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Analysis on Intelligent Management of Human Resources in Urban Community under Normalized Epidemic Prevention and Control

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Abstract

As the basic unit of social governance grid in China, urban community plays an active and important role in the promotion of comprehensive ability of social governance in China while the intelligent management of human resources within community management organizations and the effective integration of external human resources plays a decisive role in improving the overall level of social governance. This paper analyzes the three problems of human resource management in urban community under conditions of normalized epidemic prevention and control, such as unreasonable personnel allocation, large internal consumption of human resources, less strength of personnel reserve, weak integration ability, imperfect supervision mechanism and insufficient human resource incentive mechanism. It is concluded that only by adhering to the thinking of intelligent guidance, technology empowerment and information platform, can the community effectively promote the modernization of social governance.

1. Analysis and Reflection on the Problems of Human Resource Management in Urban Community

At the beginning of 2020, the outbreak of COVID-19 occurred widely in China. The people of the whole country, under the strong leadership of the CPC Central Committee and with the strong support of all sides, we strictly implemented the directive spirit of the CPC Central Committee and resolutely implemented the Party Central Committee's decision-making arrangements. Through painstaking efforts, major strategic results have been achieved in the prevention and control of the epidemic. Community prevention and control is the key, and the community is still an important line of defense from inputting and rebounding in China. The key to improving

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community governance is people. Therefore, the intelligent management of human resources is an important cornerstone to win the epidemic prevention war and to promote the modernization of social governance ability in community control. On March 10, 2020, General Secretary Xi Jinping pointed out in his speech on the prevention and control of the epidemic situation of COVID-19 in Hubei Province: " the important role of urban and rural communities is prominent, while the shortcomings of grass-roots social governance is exposed when preventing and controlling the epidemic."

1.1. Unreasonable staffing, large internal consumption of human resources

In recent years, the state has continued to carry out policies to support communities, which has led to a large number of outstanding young people moving into grassroots positions. Increase fresh blood and vitality is increased, which can accelerate the level of modernization of community governance capacity. Community management organisations for their internal personnel basic information and materials are mostly sealed in the archives which makes in the actual work of the organisation leadership for the staffing is still to memory and experience type to match, for the failure to establish a professional digital information platform, personnel basic information for intelligent combing and personnel matching lead to internal personnel positions, which is accompanied by age and professional structure distribution is unreasonable. In the face of the sudden mass incident of COVID-19, the community management organisation during this period saw community managers unable to quickly and effectively scientifically allocate to their posts in place, some managers with unclear work tasks, unclear authority and responsibility, and poor adaptability, with community staff running out of legs but still unable to properly solve problems in a timely manner, resulting in serious internal depletion of human resources in the organisation, low efficiency and no effective enhancement of service levels.

1.2. Low staff reserve strength and weak integration of human resources

In the last ten years, the number of community council units and the number of staff has been counted, which shows that the average number of staff allocated to each community council is five. It is a long-standing problem with a low reserve of human resources in the community. In the epidemic prevention work, community management organisations are mainly responsible for the three tasks of safeguarding the basic living materials, public services and social stability of the community residents, in which the tasks are many and complicated in details, and the demand for the stock of community management staff is extremely high. During the epidemic, for some of the grassroots communities, conflicts between the residents and the community management and other outstanding problems this is due to the relatively low reserve of community staff on the one hand. Tasks were implemented and carried out, which made the already low staffing levels even more stretched. On the other hand, some community managers have little awareness of the daily collection of information on people in their communities, resulting in poor organisation of personnel during the epidemic prevention process. It is difficult to play the role of party members and cadres to form an effective party leadership to coordinate and mobilise the public and relevant community members to volunteer and actively participate in the community managers' daily epidemic prevention work. At the same time, there is less application of new technology and methods in community management, and the basic information of people in the community is still collected by means of constant mapping and visits by staff and recorded and summarised in the traditional way. The workload of the staff is increased, which makes the overload also leads to the mapping work not being solid and in-depth, and the rest is not guaranteed. There is no guarantee of sufficient energy to devote to more important tasks.

1.3. The supervision mechanism is not perfect,the human resources incentive mechanism is insufficient

Firstly, it finds out the lack of intelligent platform thinking in the community management organization, which has not established the professional network platform to share the work situation of the staff, and cannot carry out effective supervision on the staff at the same time. Secondly, it has the necessity to improve the work evaluation accuracy of the internal staff in the community management organization at present. In the aspect of human resource management, it is found that a large number of community management organizations lack the specialized data system to make evaluation and summary of the comprehensive situation of staff's work attitude and performance, which leads to the insufficient incentive mechanisms of human resource. In view of it, some problems appear during the epidemic period, such as the slackness of some personnel in their work, who knew nothing about the situation in the jurisdiction when people asked them questions. They only paid attention to the formality of the epidemic prevention work,and did not comprehensively carry out the work. What's more, some Party members and cadres were not able to actively "show their status" and take the initiative to assist the community in epidemic prevention work, who thus failed to undertake the due responsibilities.

2. Author Artwork

The optimization countermeasures and suggestions for the human resource management of community management organizations

2.1. Guided by wisdom

The community management organizations should "consider the situation in advance, think about something that do not appear", enhance the construction of human resource information system and form a new mode guided by wisdom in the information era. Close cooperation with technology companies should be actively made by community management organizations, so as to avoid the "fragmentation" of allocating human resource, and work together to develop the analysis database for internal human resource. According to the basic information of internal staff's personality, work situation and daily performance recorded by the big data technology, it carries out the static and dynamic comprehensive analysis of the structure, quantity, ability, and internal personnel turnover rate of staff, so as to form the closed loop of rigorous data application. On the one hand, it is necessary to make organization leaders carry out a comprehensive review of human resources as well as make a more scientific and reasonable internal staffing. On the other hand, the organization staff should arrive at their posts in daily or emergency situations as soon as possible, and quickly adapt to their posts, which should also reduce the internal consumption of human resources, enhance the efficiency of work, and improve the satisfaction of people.

2.2. Empowered by technology

What general Secretary Xi emphasizes is that it has two battle lines for the fight against COVID-19, including the first line of epidemic prevention and control, and the second line of scientific research and material production, which should cooperate with each other to fight against the epidemic. As the smallest unit of social governance, the community management organization still can achieve technology empowerment for relying on new infrastructure construction in the region and applying AI technology in scientific epidemic prevention in the face of the reality of heavy tasks and few personnel. In the normal epidemic prevention and control work of the community, the "intelligent robot of epidemic prevention and control" will be issued to complete the work of epidemic screening and community personnel information statistics. The targeted organization and mobilization of relevant personnel with medical literacy to carry out volunteer activities can be realized through the information collection of community personnel, which can fight the people's war of mass prevention and mass

control, so as to enhance the resilience of the community. At the same time, it is conducive to reducing the risk of cross infection of staff and improving the efficiency of grass-roots community epidemic prevention. When it comes to the community management organizations, it has the necessity to negotiate with enterprises to jointly fight against the epidemic, which should also take advantage of the express outlets scattered in each community street to implement contact-less distribution of the living materials needed by the residents in the community. In this way, the basic living material demand of the residents can be guaranteed, the long-term interconnection and cooperation channels can be formed, the pressure of manual control can be released, and the utilization rate of human resources can be improved.

2.3. Information technology platform thinking

The supervision mechanism is improved, which can set up information platform thinking. For community management organisations, "grids + big data" can be used to create a user-friendly web-based information dissemination platform, which allows people to monitor the work of staff on the one hand, and staff to have timely access to public demands on the other, so that community plans can be revised at any time to form rolling plans. At the same time, the platform has the ability to record the performance of staff in real time, which facilitates the evaluation and assessment of internal staff afterwards. This will provide a basis for future job and salary adjustments, and will enable more party members to take the initiative to actively reveal their identities, so that the grassroots party group can be formed as a bastion of combat and play a pioneering role.

3. Conclusion

Although the human resource management of community management organisations is combined with intelligence, this can effectively improve government administrative efficiency and service quality. The high cost makes information security not effectively guaranteed and other practical problems. For human resources management in the community, their work is varied and complex, so the managers should firmly start from the actual situation, set up innovative thinking, intelligent technology is used reasonably, use its strength to avoid its shortening, constantly improve the Intelligent Management of Human Resources in Urban Community under Normalized Epidemic Prevention and Control.

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