a certain vocational training system for elderly care services, there are still many problems overall. Many educational institutions lack systematic curriculum design and specialized training programs, and the existing training cycles are too short to provide sufficient skills learning and practical training for practitioners ^[6]. In addition, the career development path of the elderly care service industry is unclear, and the career promotion mechanism is not perfect, making it difficult for practitioners to see long-term career development prospects. This has led many people to choose to withdraw from the elderly care industry or only use it as a temporary, transitional job position. In order to make up for this deficiency, it is urgent to establish a more systematic education and training system, improve the comprehensive quality of practitioners, and cultivate more high-quality talents with professional skills and service awareness.

3.4. Low Occupational Identity, Social Status and Treatment Issues among Elderly Care Service Personnel

Although elderly care services play a crucial role in society, the social status and treatment level of practitioners are relatively low, resulting in low professional identity and job satisfaction. Due to the harsh working environment and high workload in the elderly care service industry, coupled with low social awareness and respect for this profession, practitioners often face significant psychological pressure. Many practitioners lack a sense of identity and pride in their profession, and even experience job burnout, which affects work efficiency and service quality. Meanwhile, low salaries and lack of job security also result in many people lacking sufficient motivation and passion in their work. Therefore, enhancing the professional identity of elderly care service personnel, improving their social status and treatment, has become one of the urgent problems to be solved.

3.5. Insufficient Policy Support and Lagging Relevant Laws and Regulations

At present, the relevant policy support for the elderly care service industry is relatively weak, and the government's investment and incentive measures for the construction of the elderly care service talent team are clearly insufficient ^[7]. Although the government has introduced some policies on elderly care services in recent years, most of these policies focus on financial support and facility construction, and there is still insufficient support for the training, treatment, and occupational security of elderly care service practitioners. The relevant laws and regulations are lagging behind and have not effectively protected the rights and social status of elderly care service practitioners. For example, the labor contract system in the elderly care service industry is not yet perfect, and the occupational safety and welfare guarantee mechanism for elderly care service personnel is not sound, which makes the job security of employees poor and lacks long-term stable occupational security. In order to attract and retain more high-quality elderly care service talents, it is urgent to introduce more comprehensive policies, increase financial investment in the elderly care service industry, improve relevant laws and regulations, and provide better job security and treatment support for practitioners.

4. Experience in Building a Talent Pool for Elderly Care Services Abroad

The successful experience of building a talent pool for elderly care services abroad has important implications for China. In the context of global population aging, drawing on and absorbing international experience, combined with China's actual situation, gradually improving the policy

system, innovating training mechanisms, and improving the treatment of practitioners will undoubtedly promote the healthy and sustainable development of China's elderly care service industry.

4.1. Successful Cases of Building a Talent Team for Elderly Care Services Abroad

With the intensification of global population aging, many countries have conducted extensive exploration in the field of elderly care services and accumulated rich experience, especially in the construction of elderly care service talent teams, which have achieved significant results. For example, countries such as Germany and Japan have successfully established a high-quality and stable workforce for elderly care services by establishing sound education systems, offering attractive salary packages, and strong government support.

In Germany, the elderly care service system is considered an important component of social welfare. The talent training system for elderly care services in Germany is very comprehensive, and personnel engaged in this industry usually need to undergo at least three years of training through professional vocational schools, learning knowledge including nursing, geriatric psychology, social work, and other aspects. In addition, the German government provides very adequate funding and support for the elderly care service industry, from financial subsidies to the construction of elderly care service facilities, all of which provide solid guarantees for the cultivation and development of elderly care service talents. It is precisely because of this dual guarantee of education and support that the elderly care service industry in Germany can develop steadily in the long term, and the quality and quantity of the talent team have also been effectively guaranteed ^[8].

The situation in Japan is similar, especially in response to an aging society, where the elderly care service system places more emphasis on technological innovation and the cultivation of human resources. The Japanese government ensures the professionalization of elderly care service personnel through laws and regulations and has established a regular training mechanism for practitioners. In addition, Japan has made outstanding efforts to improve the treatment of employees by increasing salary levels and improving the working environment, making professions engaged in elderly care services more attractive. The talent pool for elderly care services in Japan is not only stable, but also has high service quality, which is highly recognized by the elderly population.

4.2. Support for the Construction of Elderly Care Service Talent Team by Relevant Policies and Systems

The successful experiences of these countries cannot be separated from corresponding policy support and institutional guarantees. In countries such as Germany and Japan, the government has not only established clear professional standards, but also developed systematic vocational training and certification mechanisms for elderly care service personnel. Through these mechanisms, it is ensured that practitioners have the necessary professional skills before entering the industry and can improve their personal technical level and service quality through continuous training and education.

For example, elderly care service practitioners in Germany must obtain nationally recognized professional qualification certification and regularly attend continuing education courses. This approach ensures the professionalism and service quality of practitioners, while also providing them with opportunities for career advancement. Similarly, countries such as Australia and Switzerland have ensured high standards in the elderly care industry through certification systems, training mechanisms, and career development plans.

In addition, the policy also encourages the investment of private capital to promote the diversified development of the elderly care service industry. These countries generally encourage private capital to enter the elderly care industry through tax incentives, government subsidies, and other means, thereby enhancing the competitiveness and innovation of the elderly care service industry. Through this approach, elderly care services have not only improved their service level, but also alleviated the pressure of talent shortage to a certain extent and increased the attractiveness of the industry ^[9].

4.3. Drawing Inspiration from International Experience for China

The rapid development of China's elderly care service industry faces many challenges, especially in terms of talent team building, which makes it difficult to quickly fill the market gap in the short

term. Drawing on international experience, China can make innovative adjustments in institutional design and industry development to promote the cultivation, incentive, and management mechanisms of elderly care service talents, thereby enhancing the overall industry level.

Firstly, China can draw on the experience of Germany and Japan to develop and improve professional standards and training certification systems for the elderly care service industry. By establishing unified training institutions and qualification certification mechanisms, we ensure that elderly care service practitioners can receive systematic and professional education, and continuously update their vocational skills. This model not only helps to improve the overall service level of the industry, but also enhances the professional identity and stability of practitioners.

Secondly, enhancing the attractiveness of the elderly care service industry is a top priority. China can refer to international experience and attract more outstanding talents to join the elderly care service industry through measures such as increasing the salary and benefits of employees, improving the working environment and job security. For example, occupational allowances, professional title evaluations, and related social security systems can be established in the elderly care service industry to improve the economic income and social status of employees, thereby enhancing their sense of professional identity.

Finally, the government's support policies for the elderly care service industry need to be more diversified and refined. China can learn from the practices of countries such as Germany and Japan, encourage private capital and social organizations to enter the elderly care industry, and attract social capital to participate in the training of elderly care service talents and industrial development through government tax incentives, subsidies, and other measures. In addition, financial subsidies for elderly care service institutions should be increased, especially in rural and grassroots areas, to alleviate the differences in service resources between regions and improve the overall level of elderly care services.

5. Strategies and Suggestions for Addressing the Challenges in Building a Talent Pool for Elderly Care Services

To solve the dilemma of building a talent pool for elderly care services, comprehensive measures need to be taken from multiple aspects such as policy guarantees, financial investment, training mechanisms, social recognition, and talent mobility mechanisms. By continuously improving these measures, China will be able to enhance the overall quality and stability of elderly care service talents and provide high-quality elderly care services for an aging society, as shown in Figure 3.

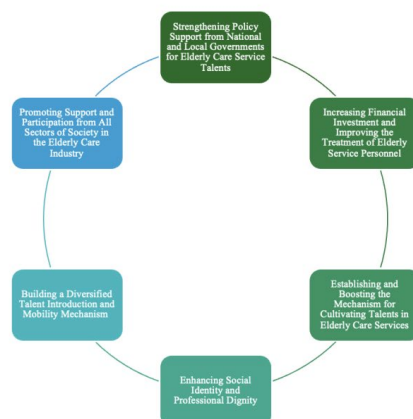


Figure 3: Strategies and suggestions for addressing the challenges in building a talent pool for elderly care services.

5.1. Strengthening Policy Support from National and Local Governments for Elderly Care Service Talents

The government's policy guarantee is a key factor in promoting the construction of a talent pool

for elderly care services. In order to better cope with the challenges brought by an aging society, the government should increase investment in the construction of the elderly care service talent team, introduce specialized support policies, and clarify the professional standards and development paths of elderly care service practitioners. Policy formulation should cover occupational standards, industry norms, training and certification of practitioners, and other aspects to ensure the healthy development of the industry. At the same time, the government should introduce specific incentive policies to encourage more social capital and enterprises to invest in the elderly care industry, provide sufficient financial support, and create better conditions for the cultivation and development of elderly care service talents. In addition, local governments should formulate local policies that are in line with the actual needs and characteristics of elderly care services in the region, enhance the pertinence and operability of policies, and provide strong guarantees for the construction of the elderly care service talent team.

5.2. Increasing Financial Investment and Improving the Treatment of Elderly Service Personnel

The attractiveness of the elderly care service industry largely depends on the level of treatment provided to its employees. To attract and retain more specialized talent in elderly care services, it is necessary to ensure that the salaries and benefits of elderly care service personnel match their work intensity and technical level. The government can increase funding for the elderly care service industry, especially in grassroots and rural areas, through fiscal subsidies, tax reductions, and other measures to address the issue of low salary levels. By adjusting the structure of fiscal subsidies, the government can encourage enterprises and local governments to offer more competitive salary packages for elderly care service personnel, ensuring that employees receive reasonable compensation and social security, and thereby enhancing the attractiveness and stability of the industry. At the same time, a comprehensive reward mechanism can be established to provide appropriate rewards to employees based on their work performance and service quality, motivating them to continuously improve their professional level and enhance their loyalty to the industry ^[10].

5.3. Establishing and Boosting the Mechanism for Cultivating Talents in Elderly Care Services

In order to improve the quality and professionalism of elderly care service talents, it is necessary to establish a sound vocational training system. The government can establish specialized courses and training courses for elderly care services through cooperation with higher education institutions, vocational and technical colleges, and elderly care service agencies, in order to cultivate professionals with professional knowledge and skills. In addition, vocational training for existing practitioners should be strengthened to ensure that they can timely grasp new technologies and concepts, and continuously improve their service capabilities. The government should provide on-the-job training opportunities for practitioners and encourage enterprises to organize employees to participate in relevant certification and further education courses, thereby improving the overall quality of the industry. At the same time, the career promotion mechanism should also be matched with the training system to ensure that practitioners can obtain opportunities for career development through training, further stimulating their work enthusiasm and professional identity.

5.4. Enhancing Social Identity and Professional Dignity

The attractiveness of the elderly care service industry depends not only on salary and benefits, but also on social identity and professional dignity as key factors. The government and society should increase publicity efforts for the elderly care service industry, highlight its important position in the social welfare system, and enhance public recognition of the elderly care service industry through media, public welfare activities, and other means. The government should promote social respect for elderly care service personnel, improve their social status, eliminate prejudice against their profession, and enhance their sense of professional pride. By setting industry models, conducting commendation and reward activities, inspiring outstanding practitioners' achievements, and enhancing society's trust and recognition of the elderly care service industry. Improving the social status of practitioners not only helps reduce industry turnover, but also attracts more socially responsible talents to enter the

field of elderly care services.

5.5. Building a Diversified Talent Introduction and Mobility Mechanism

In order to better solve the talent shortage problem in the elderly care service industry, cross regional and cross industry talent flow should be encouraged, and high-quality and specialized elderly care service talents should be introduced. The government can introduce policies to support cross regional talent mobility, break geographical restrictions, and attract more outstanding talents to areas with severe aging. At the same time, a more flexible promotion mechanism should be established within the industry, providing diverse career development paths to help practitioners realize their self-worth while enhancing their career stability in the industry. In addition, we encourage talent mobility and integration with other industries, draw on successful experiences from other industries, especially professional talents in fields such as healthcare and social work, and help the elderly care service industry introduce new concepts and technologies to improve service quality.

5.6. Promoting Support and Participation from All Sectors of Society in the Elderly Care Industry

The improvement of elderly care services not only relies on government support, but also requires the joint efforts of all sectors of society. Social capital, enterprises, and non-governmental organizations should be encouraged to participate in the elderly care service industry, promote cooperation among all sectors of society, and improve the overall development level of the industry. The government can provide policy guidance to encourage social forces to participate in the construction of elderly care service institutions, talent cultivation, scientific research and innovation, and provide a broader support platform for the construction of the elderly care service talent team. At the same time, the public can be encouraged to contribute to the elderly care industry through public welfare projects, charitable donations, and other forms. Strengthen cooperation with all sectors of society, form a tripartite cooperation among the government, market, and society, and lay a solid foundation for the sustainable development of the elderly care service industry.

6. Conclusion

The construction of a talent team for elderly care services is an important foundation for improving the quality of elderly care services. In the face of the current difficulties in building a talent pool for elderly care services in China, it is necessary for the government, society, and industry to work together to solve problems such as talent shortage, loss, and insufficient specialization through policy support, talent cultivation, and salary improvement. Through reform and innovation, gradually build a complete team of elderly care service talents and promote the optimization and upgrading of the social welfare security system.

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