

Analysis of Public Service Quality Problems in Resettlement Community and Strategies for Enhancing Quality

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ABSTRACT

Against the backdrop of the accelerated progress of China's urbanization process, a large number of rural areas have been incorporated into urban planning and construction, accompanied by large-scale population migrations and changes in the living environment. In this process, resettlement housing communities, as an important way to solve the housing problems of land-expropriated farmers, their public service quality directly affects the quality of life of residents and the harmonious and stable development of the community. From the perspective of government responsibilities and taking government responsibilities as the theoretical perspective, this study comprehensively investigates and analyzes the current situation of public services in resettlement housing communities and deeply explores how to effectively improve the public service quality of resettlement communities, aiming to achieve continuous improvement of service quality and comprehensive improvement of residents' living standards.

KEYWORDS

Resettlement Communities; Public Services; Quality Improvement

The series of reports on the achievements of China's economic and social development in the 75 years since the founding of the People's Republic of China show that in 2023, China's permanent urban population reached 66.16% of the total population, an increase of 55.52 percentage points compared with the end of 1949, with an average annual increase of 0.75 percentage points. In this process, to meet the needs of urban development, a large amount of land has been requisitioned, and the living areas of many farmers have faced demolition and re-planning. To properly resettle these relocated farmers, the government and relevant departments have built numerous resettlement communities. These resettlement communities have become an important part of urban development, shouldering the important mission of safeguarding the housing rights and interests of relocated farmers and promoting social stability and harmony. However, in recent years, some deficiencies in the public service quality of resettlement communities have been exposed, which not only affect the daily lives of farmers but also have an impact on the harmonious and stable development of society.

1 Analysis of Public Service Quality Problems in Resettlement Communities

1.1 Lagging and Imperfect Infrastructure Construction

As key projects constructed by the government to solve the housing problems of low-income groups, the infrastructure construction of resettlement housing communities is often restricted by

various factors such as funds and planning, resulting in the common phenomenon of lagging and imperfect construction. The specific manifestations are as follows:

(1) Inconvenient transportation facilities: Some resettlement housing communities are located in remote areas, with insufficient coverage of public transportation lines, making it difficult for residents to travel. In addition, the internal roads of the communities are narrow, parking spaces are in short supply, and vehicle management is chaotic, further exacerbating the inconvenience of residents' travel.

(2) Lack of supporting living facilities: When some resettlement housing communities were planned, the living needs of residents were not fully considered, resulting in the lack or uneven distribution of supporting living facilities such as supermarkets, vegetable markets, medical care, and education. Residents need to spend a long time and energy going to other places to meet their basic living needs, seriously affecting their quality of life.

(3) Insufficient greening and leisure facilities: Small greening areas and a lack of leisure facilities are common problems in resettlement housing communities. This not only affects the overall environmental aesthetics of the communities but also restricts the leisure and entertainment activities of residents, which is not conducive to the physical and mental health of residents.

1.2 Low Level of Property Service Management

Property service, as an important part of the public services in resettlement housing communities, directly affects the quality of life and happiness of residents. However, the following problems generally exist in the property service management of current resettlement housing communities:

(1) Uneven qualifications of property service enterprises: Since the construction and operation of resettlement housing communities often involve multiple departments and units, there are loopholes in the selection and supervision of property service enterprises. Some property service enterprises lack professional qualifications and management experience, and it is difficult to guarantee the service quality.

(2) Difficulty in collecting property fees: The residents of resettlement housing communities are mostly low-income groups with limited affordability for property fees. In addition, some residents have insufficient understanding of property services, resulting in difficulty in collecting property fees, further affecting the normal operation of property services.

(3) Single service content and slow response speed: Some property service enterprises only provide basic services such as cleaning and security, lacking daily maintenance and upkeep of community facilities and equipment.

1.3 Unbalanced Supply of Public Services

In resettlement housing communities, the problem of unbalanced supply of public services is particularly prominent. This is mainly reflected in the following aspects:

(1) Uneven distribution of educational resources: High-quality educational resources are often concentrated in urban centers or economically developed areas, while the educational resources around resettlement housing communities are relatively scarce. This not only affects the educational opportunities and quality of the children of community residents but also exacerbates social inequality.

(2) Insufficient allocation of medical resources: Some resettlement housing communities are surrounded by a lack of high-quality medical institutions and medical service resources. Residents face problems such as long waiting times and high medical expenses when seeking medical

treatment, and the accessibility and affordability of medical services are poor.

(3) Incomplete coverage of social security services: Although the government provides certain social security services for the residents of resettlement housing communities, the coverage range and service content still need to be improved. Especially for special groups such as the elderly and the disabled, their needs for social security services are more urgent and complex.

1.4 Low Resident Participation and Satisfaction

As the direct beneficiaries of public services in resettlement housing communities, the participation and satisfaction of residents are important criteria for measuring the quality of public services. However, the current participation and satisfaction of residents in resettlement housing communities are generally not high, and the main reasons include:

(1) Poor information communication: The information communication channels between the government, property service enterprises, and residents are not smooth, resulting in insufficient understanding of public service policies and service contents by residents. This affects the willingness of residents to participate and their satisfaction to a certain extent.

(2) Low resident participation: Due to various reasons, such as the limitations of residents' own qualities, time and energy, and the imperfection of the participation mechanism, the participation of residents in the decision-making and implementation processes of public services is low.

(3) Differences in satisfaction perception: There are differences in the satisfaction perception of public services among different residents. Some residents have higher requirements for public services, and the existing service level is difficult to meet their needs; another part of residents may show higher satisfaction due to lack of understanding of public services or lower expectations.

1.5 Imperfect Supervision Mechanism

In the supervision of public services in resettlement housing communities, there are still many deficiencies at present. The specific manifestations are as follows:

(1) Unclear supervision subjects: Since the construction and operation of resettlement housing communities involve multiple departments and units, the supervision subjects are unclear and the responsibilities are not clear. This weakens the supervision intensity and effect to a certain extent.

(2) Single supervision means: At present, the supervision of public services in resettlement housing communities mainly depends on the administrative means of government departments, lacking diversified supervision means and the participation of social supervision forces. This results in limited supervision effects and is difficult to comprehensively and objectively reflect the quality of public services.

(3) Non-uniform supervision standards: There are differences in the supervision standards of public services in resettlement housing communities in different regions and departments, resulting in the lack of comparability and fairness of supervision results. This is not conducive to the government's timely discovery and solution of problems existing in public services.

2 Strategies for Quality Improvement

2.1 Strengthen Policy Guidance and Planning First

2.1.1 Formulate Scientific and Reasonable Public Service Planning

The government should formulate scientific and reasonable public service planning for resettlement housing communities based on the overall urban development planning and the

actual needs of residents. The planning should clarify the construction standards, layout requirements, and time nodes of various public service facilities to ensure that the public service facilities are planned, constructed, and delivered for use simultaneously with the construction of resettlement housing. At the same time, the planning should fully consider the future population growth and changes in residents' needs and reserve sufficient development space for public service facilities.

2.1.2 Improve the Policy System and Legal Construction

The government should accelerate the improvement of the policy system and legal construction related to the public services of resettlement housing communities, clarify the rights and obligations of the government, developers, property companies, and residents, and provide a solid legal guarantee for the improvement of public service quality. Through legislative means, regulate the construction, operation, and management of public service facilities to ensure that various services can be continuously, stably, and efficiently supplied.

2.2 Increase Fiscal Investment and Resource Guarantee

2.2.1 Increase Fiscal Fund Investment

The government should increase the fiscal investment in the public services of resettlement housing communities to ensure that the funds required for the construction and operation of public service facilities are adequately guaranteed. By setting up special funds, striving for superior subsidies, and introducing social capital, etc., broaden the sources of funds and provide a solid economic basis for the improvement of public service quality.

2.2.2 Optimize Resource Allocation and Utilization

The government should strengthen the overall allocation and efficient utilization of public service resources to avoid resource waste and duplicate construction. By integrating existing resources, optimizing facility layout, and enhancing facility functions, etc., improve the utilization rate and service efficiency of public service facilities. At the same time, encourage and support social forces to participate in the supply of public services to form a diversified supply pattern dominated by the government and participated by society.

2.3 Strengthen Supervision and Evaluation Mechanism Construction

2.3.1 Establish a Perfect Supervision System

The government should establish and improve the supervision system of the public service quality of resettlement housing communities, clarify the supervision subjects, supervision contents, and supervision methods. Through regular inspections, special inspections, and social supervision, etc., strengthen the supervision of the construction and operation of public service facilities to ensure that various services can be executed according to the established standards and requirements. At the same time, establish a complaint and report mechanism, smooth the channels for residents to reflect problems, and timely solve the concerns of residents.

2.3.2 Implement a Scientific Evaluation Mechanism

The government should introduce scientific evaluation tools such as IPA analysis method to

regularly evaluate the public service quality of resettlement housing communities. By collecting the data of residents' perception of the importance and satisfaction of various services, construct an IPA analysis matrix to clarify the advantages and disadvantages of service quality. According to the evaluation results, formulate targeted improvement measures and promotion strategies to promote the continuous improvement and promotion of public service quality.

2.4 Promote Service Innovation and Intelligent Development

2.4.1 Encourage Service Innovation

The government should encourage and support innovation practices in the field of public services, promote the innovation of service models, service contents, and service methods. By introducing new technologies, new methods, and new concepts, improve the convenience, efficiency, and personalization level of public services. For example, the construction of smart communities can be promoted, and by using modern information technology means such as the Internet of Things and big data, the intelligent management and precise supply of public services can be realized.

2.4.2 Strengthen Intelligent Construction

The government should increase the support for the intelligent construction of resettlement housing communities, promote the intelligent transformation and upgrading of public service facilities. By building intelligent security systems, intelligent parking systems, intelligent garbage classification systems, etc., improve the safety prevention ability, traffic management level, and environmental health quality of the communities. At the same time, by using intelligent service platforms and mobile applications, etc., provide residents with a more convenient and efficient public service experience.

2.5 Strengthen Community Governance and Resident Participation

2.5.1 Strengthen Community Governance System Construction

The government should strengthen the construction and improvement of the community governance system of resettlement housing communities, promote the formation of a good situation of multi-party co-governance by the government, community, property, and residents. By establishing and improving community organizations, improving community service functions, and strengthening community culture construction, etc., improve the community governance ability and level. At the same time, encourage and support residents to participate in the process of community governance and public service supply, enhance the sense of belonging and responsibility of residents.

2.5.2 Improve Resident Participation and Satisfaction

The government should use various channels and methods to improve the participation and satisfaction of residents in the quality of public services. By conducting resident satisfaction surveys, organizing resident seminars, and establishing resident opinion feedback mechanisms, etc., timely understand the needs and opinions of residents regarding public services. At the same time, strengthen the publicity and education and guidance work for residents, improve the understanding and recognition of the importance of public services by residents, and enhance the support and cooperation of residents for public services.

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