

# Innovation of Urban Grassroots Social Management under the Threshold of Good Governance

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**Abstract:** China is in a critical period of social transformation, and various contradictions have emerged and shown diversified development trends, urban grassroots management is a complex and huge work, which requires the coordination and cooperation of various parties, among which urban grassroots social management is of great significance. At present, China has entered a period of "golden development opportunities" and "social contradictions". In the period of social transformation, urban grassroots management faces many new challenges, which need to be actively faced, and we need to innovate social management in the process of management, so as to promote the healthy development of urban grassroots social management. This paper firstly analyzes the current situation of urban grassroots social management under the threshold of good governance, secondly analyzes the social management dilemma of urban grassroots social management innovation under the threshold of good governance, and finally puts forward the countermeasures of urban grassroots social management innovation under the threshold of good governance.

## 1. Introduction

Social management is an innovative development on the basis of people-oriented, which is the core content of social management innovation. It promotes the harmonious development of the relationship between people and nature as well as human beings themselves by applying the basic principles of science and reason, democracy and justice and equality, and guides people's psychology and behavior, so as to realize social management innovation and thus promote human development [1].

In the new era, if the grassroots government wants to realize the modernization of urban governance, it must change the original backward administrative concepts, old ways of thinking and work style, and through the guidance of human psychology and behavior, so as to achieve social management innovation, and then promote human development, only in this way can better play a good role of the mass self-government organizations to protect the rights of citizens, promote social management innovation, so as to promote the grassroots [2]. Only in this way can we give better play to the role of mass self-governance organizations in safeguarding citizens' rights and promoting social management innovation, thus promoting the construction of democracy and rule of law at the grassroots level, realizing the modernization of urban governance under the threshold of good governance, and providing solid guarantee for the construction of socialist modernization [3]. What good governance brings is a new concept of change, which makes grassroots government management no longer focus on "rule by man", but on goodness, and on reasoning in private [4]. This not only helps to promote the awakening of civil rights and democratic spirit, but also helps to improve urban governance and provide new ideas for social management innovation. The essence of good governance theory lies in its emphasis on the democratic nature of government management and the rule of law. Under the threshold of good governance, the grassroots government departments should take the concept of "humanism" as the core of urban management [5].

## **2. The Current Situation of Urban Grassroots Social Management under the Threshold of Good Governance**

The main body of urban grassroots social management is the government, which is an important means for the government to carry out urban grassroots social management, and its innovation under the threshold of good governance is conducive to improving the role played by the masses and volunteer organizations in the public sphere, which can make grassroots social management more scientific and democratic, thus promoting the construction of a harmonious city in China. However, there must be corresponding laws and regulations to regulate and strengthen the supervision of grassroots social management, so that the innovation of urban grassroots social management under the threshold of good governance can be well developed. Under the threshold of good governance, the city management department should take measures to improve relevant policies and regulations and establish a sound social management system, so as to make urban grassroots social management more scientific and rationalized [6]. On the one hand, they should strengthen the basic work of allocating funds and resources required for the development and construction of various aspects of society, establish a sound and complete urban grassroots social management innovation system, and provide good financial guarantee for the construction of various infrastructures. On the other hand, we should also actively guide other groups to participate in urban governance, so that they can really become a government management body serving the people, rather than just providing public services for a certain grassroots organization, only in this way can urban grassroots social management innovation be well developed [7].

## **3. The Social Management Dilemma of Urban Grassroots Social Management Innovation under the Threshold of Good Governance**

Urban grassroots social management innovation under the threshold of good governance is to exploit and share the wisdom, material and cultural resources accumulated in the process of traditional urban construction. The purpose is to improve the old system and the new system, so as to form a new system to promote the operation of public governance mechanism. This new model requires the government to give strong support from the policy and guide the public to participate in it, and at the same time, it also needs to strengthen the publicity and education work to improve the public's awareness of urban grassroots social management innovation under the threshold of good governance. Only in this way can good governance and public governance achieve organic combination, so as to play a greater role in the process of grassroots social management innovation. Since the new century, China's social management system reform is in an important development stage, and there are complex and diverse interests between the grassroots government and residents. As the most basic, affable and influential component of the national governance system, the scientific, rational and effective management of urban communities affects whether the urban community governance system can achieve good governance in a certain sense [8]. Therefore, in this process, it is necessary to coordinate and solve these conflicts and disputes from various aspects, so as to promote the innovation of social management under the threshold of good governance, which is also one of the inevitable requirements and goals of China's comprehensive promotion of socialist modernization in the new era. At present, China's urban grassroots social management is facing the dilemma of "external and internal problems", and these problems will directly affect the development of urban grassroots social management. Therefore, the only way to solve this problem is to combine good governance with public governance from various aspects.

### **3.1. External Dilemma of Urban Grassroots Social Management**

(1) The influx of a large number of foreign population brings many social management problems. With the deepening of China's reform and opening up, the cause of socialist modernization has been developed significantly, but due to the economic and social aspects are in a period of reform and transformation, the objective conditions and environment of social development are undergoing great changes. These transformative factors make the transformation of government functions in

urban grassroots management face serious challenges. How to innovate urban grassroots governance in the context of good governance is an important issue that needs to be addressed by people's governments at all levels. However, to a certain extent, these foreign populations also bring serious challenges to urban grassroots management, such as social security, family planning, urban sanitation and other social management problems. For example, in terms of social security, the sharp increase in the number of foreigners makes the security problem more complicated. Many foreigners have low education quality and weak legal awareness, and a few of them take illegal crimes as a means to survive and get rich, resulting in a high proportion of crimes committed by foreigners in the total number of illegal crimes. In addition, conflicts and disputes in urban grassroots social management innovation are becoming increasingly prominent. If these problems are not solved for a long time, a vicious circle will be created. Therefore, it is important to carry out governance under the threshold of good governance.

(2) There is a lot of social friction in basic medicine. Since the reform and opening up, China's rapid social and economic development, people's living standards continue to improve, medical and health conditions have been greatly improved. With the increase in population and the acceleration of urban expansion, a series of new problems have emerged in this context: first, the tension between doctors and patients; second, the uneven distribution of medical and health resources, the prevention of urban diseases, treatment and charging difficulties, etc.; third, the failure to meet the health protection needs of the grassroots is becoming increasingly serious. All these have put forward higher requirements and challenges to the current hospital management, which also put forward new issues and challenges to the grassroots social management. The main reasons for these problems are twofold: on the one hand, the accelerated pace of life of urban residents has led to a strong demand for resources owned and enjoyed by some people, which is also the main reason for the occurrence of a large number of "medical disturbances". On the other hand, because of the "people-oriented" concept of urban grassroots social management, this has led to a large number of medical resources being wasted and misused, and even some hospitals are over-prescribing and charging indiscriminately, which have certain impact on the harmonious development and shared community construction in China [9]. Therefore, it is imperative to strengthen the construction of socialist democratic political and civilizational institutions in the new era.

### **3.2. Internal Dilemma of Urban Grassroots Social Management**

(1) Defects in the street social management system. At present, the outstanding problems of China's urban grassroots social management are manifested in two aspects, one is that the street offices do not perform their duties thoroughly, there is no clear and specific laws and regulations to restrain, due to the lack of corresponding norms and institutional documents or the provisions are too general and abstract, very little room for operation, which makes it difficult for grassroots social management to form a strong executive power, so it can not effectively play its due role in urban governance. This makes it difficult for grassroots social management to form a strong executive force, so it cannot effectively play its role in urban governance. Second, the actual work in the lack of relevant law enforcement agencies. At present, many local governments have not yet established a perfect law enforcement agency for grassroots social management, which makes it difficult to crack down on violations in practice, resulting in the phenomenon of "no law, no rules" in many cities, which also hinders the process of urban governance innovation to a certain extent.

(2) The development of the scale of street organizations lags behind, and the management force is weak. The organizational form of urban grassroots social management in China is led by the government, street offices, community neighborhood committees and villagers' self-governance organizations and other organizations formed to complete the function of urban grassroots social management, with a broad base of administrative organizations and autonomous capacity in community management. Its main responsibilities are mainly: the organization of community social management with the urban neighborhood committee as the main governance body, the street office established to maintain and develop the interests of residents, the street office is responsible for the unified scheduling, supervision and guidance of public affairs in the district, and the effective

management of the community under its jurisdiction, which enables the smooth implementation of urban grass-roots social management. However, in practice, due to various objective and subjective factors, there are many problems in grassroots social management, such as the doubling of population, doubling of economic volume, heavy social affairs and frequent social conflicts that the streets are now facing. These problems have to a certain extent hindered the innovative development of urban grassroots social management. In addition, the street social management force is relatively weak, it is difficult to effectively play its role in urban grassroots social management. On the other hand, the community governance structure is unreasonable and its functions are not clear. Relevant personnel need to change the current problems and shortcomings of street social management from various aspects, and put forward feasible and hopeless, constructive measures to cope with these real difficulties, so as to better play its role in urban grassroots management, and then promote the innovative development of community governance.

#### **4. Urban Grassroots Social Management Innovation Strategies under the Threshold of Good Governance**

##### **4.1. Effectiveness Enhancement**

The element of effectiveness of good governance mainly refers to the efficiency and effectiveness of management, and the effectiveness of management refers to the way adopted by various social classes in the process of governance and the effective use of various forces to achieve the goal of governance.

(1) Introduction of a holistic governance model to realize the reorganization of management resources. Urban grassroots social management under the threshold of good governance is to reform China's traditional administrative model and functional government, and then to establish a new governance pattern that is adapted to the development needs of the new period in the modernization process and reflects the characteristics of the times. In this process, we must adhere to the "people-oriented". First of all, institutional reorganization, from the original government agency to a social organization, realizes the separation between functional departments and social organizations, and clears the responsibilities by repositioning the original government departments. The second is personnel reorganization. The reorganization between functional departments and social organizations will optimize the personnel structure on the original basis and improve the management ability of the grass-roots government. The last is process reorganization, through the reorganization of the process, the original government functional departments and social organizations are integrated, and the efficiency of grass-roots management services is improved [10].

(2) Digital management tools to improve management efficiency. The use of digital management tools for effective organization and regulation of urban grassroots social administration and management can largely improve the efficiency of work. Information sharing can be realized by using electronic information technology, network technology and other information tools, and the establishment and improvement of e-government platform can make the communication channel between the government and the public more smoothly. The information on this platform is mainly based on aerial maps, with relevant electronic maps as the auxiliary basis, and through digital management means to achieve comprehensive and effective macro-control of social public affairs, thus achieving the purpose of optimizing the allocation of administrative resources and improving the quality and efficiency of public services. At the same time, it also enables citizens to participate in the construction of democratic politics and provides a good environment for grassroots social management innovation. In addition, it also enables online and offline multi-departmental coordination through the Internet, which makes grassroots social management innovation more timely.

##### **4.2. Accountability Enhancement**

The responsibility element of good governance is an important feature of grassroots social

management, and it also plays a very critical role in urban governance.

(1) Seamless grid-based responsibility coverage. In the process of urban grassroots social management innovation, responsibility coverage work is a very important and needs to be studied in depth. The work of responsibility coverage involves various aspects, first of all, it is necessary to clarify the mutual cooperation and coordination between various departments, community committees and other relevant subjects within the scope of responsibilities; secondly, it is reasonable to divide the work among street offices so that they can effectively play their functional roles; finally, it is to establish and improve the corresponding system to ensure the smooth promotion of grassroots social management innovation, which also provides a guarantee for urban management work. This also provides a guarantee basis for the development of urban management.

(2) Refined responsibility assessment and rewards and punishments. In the process of urban grassroots social management, we should do responsibility assessment and reward and punishment, and punish those who are irresponsible and fail to act effectively or those who fail to perform their duties accordingly. For example, rewards should be given to those who actively participate in public welfare activities, and punishments should be given to those who neglect their work. At the same time, in the process of urban grassroots management to achieve responsibility assessment and rewards and punishments consistent, only in this way can make the work under the threshold of good governance more targeted and effective, so that the work under the threshold of good governance more targeted, and ultimately achieve the purpose of improving the overall level of grassroots social management and service efficiency.

#### **4.3. Legitimacy Enhancement**

The element of legality refers to the normative guidelines that the state or public authority must follow in exercising its administrative authority, which is the primary factor that must be taken into account when implementing public policies and policy formulation. Governance of grassroots social management is the normative guidelines that must be followed by the state or public authorities in the exercise of public policy and policy formulation.

(1) Construct the mechanism of resolving conflicts of "one together, two into, three adjustment, four combination. The "one integration" refers to the co-location of the judicial office and the letter and visit office, which is an important embodiment of urban grassroots social management. The "two into" is through the establishment of community legal workstations and grass-roots mediation organizations to resolve residents' disputes, so as to achieve the rule of law and community autonomy of grass-roots social management. The "three mediation" refers to the use of "administrative mediation, judicial mediation, people's mediation" three-level mediation mechanism to achieve the rule of law and community autonomy of grass-roots social management, so as to protect the legitimate rights and interests of residents, resolve disputes and conflicts, and promote a harmonious and stable life.

(2) Build a humanized public service supply mechanism. The supply mechanism of urban grassroots management services under the threshold of good governance is led by the government and oriented by citizens' needs. It is changed from the mode of providing public services by a single subject to the mode of cooperation and sharing of public goods by multiple subjects, which realizes the effective docking between the supply of urban grassroots social management services and citizens' needs and thus promotes the construction of political civilization in urban areas under the new situation. First, improve the construction of basic conditions for the construction of public service goods system. The institutionalization, standardization and operability of social management services are realized by establishing and improving basic systems such as the residents' livelihood security system, medical and health care and family planning. Moreover, it is necessary to strengthen the accountability for the support of social assistance families in difficulty, so as to realize the healthy and sustainable development of urban grassroots management service supply mechanism under the threshold of good governance. Secondly, the supply mechanism of urban grassroots social management services should be improved, and the effective linkage of government, collective and individual should be realized through the establishment of community

mobilization committees and residents' autonomous organizations [11]. Finally, we should strengthen the capacity building of urban grassroots social management services, and make them play a central role in the supply of public services through the establishment of sound community residents' self-governance organizations.

## 5. Conclusion

In summary, China's urban grassroots social management faces many problems. Such as: imperfect laws and regulations, weak service consciousness and backward administrative means, which seriously affects the innovative development of urban grassroots social management. All these have to a certain extent restricted the process of socialist modernization in China. Therefore, it is necessary to strengthen legislation to clarify the responsibilities and obligations of all parties, further improve the level of government functions and efficiency, and strengthen the social supervision mechanism and public participation system, so as to guarantee that the idea of good governance is deeply rooted in people's hearts, which is the primary and most urgent task at present.

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