

The role of social work in community conflict mediation

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Abstract: The harmony and stability of the community affect grass-roots society. The community has become a frequent source of social contradictions and disputes due to society's transformation and development, the emergence of new classes, and the reshaping of social interests. Community governance focuses on resolving contradictions and disputes in a reasonable manner. Law, administration, and community mediation are used to resolve community conflicts. Legal and administrative means have contributed greatly to protecting fairness, justice, and the rights and interests of the masses, but they are rigid and time-consuming. Community mediation can replace legal and administrative shortcomings. At present, our community mediation work has not played its due role, on the one hand, because the community work has a certain administrative colour, limited ability, and lack of attention to community contradictions; on the other hand, the community work is complex, understaffed, and lacks professional concept guidance. The participation of social work agencies in the settlement of community conflicts opens a new window for resolving crazy neighbourhood conflicts. When social workers participate in community conflict mediation, they can play the role of a fair and just third party, create a flexible and soothing atmosphere for the conflict subject, improve the efficiency of community conflict handling, and protect the community's interests.

1. Introduction

Harmony begins with a harmonious community. Social transformation and drastic changes in the Chinese community have caused direct, specific, and sensitive contradictions and conflicts. Community is the epicentre of social change and conflict. During nearly 40 years of reform and opening up, changes in the economic system and social structure, the satisfaction of material needs, and the improvement of living conditions have led to community conflicts. The biggest obstacle to building a harmonious community is conflict between the community, its residents, and its cadres.

Community conflict is a social issue. Since reform and opening up, China's institutional structure has undergone continuous changes and rapid transformation, and rapid urbanisation has led to countless conflicts in urban communities as well as rural and urban village communities. Modern society's rapid development and progress are building a harmonious community on the road to progress, whether urban or rural. To build a harmonious community, we must first ensure its stability, which underpins social stability^[1]. To achieve a harmonious community, we must actively understand it, resolve its contradictions, and ensure its stable, harmonious growth.

Social work will be more adept at understanding and resolving community conflicts with professional methods, theories, and values. In some urban communities, social work is accepted as a new profession by residents, making it easier to enter and understand the community. Using the community as a means of transportation, social work agencies send professional social workers into the community to perform a variety of professional activities for the residents. During these activities, they understand the community's contradictions and conflicts and carry out corresponding.

2. The basic situation analysis of community conflict mediation

2.1. Types of community conflict

Through the classification and sorting of the existing community contradictions and disputes, according to the scope of the community can be divided into: family contradictions, neighbourhood contradictions, property contradictions. Family conflicts and neighbourhood conflicts are mainly caused by poor communication and unbalanced use of resources between the parties involved in the conflict. Poor communication is manifested in that the parties are in different positions when the conflict occurs, so they have their own views and understandings on different things, and often quarrel and conflict due to the unkind tone and impolite language. At present, when public resources are used, the unbalanced distribution of public resources leads to the imbalance of mentality among residents, which leads to contradictions. The property conflict is mainly manifested in the lack of supply, that is, the material and services provided by the community property agencies are difficult to meet the current living needs of residents.

2.2. The work flow of community conflict mediation

China's community dispute mediation platform is set up in the neighbourhood committee, and the procedure includes: receiving the parties and validating their identities; Second, judge the types of contradictions and disputes, decide whether to accept them, start the mediation procedure for those meeting the conditions, and inform the parties for those not meeting the conditions; accept mediation cases and submit certification materials; Fourth, the mediator mediates the parties' contradictions and disputes; If mediation succeeds, the agreement is signed. If mediation fails or doesn't produce an agreement, the parties can try again or defend their rights through other means^[2].

2.3. Working mode of community conflict mediation

Direct and indirect mediation are the two main community conflict resolution methods. In direct mediation, the mediators usually have two options. One is to bring the parties together, help them understand the issue, and guide them to a resolution. Either talk to the parties, understand the cause of the conflict, the situation, and the parties' character, and then combine with other enthusiastic residents in the community or the building's chief and other people to provide information. According to the parties' character, temper, and communication skills, develop a mediation plan in line with the situation. In indirect mediation, the mediators often don't know the parties or the situation. The parties in conflict may not trust or be unwilling to communicate with staff. Mediators will contact the parties' relatives and friends. Gain the parties' trust and reduce tension when disagreeing.

3. The existing problems of community conflict mediation

3.1. Community participation mobilization mechanism is lacking

The government should not only undertake the demolition and construction work in the urbanization work, but also be responsible for the living security of the demolished residents after the demolition. Government is not only the decision makers, is also the demolition work managers, dominant, is the interests of the masses, the demolition process supervisor, in the process of practical work, adhere to the government leading, social security, citizen participation, to build long-term working mechanism, if not clear the functions of the government, the administrative power will become some officials seek personal gain means and guarantee. Lack of community participation and mobilisation^[3]. Community workers recruit through top-down WeChat mass notification. Residents have long been passive about information. Longtime residents haven't thought about community service and construction. They don't consider themselves the main community governance and service body and rarely participate in peacetime activities. Low resident interaction and emotional support are also problems. Once residents, property staff, and communities collide, contradictions and disputes are common. China's community has changed from a compound of acquaintances to a community of strangers in the past 40 years. Urban life's

fast pace and large population flow have further separated residents, reducing contact. Theoretically, reducing contact will eliminate contradictions. Because of a lack of contact, mutual understanding, and community participation and mobilisation, information opacity, unfamiliarity with each other and other situations, and poor communication can lead to conflicts. Most neighbourhood conflicts are caused by a lack of understanding and familiarity. Because the essence of contradiction is communication problems, two sides that don't communicate, don't establish emotional connections, don't trust others, and lack communication patience when it comes to their own interests will cause contradiction^[4].

3.2. The publicity and advocacy of harmonious community construction is insufficient

According to a field investigation, the community's publicity and advocacy for a harmonious community aren't perfect. Community workers usually put up posters in front of the neighbourhood committee for administrative purposes. The publicity lacks humanistic care and reaches few community members. The community influences residents subtly. If a community is harmonious and friendly, residents will watch their words and deeds, increasing tolerance and reducing conflicts. Publicity, advocacy, and community-building can prevent source contradictions. The mediation workstation is a subordinate institution of the neighbourhood committee, but the other posts are all original neighbourhood committee staff. Due to the heavy workload of the neighbourhood committee staff, most take photos and record archived materials to prove they did the publicity work but did not go deep into the masses. Publicity and advocacy for harmonious community construction have problems like not taking heart, coping with problems, and low popularity.

3.3. The professional mechanism of community conflict mediation is not perfect

The community mediation system is broken. Staff use individual persuasion to mediate community conflicts, which has two problems. First, the information does not cover both subjects of the conflict at the same time, causing information asynchronism, misunderstanding, and escalation of the conflict. Mediation focuses on persuasion and education. They don't trust residents to solve conflicts and don't fully link resources to explore their potential. Residents with similar issues haven't been centralised for mediation. Individual method is laborious, and flexible space is larger^[5]. Centralized mediation requires a higher level of professional and community staff, which requires a systematic and long-term work process. The unsound professional mechanism of community conflict mediation reduces residents' enthusiasm to participate in the community and their trust in community staff.

4. The role of social work in community conflict mediation

4.1. The role of social work concept in community conflict mediation

4.1.1. The principle of equal acceptance and individuation improves the method of community conflict mediation

From community investigations and contact practises, it's clear that in many cases, conflicts don't arise suddenly but with certain signs. Miscommunication, uncivilised language, and physical collisions often accompany the outbreak of conflicts, which then escalate and become difficult to resolve. The principle of equal acceptance for social workers is to not judge the facts, help the service object eliminate irrational factors, focus on clarifying the service object's emotion, focus on positive communication with the service object, understand the mood of the service object and the goal they want to achieve, and consider the service object in their shoes. This principle can help the service object calm down and regain social skills. Social workers should treat service objects as unique individuals so they can avoid using previous service process template cases in the actual service process^[6]. Social workers must respect the client's decision and avoid service objects, thinking they don't understand them. Community conflict mediation methods can be improved by avoiding the two sides' different positions and viewpoints, producing secondary contradictions, and psychologically excluding each other.

4.1.2. The altruism principle can improve the client's trust in social workers

When serving service objects, social workers must adhere to the altruism principle. This principle requires social workers to maintain empathy, apply "people in the situation," think from the service object's perspective, and adhere to social work values and ethics. The service object's privacy and personal information should not be disclosed for external or self-related reasons, nor should its legitimate rights and interests be violated or the decision replaced. The goal of service work should always be based on the service object's needs. This principle can help social workers build trust and recognition with service objects quickly. Service clients can also feel the sincere expression of social workers during service delivery, so they are willing to talk about their feelings and needs, which can promote follow-up service work and avoid conflicts.

4.1.3. The principle of helping others and helping themselves helps the service object recover its function

Social workers stress helping others and helping themselves from beginning to end. They think clients can cope with and solve issues, but their capacity is impaired. We should respect customers' self-determination and assist them in regaining their own functions by "teaching people to fish." We should thus assist services in matching resources to the phenomenon^[7]. This idea may be used to benefit vulnerable populations and marginal communities via ecosystem rebuilding and socialisation^[8]. The principle of helping others and helping themselves gives them full respect and trust, helps service objects fight against adverse environments, restore their own confidence, and cope with surrounding events positively.

4.2. The advantages of using social work methods

Social work is highly applicable in the field of conflict mediation. Taking concept as an example, the principle of altruism can enhance the clients' trust in social workers, the principle of equal acceptance and individuation can improve the method of community conflict mediation, and the principle of helping others and helping themselves can help the clients recover their own functions. Conflict mediation uses case work, group work, and community work. Through interviews with citizens, neighbourhood groups, property management businesses, and other stakeholders, this report revealed that present community conflict issues stem from two sources. On the one hand, the residents are not familiar with each other. Unrepaired pavement damage may dissatisfy residents, so the author uses community and group work. Community work may be utilised in resident discussions, multi-party consultations, and neighbourhood interactions to foster peace, function as PR and education, and educate citizens on proper communication skills. Group work can be used to mediate homogenous family marriages and property disputes. Group work is used to reduce property disputes and improve community conflict mediation.

5. Conclusion

Social work conflict mediation is a long and difficult process. As a third party, social workers use social work methods to alleviate community conflicts. Group and community work approaches may unearth resources, organise issues, help clients talk rationally, and transfer the emphasis to the future. It focuses on the recovery and growth of clients' lives, communication, and work abilities after conflicts and improves community residents' awareness of community affairs, harmonious coexistence, and good relationships between residents and community workers. Social work's role in community conflict mediation is not to solve the conflict but to help clients handle it rationally and obtain a more comfortable working and living environment. Social work is important for community harmony. Case work, group work, and community work can start with different individuals or groups to help others and themselves. Residents can find a solution to the same problem or conflict through social work, so as not to escalate it. Social work's role in community conflict mediation

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