ANALYSIS OF THE CONSTRUCTS AND EFFECTS OF INTEGRATING SOCIAL WORK EMBEDDED IN SERVICE-ORIENTED COMMUNITY GOVERNANCE

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ANALYSIS OF THE CONSTRUCTS AND EFFECTS OF INTEGRATING SOCIAL WORK EMBEDDED IN SERVICE-ORIENTED COMMUNITY GOVERNANCE

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LIST OF ABBREVIATIONS

IPS	Institut Pengajian Siswazah
USM	Universiti Sains Malaysia
P1-P41	Participant 1-41

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PENELITIAN TENTANG KONSTRUKSI DAN DAMPAK MENGINTEGRASIKAN KERJA SOSIAL DALAM TADBIR URUS KOMUNITI BERASASKAN PERKHIDMATAN

ABSTRAK

Kajian ini adalah bertujuan untuk menentukan bahawa terdapat kelebihan yang nyata bagi mengintegrasikan kerja sosial dalam tadbir urus komuniti berasaskan perkhidmatan. Kajian ini juga menganalisis kesan penyepaduan kerja sosial yang wujud dalam tadbir urus komuniti berasaskan perkhidmatan. Di samping itu, kajian ini turut mengkaji motivasi dan syarat untuk tadbir urus komuniti berasaskan perkhidmatan dan peluang untuk mengintegrasikan kerja sosial dalam tadbir urus komuniti berasaskan perkhidmatan. Tiga teori telah mengambil tempat dalam kajian ini untuk memberikan latar belakang teori. Pertama, teori stratifikasi sosial yang menyediakan alat konseptual dan analisis penting untuk menganalisis dan mengkaji perbezaan kumpulan. Kedua, teori tadbir urus inklusif yang merupakan vektor penting tadbir urus yang baik, manakala teori sistem sosial memastikan sistem berfungsi dengan sendiri dalam proses integrasi. Seramai 41 orang responden terdiri daripada ahli majlis komuniti, penduduk komuniti, pekerja sosial dan sukarelawan telah d itemu-bual dalam kajian ini bertujuan untuk mengumpul data utama daripada pihak berkepentingan yang terpilih melalui temu-bual mendalam. Kesemua data yang dikumpul dianalisis dengan menggunakan perisian ATLAS.ti 8. Melalui analisis kajian ini, integrasi kerja sosial dalam tadbir urus komuniti berorientasikan

perkhidmatan mampu untuk dilaksanakan dan mempunyai tahap kepuasan tinggi oleh kumpulan yang berbeza dalam komuniti. Walaupun tadbir urus komuniti berasaskan perkhidmatan diiktiraf dari segi konsep dan keperluan, terdapat keperluan khusus untuk penggunaan alat yang sesuai bagi mencapai penyepaduan fungsi dan sumber di peringkat amalan. Kerja sosial dengan kaedah dan nilai kerja profesional sedia ada telah menjadi alat yang penting dalam menyelesaikan masalah komuniti dan membekalkan perkhidmatan komuniti kepada masyarakat moden. Kajian ini turut menunjukkan bahawa analisis terhadap kelebihan menyepadukan konsep kerja sosial bagi menghuraikan keberkesanan alat akan menyediakan rangka kerja operasi dengan meneroka laluan konsep kerja sosial dalam tadbir urus komuniti berorientasikan perkhidmatan serta menyediakan idea pembangunan setempat antara keduanya. Dapatan kajian ini juga menggalakkan peranan kerja sosial bersepadu dalam tadbir urus komuniti berasaskan perkhidmatan dari segi nilai, amalan, kaedah teknikal, dan juga trend penyepaduan tadbir urus komuniti berasaskan perkhidmatan dengan menyediakan platform amalan kerja sosial bersepadu. Di samping itu, kajian ini mencadangkan untuk menyediakan rangka kerja operasi instrumental bagi kerja sosial bersepadu yang sedang dijalankan. Manakala model operasi yang lebih lengkap perlu diterokai dalam konteks tempatan selepas paradigma teori asas diperbaiki. Akhir sekali, beberapa batasan kajian ini telah dibincangkan bagi memberi rujukan kepada hala tuju kajian akan datang.

ANALYSIS OF THE CONSTRUCTS AND EFFECTS OF INTEGRATING SOCIAL WORK EMBEDDED IN SERVICE-ORIENTED COMMUNITY GOVERNANCE

ABSTRACT

This research aims to understand integrative social work practice in service-oriented community governance in China, by providing a detailed descriptive analysis of socio-demographic variables such as socio-cultural, socio-economic, and service demand. Three theories were used to provide the theoretical background for this research. First, social stratification theory provides important conceptual and analytical tools for analyzing and studying group differences. Inclusive governance theory is an important vector of good governance, while social systems theory ensures that systems function on their own in the integration process. In this qualitative study, a purposive sampling technique was used to select 41 participants from the Jinfu community in China, including community councils, community residents, social workers, and volunteers. Primary data was collected from selected stakeholders through in-depth interviews. The data collected were analyzed using ATLAS.ti8. Unstructured data collected through audio tapes, notes, and all other field data were analyzed using Computer Assisted Qualitative Data Analysis Software (CAQDAS) of ATLAS.ti8. ATLAS.ti8 analyzed and coded the interview transcripts by systematically converting, transcribing, and presenting the data into textual form using thematic analysis. Through thematic network analysis, the coded data were presented

graphically, and themes, subthemes, and quotes were visualized by designing a model for integrating social work embedded in service-oriented community governance from the findings. The research results show that it is feasible to integrate social work into service-oriented community governance, and different groups in the community have expressed high levels of satisfaction. By its professional working methods and values, social work has become an important tool for solving community problems and providing community services in modern society. In addition, it was found that by integrating the analysis of the strengths of social work embeddedness to elaborate the effectiveness of the tool, it will provide an operationalized framework for exploring the path of social work embeddedness in service-oriented community governance, and also provide localized development ideas for the vision of the mutual construction of the two. The findings also indicate that integrative social work is working on service-based community governance in terms of values, practice, and technical methods and that the trend of integrative service-based community governance provides a platform for integrative social work to be practiced. Moreover, several limitations of this research are discussed to inform future research directions. The research suggests that social workers and behavioral scientists use behavior-based intervention strategies, including social support, coping mechanisms, skills training, and volunteer cultivation, in response to integrating social work embedded in service-oriented community governance public awareness campaigns.

CHAPTER 1
INTRODUCTION

1.1 Introduction

Community in the modern sense in China started late, dating back to the early stage of reform and opening up (Ge & Li, 2016). Over the past 40 years, along with the continuous and in-depth advancement of reform and opening up, Chinese society has roughly experienced a change from "vernacular China" to "unit China" to "community China" (Liu, 2016). Amid rapid social change, the community in the traditional sense has been continuously eroded and squeezed by the external system (Zhang, 2019), and the "people's commune system," "unit system," "street and neighborhood system " and other forms of social organization are gradually moving towards disintegration (Wang, 2019).

However, the basic public service functions it undertook, such as housing rationing, supply security, education and employment, medical and health care, and health care for the elderly, were transferred to society (Zhang & Chen, 2019). Accordingly, people living in the same area are no longer connected by geographic, blood, or business ties (Zhao, 2019), and Chinese society has changed from a "society of acquaintances" and "society of semi-acquaintances" to a "society of strangers" (Tang, 2022). In this context, the community, as the main activity area and the basic unit of people's lives, has been given more management authority and public service functions to meet people's multifaceted and diversified needs.

Under the influence of industrialization and marketization, the original social community of mutual care and comfort has undergone important changes (Wen & Wu, 2016), and a social practice emphasizing comprehensive "community building" and "community governance" has emerged (Yang, 2015). The concept of community governance is to organize communities to promote social progress and solve social problems through community development, which has gradually become an international consensus (Wang, 2013).

It is particularly noteworthy that, in the new pattern of community governance, social work not only plays the role of governance as a participant in the development of the main body, but also serves as a connecting link or "bridge" (Lin & Cheuk, 2022), playing the role of a mediator in communication and coordination, and playing a variety of roles, such as communication, relationship coordination, resource linkage. Social work is professional and comprehensive, with micro-level casework services, macro-level community organization, and policy advocacy. It is a "multi-faceted expert" in the field of community work (Wenmei et al., 2023). It has unique advantages in the areas of resolving social conflicts, solving social problems, linking social resources, and mobilizing social participation (Caswell & Dall, 2022). Therefore, it is necessary to realize the integration of community governance by integrating the advantages embedded in social work.

Therefore, the integrated social work advocated by the European welfare states fits the conditions of service-oriented community governance and has become an appropriate tool for now. In addition, in the current community governance, the

country should seek a new governance concept and approach to address the current dilemma of community governance and eliminate problems such as "community fragmentation". Service-oriented community governance is based on a service concept valued at maximizing the public interest, aiming to solve public problems in the community (Wenmei et al., 2023), and promote the realization of equity in the community. service-oriented community governance emphasizes the service characteristics of community governance, which is a transition from "governance-based social governance" to "service-oriented social governance" at the community level of the micro reflection.

Consequently, the service-oriented community governance model will be one of the desirable ways to build a harmonious socialist society in China, and it is also the general direction of the current community development and reform (Zhang, 2019). In this context, this research was conducted to understand the integrative social work practices of service-oriented community governance in China and to build a social governance community of common governance and sharing.

1.2 Background of the Study

The report of the 19th National Congress of the Communist Party of China points out, it is necessary to reinforce and innovate social governance, strengthen the construction of a community governance system, promote social governance at the grassroots, give play to the role of social organizations, and realize the benign interaction between government governance, social regulation and residents'

autonomy (Yu & Ren, 2021). As the foundation of urban governance, social governance, and even national governance, community governance is an important foundation to ensure social harmony and national stability and is related to the realization of the modernization of the national governance system and governance capacity.

From a worldwide perspective, the development of human society is closely related to community development and has gone through various stages such as relying on the community, weakening the community, and rebuilding the community. The positive role of community governance in promoting the coordinated development of the local economy and society, maintaining social stability, enhancing the taste of cities, improving the living standards of residents, and expanding the employment field has become increasingly obvious, and the role it plays is becoming more and more important.

For a long time, various problems caused by community stratification due to economic, occupational, social identity, and social relations have become increasingly critical in community governance. For community governance, there is no way to avoid the negative impact of internal stratification while facing the problems arising from external stratification. Taking the communities surveyed in this research as examples, the researcher can find many common problems arising from the stratification of different types of communities. Under the influence of industrialization and marketization, the original social life community with mutual care and comfort has undergone important changes, and a social practice emphasizing

comprehensive "community building" and "community governance" has emerged (Yang et al., 2015). Community governance has developed from "fragmentation" to "integration" in the practical world. Thus, how to achieve good community governance and rebuild community life community has become a core issue that the government, society, and academia cannot avoid.

Furthermore, in terms of theory and practice, while full community autonomy once existed in developed Western countries, the current plurality of participating subjects is the mainstream of community governance, and most of the research focuses on the adjustment of the relationship between state and social participation (Mak, 2019). This reflects the current close attention to the interpretation and application of the concept of inclusive development and governance theory, to various issues in community governance from all walks of life.

China's "people-centered" development ideology, the modernization of the national governance system and governance capacity, new urbanization, high-quality development and social governance for common construction, governance and sharing, and other major development strategies and institutional design show that, the previous governance with a strong administrative tendency is no longer sustainable.

The historical accumulation of conflicts and contradictions, between people and organizations or institutions, as subjects of interest under the original governance thinking and path, has resulted in the formation of non-inclusive problems centred on the citizenship of the foreign migrant population, which has restricted the future

development of communities, and affected the transition to high-quality development and the realization of the commonwealth in China.

These theoretical advances, real-life dilemmas, and practical transitions coincide to point out the implications of community governance. From the incremental development stage of exclusionary economic growth to the stock development stage characterized by inclusive sharing and collaborative governance, serving people's livelihoods and new dynamics. It means that community governance urgently needs to incorporate the concept of inclusive development and achieve a comprehensive transformation from concept to path.

However, in the common governance of community public affairs, community residents want to receive various types of community services and have higher demands on the quality of community services, which is an important driving force to promote service-oriented community governance. The service-oriented community governance model will be one of the desirable ways, to build a socialist harmonious society in China, and it is also the general direction of the current community development and reform. Theoretically, service-oriented community governance is a service concept that maximizes the public interest, aims to solve public problems in the community, and promotes the realization of equity in the community. It is a micro reflection of the transition from "governance-based social governance" to "service-based social governance" at the community level (Pan, 2019).

It is noteworthy that service-oriented community governance is recognized in terms of both concept and demand, but at the practical level, there is still a need for

appropriate tools to realize the integration of functions and resources. Social work professional working methods and values have become an important tool for solving social problems and providing community governance services in modern society. However, the traditional "individualized" and "fragmented" approach to social work has become difficult to adapt in the context of community service integration.

At present, the integrated social work advocated by the European welfare state fits the conditions of service-oriented community governance and has become an appropriate tool nowadays. This research intends to clarify the match between the concept and the tool by sorting out the motivation and condition analysis of the two. In addition, the strengths of social work embedding are analyzed to illustrate the effectiveness of the tool.

1.3 Problem Statement

In community governance, the answers to the questions of "for whom to govern" and "why to govern" (Yang, 2020) need to be clarified, and these questions involve the ultimate pursuit of the value of community governance. Community governance is the grassroots service of China's social governance system, which in general takes the fundamental interests of the people as the ultimate development goal, but lacks a clear process goal in the handling of daily community governance issues (Long, 2023).

At this stage, community development faces new challenges: the comprehensive development of human beings puts forward new requirements for

community services, the innovation of social governance system imposes new requirements for community service mechanisms, the increasing number of service functions borne by the community poses higher requirements for talents, and the different needs of different groups in the community make higher requirements for the content of community services (Zhao, 2018). As a result, in community governance, "policymaking is no longer a purely top-down process, but a negotiation of many related policy systems (Zhang, 2020). Similarly, services are no longer simply provided through public agency experts and managers, but are co-produced by users and communities" (Bovaird, 2007). In addition, residents, as the key subjects involved in community governance, have increasingly diverse demands for community services, and the degree of their participation and the effectiveness of their participation have a crucial impact on community building and development. Therefore, the most important motivation for the transformation of community governance to service-oriented community governance originates from the community residents' expectations of the community.

In addition, as a grass-roots mass self-governance organization for residents' self-management, self-education, and self-service (Song, 2021), community councils provide institutional and organizational safeguards for the construction of democratic politics in the community. As the center of gravity of social governance moves down to the grassroots level, community councils, as the smallest unit of governance, have become an important tool for the government to implement public policies (Zhang & Ren, 2021). Community councils are in the "middle ground" between the state and

society (Yang, 2019), and if councils are to play a better self-governance function, it is inevitable that multiple governance bodies at the social level need to be focused on and play a coordinating role in the middle of the process. Therefore, on the one hand, community councils provide a platform for social organizations to reach out to the public, which makes it easier for social organizations to carry out surveys and research based on their work needs and find the current gaps in community social services (Liu & Weng, 2022). On the other hand, since community councils are restricted by relevant regulations in terms of expenditure, purchasing community services from social organizations is an effective way to make use of government funds, increase the professionalism of community self-governance, and alleviate the pressure of community work.

Moreover, in the process of promoting community building, the government can purchase services from social work service organizations in the form of "government billing" (Li, 2020). Social work has a distinctive value concept, emphasizes professional knowledge, skills, and practical methods in its work, and insists on "helping people to help themselves" as the purpose of the service process (Huang & Yang, 2023), the professional characteristics of social work are in line with the fundamental goal of China's social development (Meng & Feng, 2021). Social workers can play a professional synergistic role in participating in community governance work. First, social workers can interface with the government, and meanwhile, social workers can stay close to the residents' lives and assess their problems and needs, and during the work, social workers can also collaborate with the

opinions of multiple subjects to reach a consensus, which is conducive to the integration of community suggestions and resources (Li & Wang, 2022). Therefore, social work theory and practice methods are in line with the development prospect of community governance, and social work can effectively link multiple subjects to propose solutions to community governance problems.

More importantly, the phenomenon of social stratification and closure has become increasingly serious. With the promotion of compulsory education, the weakening of the effect of social mobility, and the intensification of the uneven distribution of social wealth, the "Matthew effect" of social stratification and status differentiation has been deepening (Yao & Shu, 2019), and the disparity between individuals' access to social resources continue to widen, and intergenerational inheritance has intensified. As a result, these contradictions between social classes may directly tear apart the community public's role expectations of the community, leading to entirely new community governance risks (Wu & Kang, 2023). Community stratification is an important issue facing community governance, and problems arising from community stratification must be solved to deepen community governance and realize good governance.

However, retracing the development of social work and community governance, social work has played an important role in community governance by providing diversified community services, integrating community resources, and organizing residents' participation, which has contributed to the progress and development of the community and enhanced the quality of life of its residents.

Therefore, research is needed that attempts to answer the interrelated theoretical and practical questions of integrating social work and service-oriented community governance.

1.4 Research Questions

The present research answered the following questions:

1. What are the motivations for the construction of service-oriented community governance?
2. What are the advantages of integrating social work embedded in service-based community governance?
3. What is the intervention model for integrating social work embedded in service-based community governance?
4. What will be the influence of integrating social work into service-based community governance?

1.5 Research Objectives

Specifically, the research is designed to achieve the following objectives:

1. To study the motivation for the construction of service-oriented community governance.
2. To analyse the advantages of integrating social work embedded in service-oriented community governance.
3. To explore the intervention model for integrating social work embedded in service-based community governance.

4. To determine the influence of integrating social work embedded in service-based community governance.

1.6 Significance of the Study

It is hoped that this research will provide many potential implications for literature and management practices, some of these are highlighted below.

In terms of government policy support, communities as grassroots units, provide important material for government management theory research. Research on the participation of social organizations in community governance models is conducive to promoting grassroots democracy, improving government administrative efficiency and resource utilization, and deepening the government's management and guidance of social organizations.

In addition, the research on community governance provides a new research perspective, based on the perspective of social stratification theory, methodological research of service-oriented community governance by systemic thinking, portraying the overall expectations of community residents for community governance, testing whether the current direction of community governance is compatible with the real needs of the public, and developing corresponding policy inspirations based on this, to provide some reference for the future role transformation work of community governance.

Moreover, as far as the target groups of community services are concerned, the development of service-oriented community governance can meet the dual needs of

community residents in material and spiritual aspects, help build good relationships among community residents. Meanwhile, facilitate the administration and public services carried out by government departments, and coordinate them with the autonomy of community residents, so as to effectively mobilize residents in the domain to participate in community construction, enhance the awakening of residents' main consciousness. Accordingly, it will help community residents integrate more consciously into the community, actively participate in the construction and development of the community, and improve the level of service-oriented community governance.

Furthermore, in social work practice, the professional philosophy of social work matches the needs of community governance, and the goals of people-centred professional social work services are highly compatible with those pursued in social governance. However, there is a requirement for a very integrated development of social work professional education, theoretical application, and practical skills in the selection of appropriate work methods as needed to respond to the needs of the community, and even community development purposes. Therefore, there is a need to explore the practical aspects of integrating social work and community services.

In general, the findings of the research will contribute to the academic field, by enriching the corresponding themes of integrative social work and service-based community governance, providing recommendations for community governance, and providing a platform for the practice of integrative social work. Hence, the findings of this research may form a service pathway, to further promote service-based community

governance from an integrative social work perspective, with the aim of achieve desired governance outcomes.

1.7 Scope of the Study

This research covers social stratification, inclusive governance orientation on the integration of social work, and service community governance. The research is carried out among communities in Sichuan Province, China, and covered community council, community residents, social workers, and volunteers. Data for this research were collected through in-depth interviews, primary data from selected stakeholders, and secondary data.

1.8 Organization of the Research Project

The research contains five chapters. The first one covers the background, problem statement, research questions, and research objectives. It has also comprised the novelty of the research, scope of the research.

The second chapter includes literature review that related to the variables of the research, and more attention has been paid towards the hypotheses, framework, and the suggested theories of the variables. Likewise, definitions of key terms are provided at the end.

The third chapter of the research consists of the methodology that has been chosen. Furthermore, it has highlighted population and the sample of the research.

In chapter four, the background of the participants is described， and the data is analysed around the research objectives, highlighting the findings.

While the last chapter discussed the findings and the justifications of the results; besides, it focuses on the limitations of the research; moreover, future research has been suggested.

1.9 Conclusion

The focus of this chapter is to clarify the relevance of conducting this research. Overall, this chapter introduces the background of the study and describes the issues in the problem statement. This chapter also presents the research questions, research objectives, significance, and scope of the study. It will provide a better understanding and appreciate the purpose of this research.

CHAPTER 2
LITERATURE REVIEW

2.1 Introduction

The chapter discussed the variables of the research. It begins, with the debate and scholar's views towards proposed factors. Next, it has provided further discussion of the underpinning theories. Then, it ends by the proposed framework and hypotheses development.

2.2 Community Governance

Community governance is a hot topic of common concern in domestic and international academic circles. A subject search of CSSCI journals from China Knowledge Network Database, it shows that in 2021, the number of papers related to "community governance" was 370. As shown in Figure 2.1, the number of related researches began to appear around 2001, but grew slowly, and then grew significantly after 2005. After 2012, the number of research papers on "community governance" has been increasing rapidly, with an average of 100 articles per year, and around 2017, it exceeded 200 articles.

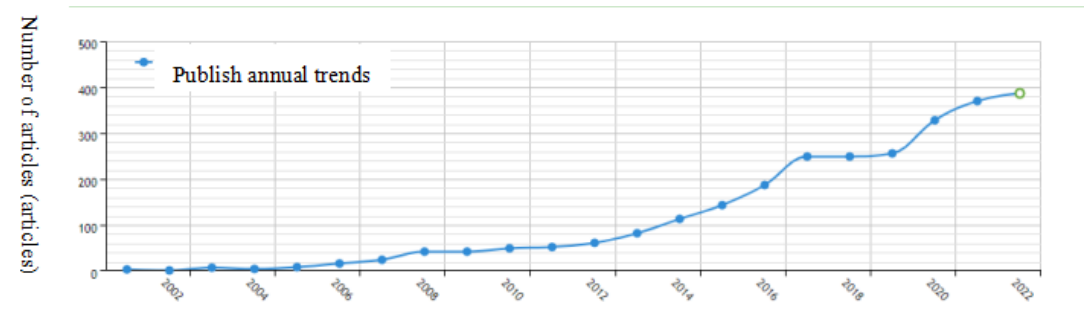

Figure 2.1 The Topic of "Community Governance" Published in 2001-2022

In November 2000, the Ministry of Civil Affairs issued the Opinions on Promoting the Construction of Urban Communities Nationwide, which changed China's urban grassroots management from a unit system to a community system, and the term "community" gradually appeared in the national policy, but at that time, it was mostly expressed as community service, community management, and community construction. In 2012, the 18th Party Congress convened, and "urban and rural community governance" was written into the Party's programmatic documents for the first time, and "community governance" gradually replaced "community management" or "community management innovation," as the top-level design for guiding community development. Meanwhile, it has been widely used in China's community theory and practice, and the number of research literature on "community governance" has been growing rapidly.

As shown in Figure 2.2, a subject search of CSSCI journals from China Knowledge Network Database, with the precise theme of "social work" and "community governance" shows that, the available literature in this area is relatively small, averaging about 3 articles per year from 2006 to 2013, and 22 articles in 2019 and 2020.

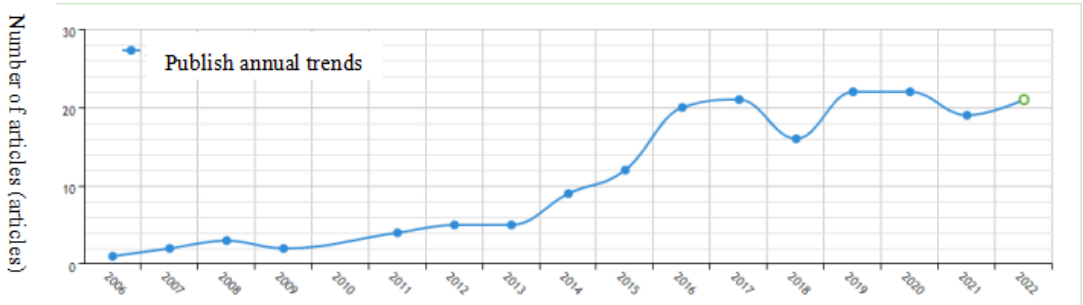

Figure 2.2 2006-2002 Papers on "Social Work" and "Community Governance" Theme

This situation shows that, the concept or expression of "social work intervention in community governance" is still a sporadic and isolated phenomenon, and there are still many gaps in its research, which provides wide research space for this research. In addition, the intervention of social work professional methods such as casework, group work, and community work has become an important perspective in studying communities. Hence, the embedding of social work is in line with the current trend of community governance research, and has become a new focus of academia. For the research on community governance, this research attempts to briefly summarize the following two aspects, to be able to sort out the general issues and key points about community governance in the voluminous research literature.

On the one hand, the classification and comparison of community governance models. "The relationship between state and society" is the basic research perspective of community governance nowadays, and the classification of community governance models is also based on it. The typical models of community governance in the West are classified into the British and American models, the Singaporean model, and the Japanese model (Lu, 2015; Liu, 2006). The typical models of community governance in China are classified into the Shenyang model, the Shanghai model, the Jiang Han model and the Qingdao model (Wang & Li, 2008; Wei, 2003; Chen, 2000). Through the analysis of the development path of community governance in China, "co-construction and shared governance" and "community sharing," based on the path of community governance and community construction in China, "three rounds of reform" have been experienced, and "four models" have been formed in practice. Of

course, different countries have different conditions, and different regions of a country have different economic, political, and social conditions, so different types of community management models are also presented (Lu, 2015). It can be seen by sorting out Table 2.1, both at home and abroad, that the community governance models recognized by the academic community can be summarized into three types: government-led, autonomous, and hybrid.

Table 2.1 Comparative Analysis of Major Community Governance Models

Community Governance Model	Key Features	Community Governance Subjects	Community Governance Tools
US Resident Self-Governance	The high degree of resident autonomy and indirect government intervention	Residents, community councils, and third-party social forces take the lead in community governance	Bottom-up, monolithic
Japan Mixed Governance	Government, third-party organizations, and residents working together to govern communities	The government attracts more social organizations through funding to support the active participation of third-party organizations in community governance	A combination of top-down and bottom-up, diversification
Singapore Executive-led	The government plays a leading role, with top-down control and intervention	Social organizations, residents involved in community governance	Top-down, monolithic
China： Administration-led → Administrative Guidance → Diversified Co-building →multi-governance			

On the other hand, the construction of community governance models. The formation of community governance models is closely related to the specific social and humanistic historical development, and the researcher cannot talk about community governance in general without the specific national conditions and historical background (Min & Huang, 2012), different community governance models

have their advantages and disadvantages, and should be designed according to the specific social and cultural background of each region, especially paying attention to the applicability of "cooperation " (Yu & Zhang, 2006; Hu, 2010).

However, Chinese community governance should build a community governance model, that is conducive to the participation of multiple subjects, participatory governance (Wang, 2005). To build a pluralistic urban community governance model, the government should take the lead, the community council should be the carrier, and the participation of community members should be the core (Wang, 2003). Moreover, the problems in China's community construction all originate from institutional defects and structural contradictions, it is crucial to rationalize the limits of state power. Accordingly, the government, community council, and non-profit organizations should establish a benign interactive relationship between the division of labor and cooperation (Pan, 2007). In addition, based on the Jiang Han model, Chen Weidong and Li Xue Ping proposed the establishment of a community governance model that combines administrative control mechanisms with mass self-governance mechanisms, where administrative and self-governance functions are complementary to each other, and where governmental and social forces interact with each other (Chen & Li, 2003).

From the above research, the current research or construction of the community governance model is still based on the "state-society relationship." But for various reasons, the current community governance model still has various problems, works on community governance at the level of shared governance by multiple actors,

complex organizations, and systems, with temporal and spatial connotations, have not yet appeared. Therefore, this research enriches and develops the concept of a service-oriented community under the perspective of hierarchical complex system research, and constructs a Chinese community governance model with characteristics of the times, Chinese characteristics and local features, universality and differences, and a high combination of theory and practice, based on the analysis and comparison of typical urban community governance models at home and abroad.

2.3 Service-oriented Community Governance

Service-oriented community governance, as a specific concept, has not been the focus of most scholars, and relatively little literature has been published on this topic. According to "Toward Service-oriented Community Governance: holistic governance and social reorganization" published by Yang Jun, to achieve the goal of service-oriented community governance, it is necessary to take holistic governance theory as the perspective and social reorganization as the path, through shaping the division of labor and cooperation between government and social organizations, developing new social organizations (Yang et al., 2015).

In addition, it is necessary to cultivate a social work talent team and build a new social service system. According to "The New Relationship of Service-Governance-Management and the New Exploration of Community Governance" published by Yang Min and Yang Yuhong in 2013, in the process of constructing the new relationship of "service-governance-management," grass-roots communities have

carried out all-around practical explorations, and have gradually formed a new concept and a new idea of community governance that has shifted from a "control-oriented" to a "service-oriented" one, a new mechanism of community governance that has led to the communication of the allocation of social resources, a new technology of community governance in the era of networked grass-roots, and a new approach to community social work and community governance (Yang & Yang, 2013). Similar studies have explored the connotation, current situation, and problems in the development of service-oriented community governance, and all of them have put forward positive development suggestions.

Foreign research on "service-oriented community governance" is more systematic and in-depth compared to that in China. Rothman divided the objectives of service-oriented community governance into two categories, one is to provide welfare services to meet the needs of residents, and the other is to enhance residents' community capacity and develop community leaders (Wang, 2021). In turn, Thomas divided the objectives into two categories, one is to allocate resources and the other is to develop citizens (Bowles & Gintis, 2002). Foreign practical experiences and theoretical research on service-oriented community governance have implications for the innovation of urban and rural community governance, as well as the enhancement of community welfare in China (Pan, 2018).

In general, service-based community governance is a relatively new concept and has evolved over the past decades. Previous research has provided many concepts to clarify its domain. Furthermore, this model has coordination and integration as it’s

the core idea, reorganization of society as its practical logic, and good governance as its ultimate value orientation.

2.4 Integrating the Development of Social Work

International social work integration is mainly at the level of "Horizontal Integration," that is, the integration of social work with different fields of services. Moreover, the emphasis is more on the integration of social work as a discipline and profession with other disciplinary fields or professional domains. In terms of social work theory, Angelika advocates the integration of the concept of "Natural Environment" into social work education, to uphold the principles of sustainability in social work practice (Papadopoulos, 2019). With the advent of the Big Data era, Charles argues the embedding of social networking media as an indispensable new technological tool in social work to effectively enhance collaborative learning and communication (Sheppard et al., 2018).

Also, in the face of world poverty and the current development of financial social work, welfare economics needs to be included in the social work professional education curriculum (Jafar et al., 2018), in addition, alcohol, other drug-related content in the corresponding social context also needs to be included in social work professional education to address complex social issues (Krull et al., 2018). In terms of social work practice level, it mainly includes the integration of roles, integration of work methods, and integration of ethical values (Dombo & Ahearn, 2017).

The integration of social work in China has mainly gone through a process of change from regional integration and disciplinary integration to the integration of social work methods. During this period, the specific directions of social work such as family social work, judicial social work, and medical social work have been gradually specialized, and the integration between the social work profession itself and other specialized disciplines has led to the increasing demand for professional theories of social workers. After the development of "Horizontal Integration," Chinese scholars have explored a set of "Vertical Integration" models of social work based on the community in the process of social work practice.

In terms of the choice of theoretical paradigm, the basic position is to break the diametrical opposition of epistemology and methodology behind the theory. In terms of practice orientation, an "all-quadrant, all-level" (Larkin, 2006) intervention strategy is advocated; at the technical level, the so-called three major approaches to social work are no longer viewed in isolation. More importantly, the basic logic of social work integration theory is to build on the unified general foundation of social work, intellectual collaboration, and the development of an inherently logical multi-oriented practice framework. Therefore, providing an accessible, cross-theoretical, and empirically supportable conceptual foundation to support effective social work practice (Wen & Wu, 2016).

Secondly, is the integration of social work methods. In the process of integrating working methods, it is not a matter of erasing the expertise of each of the three original working methods, nor is it a matter of mechanically combining their