

Enlightenment of Japan's Practice Model of Volunteer Service for the Aged to China

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Abstract: Voluntary service is an important symbol of the civilization and progress of modern society, and it is also an important way to solve the shortage of aged care service talents. From the perspective of holistic governance and social coordination, this paper deeply analyzes the problems existing in the practice of volunteer service for the aged, and tries to explore a new way to solve the practical dilemma of volunteer service for the aged in China from the perspective of constructing a systematic mechanism of volunteer service for the aged and realizing accurate supply of volunteer service for the aged. Volunteer service for the aged is not only to meet the needs of the elderly and the intention of volunteer service supply, but also needs to be deeply constructed from the public sector's position and function, innovative social governance and big data for the aged.

Keywords: Volunteer Service for the Aged, Social Governance, Socialization of Pension Service, Time Bank, Community Volunteers

1. Introduction

In order to cope with the aging population, the government issued the "National Medium and Long-term Plan for Actively Responding to the Aging Population", which emphasized the need to build a social environment of providing for the elderly, filial piety and respect for the elderly, and build a high-quality service and product supply system for the elderly. Volunteer service, as an important link of social services linking government services and market services, is an effective form for the state to strengthen moral education for citizens and maintain social stability, and is increasingly becoming an important way for citizens to participate in society. The old-age service itself has welfare and public welfare, and at the same time it needs a professional service team. The voluntary service itself

emphasizes its professional, free and caring public welfare characteristics, which can not only provide various services for the elderly, but also better play the role of social pension services. From the perspective of holistic governance and social coordination, this paper will deeply analyze the problems existing in the practice of volunteer service for the aged, and on the basis of learning from Japanese experience, try to explore a new way to solve the practical dilemma of volunteer service for the aged in China from the perspective of constructing a systematic volunteer service mechanism for the aged and realizing accurate supply of volunteer service for the aged.

2. Literature Review

European and American countries are far ahead in volunteer activities, which have a broad mass base and a good social reputation, and have gradually entered the track of organization, standardization and systematization, forming a relatively complete operating mechanism. Lester salamon, a famous American scholar, put forward "third-party governance", emphasizing that the government and non-profit organizations should share the responsibility of public services [1]. Tony Marshall, a British scholar, believes that the voluntary sector provides a market in social life to discuss social values and interpersonal relationships, and gives individuals responsibility and position in social changes as a coagulant of human unity and a dissolver of social changes [2]. At the same time, the theory of "government failure" and "market failure" also clearly points out the limitations of the government and the market in providing public services, and needs the non-profit sector to provide supplements to meet the needs of social governance [3]. In the field of old-age care, voluntary service also plays an important role. The United States first introduced the "time bank", and its design idea was to help each other among the elderly, with

the aim of improving the quality of old-age care [4]. The "time bank" model in Britain mainly provides medical services and volunteer counseling programs for members of the "time bank" to ensure the quality of volunteer services. The strength of volunteers can make the community happier and more inclusive, create a beneficial volunteer experience, and have a lasting impact on the lives of beneficiaries and their communities [5]. Japan's "time bank" model mainly includes voluntary volunteer network and active life club. By organizing young people to provide voluntary services for the elderly in need, friendship and trust can be generated between the elderly in the service process, which is more conducive to meeting the dual needs of the elderly in material and spiritual terms. In short, the foreign "time bank" pension model is helpful to tap the human capital of the younger elderly, meet the diversified needs of mutual support for the elderly, promote the sustainable development of mutual support for the elderly, and enhance neighborhood relations and community harmony.

Voluntary service was introduced to China in 1980s, and the current academic circles are paying more and more attention to the positive function and role of voluntary service in social governance. Ding Yu and others believe that voluntary service participation in grassroots governance is an inherent need of collaborative governance of grassroots society, a powerful starting point for resolving contradictions in grassroots society, and an objective requirement of socialization of grassroots governance, which has profound value implications. Volunteer service also plays an important role in helping the disabled, the elderly, the young and the weak, and the poor [6]. Peng Yinong and others pointed out that the community-building model of German multi-generation mutual aid communities around the spiritual needs of the elderly, with neighborhood communities as the platform, unrelated intergenerational mutual aid as the core, and social organizations as the important participants is worth learning from in China. Based on the characteristics of China's old-age service system, this paper puts forward the intergenerational mutual assistance model of non-blood relationship as an important supplement to the family old-age model,

which encourages the deep participation of social organizations and effectively exerts the supervision function of the government [7]. Under the new form of aging society, the elderly groups and social structure are showing new changes and characteristics. Volunteer service for the elderly is an active exploration of the old-age service system and conforms to the new form of aging society, its construction, improvement and promotion are not only of great significance, but also very urgent [8]. As the main force of emerging old-age care services, the old drifters can become the service providers of "time bank" for mutual assistance and old-age care. The organic combination of the two can not only make the old drifters realize their social values while providing voluntary services, but also gradually get out of the social integration dilemma they face, and can also alleviate the dilemma of insufficient social pension resources [9]. Tang Yao discussed the special role of voluntary service in the development of smart old-age care model, found that voluntary service is facing the dilemma of system, supply and demand, subject and resources in the practice of smart old-age care, and put forward the construction path of voluntary service to help the development of smart old-age care [10].

To sum up, the previous research on volunteer service for the aged is more based on the management perspective, which is more general and fragmented, and has not considered the direction of volunteer service under the change of traditional pension mode, and paid little attention to the promotion of volunteer service to the development of social pension mode. Generally speaking, China's voluntary service for the aged lacks a unified and effective organization and does not give full play to the leading role of the government; The voluntary service for the aged lacks a long-term and effective incentive mechanism, which affects the quality and efficiency of the service; Lack of effective integration of resources and establishment of an effective platform carrier; There is no accurate model and perfect system of voluntary service for the aged, which greatly restricts the stability and long-term effectiveness of the development of socialized service for the aged in China. Therefore, it is urgent to speed up the pace, based on the national conditions, and create an

effective road for the high-quality development of volunteer service for the aged.

3. The Status Quo, Difficulties and Causes of China's Voluntary Service for the Aged

3.1 Analysis of Current Situation

With the acceleration of China's aging process, the demand for old-age services is increasing, and the voluntary service for the elderly has gradually become an important supplementary force to solve the care and service for the elderly. In Shanghai, Guangzhou and other big cities, the practice of voluntary service for the aged has formed a certain scale and made remarkable progress in many aspects.

3.1.1 Types and Development Trends of Volunteer Service for the Aged

In these big cities, the types of voluntary service for the aged mainly include companion service, health management, psychological counseling, cultural activities and emergency assistance. With the diversification of service demand, voluntary service gradually tends to be professional and personalized. For example, the voluntary service for the aged in Shanghai has covered many fields such as community care, home service and day care. Volunteers not only provide help in daily life, but also participate in health monitoring and psychological support for the elderly. On the development trend, the voluntary service for the aged gradually pays attention to professional training and the improvement of service quality. More and more volunteers have received systematic training, which can better meet the needs of the elderly. At the same time, voluntary service organizations are constantly exploring more effective service models, such as online and offline service models, to improve service coverage and efficiency.

3.1.2 The Degree of Specialization of Service Subject and Content

At present, the main service subjects of volunteer service for the aged include social organizations, community volunteers and professional institutions. The service content has also expanded from traditional life care to health management, legal consultation, culture and entertainment. For example, the "Silver Age Station" project in Guangzhou not only provides basic living services, but also provides health check-up and medical

consultation services for the elderly through cooperation with hospitals.

3.1.3 Service Effect and Feedback

Judging from the service effect, voluntary service for the aged has played an active role in improving the quality of life of the elderly and relieving the pressure of family care. Many elderly people said that voluntary service not only provided practical help, but also brought emotional support. However, some recipients also reported that the quality of voluntary service is unbalanced, and the professionalism and systematicness of some service links need to be improved.

3.2 Existing Problems and Causes Analysis

3.2.1 The Participation of Multiple Subjects in Voluntary Service for the Aged is Insufficient.

Although the voluntary service for the aged has made some progress, the participation of multiple subjects is still insufficient. The main reasons include the lack of attraction of voluntary service, the incomplete cognition of service by participants and the uneven allocation of resources. Many volunteers and service providers have limited knowledge of old-age care services, which leads to insufficient innovation ability in service mode and content.

3.2.2 The Problem of Formalization of Voluntary Service is Serious.

In some places, voluntary service for the aged presents a formal phenomenon. Some service activities only stay on the surface and lack practical results. The main reasons for formalization are that the management mode and incentive mechanism of volunteer service organizations are not perfect, and the training and assessment mechanism of volunteers is not systematic enough. Many service activities lack in-depth understanding of the actual needs, resulting in poor service results.

3.2.3 The Supply and Demand Levels of Volunteer Service Items are Mismatched.

The mismatch between supply and demand of volunteer service for the aged is also prominent. On the one hand, the demand for personalized and professional services for the elderly is increasing; On the other hand, the existing service contents and forms can't fully meet these requirements. For example, some elderly people want to get more psychological support and health management services, but at present, the number of volunteers providing

these services is small and the service content is not professional.

4. The Development Trend and Characteristics of Japan's Voluntary Service for the Aged

4.1 The Course of Strengthening the Formulation of the Policy of the Volunteer Center of the Social Welfare Association

The predecessor of the Volunteer Center of Social Welfare Association (hereinafter referred to as "Social Welfare Association VC") is the "Goodwill Bank" founded in 1962, which was originally established by Tokushima County Social Welfare Association. The purpose of goodwill bank is to accept the wishes of residents who are interested in contributing to social welfare, accept donations of their activities, funds and materials, and allocate supply and demand with residents or welfare facilities in need. The mechanism of this goodwill bank gradually extended to the urban, township and village cooperatives in the whole country, and eventually developed into a social association VC. In the era when the word "volunteer" has not been widely spread in Japan, the Social Association has been trying to promote voluntary activities. Mr. Yoshihiro Muguya, the founder of Goodwill Bank, once said: "Volunteer activities are not one-way giving and receiving, but a way to live better with each other and realize each other." In other words, the characteristic of voluntary activities lies in their reciprocity, which embodies the two-way characteristics of mutual support and altruistic activities. Therefore, the social association VC is not only to allocate the supply and demand of voluntary services, but also plays an important role in connecting the relationship between the two sides. Voluntary activities are not a supplement to the government welfare system, but a symbol of the community welfare of residents.

In order to promote the community welfare of residents, the Social Association is committed to popularizing voluntary activities and welfare education. In 1993, the Japanese government issued basic guidelines aimed at promoting citizens' participation in social welfare activities (April 14, 1993, hereinafter referred to as "guidelines for citizens' participation"). Based on this, the National

Volunteer Activity Revitalization Center of the All-China Association (then named) formulated the Seven-year Plan for Promoting Volunteer Activities (1993), which defined the goals, topics and strategies to be achieved in the 20th century. Since then, with the expansion of voluntary activities triggered by the Hanshin Awaji earthquake (1995), the enactment of the Law on the Promotion of Specific Non-profit Activities (1998), and the "International Year of Volunteers (2001)" proposed by Japan and decided by the United Nations, the Second Five-year Plan for Promoting Volunteer and Citizen Activities was issued in 2001, and volunteers were sorted out.

In 2008, the Social Association further clarified the positioning of the Social Association VC and formulated the Third Five-year Plan for Promoting Volunteer and Citizen Activities, aiming at making volunteer activities easier to understand and deeply rooted in people's hearts. The All-China Society Association has been exploring and proposing ways of volunteer and citizen activities that adapt to the trend of the times. In 2015, the fourth plan, "Measures for Strengthening Volunteer and Civic Activities of Urban Townships and Villages Association 2015", defined the mission of the Volunteer and Civic Activity Center of Urban Townships and Villages Association on the basis of inheriting the ideas of previous plans, that is, "to create a community society where anyone can participate in volunteer activities, that is, not to exclude anyone's symbiotic culture", and positioned the goal as "supporting the relationship" and "rebuilding the relationship". In January, 2020, with the recognition of Covid-19 in Japan and its pandemic, the government adopted the declaration of state of emergency, the request of going out for self-discipline, the request of closing restaurants and other behavioral restrictions on national life. The purpose of these measures is to prevent the spread of the virus by reducing the contact between people. The activities of volunteers and citizens are based on interpersonal communication, which has been greatly affected, and many activities have been forced to suspend or even cancel. In addition, the activities of social association VC all over the country are also greatly restricted, and in response to this unprecedented crisis in

Covid-19, various coping measures and activities support methods are explored. Under the circumstance that the contact between people is reduced, and even it is difficult to maintain the existing relationship, volunteers and civic activity stakeholders led by the Social Association VC realize the importance of "keeping in touch with others", "supporting others and being supported by others" and "caring about the existence of people". People began to re-recognize the value of these things that were taken for granted. At the same time, all parts of the country began to carry out various efforts aimed at "keeping contact", "establishing contact with those left behind in contact" and "establishing new contacts even during the epidemic". For example, the project "National Action for a Rich Future" created an exchange website for community welfare and volunteer activities during the epidemic, providing methods and ideas for continuing activities under epidemic prevention measures, and promoting exchanges among volunteers struggling in the epidemic.

In the welfare education led by the National Social Association, it is also necessary to deal with the prejudice of infected people and close contacts exposed during the epidemic and the division of community and society. Therefore, a textbook such as "To spread goodwill in your community-care, contact and mutual assistance" has been developed to deal with the welfare problems during the epidemic. At the same time, taking into account the anxiety and discrimination caused by the epidemic, we should promote and strengthen the welfare education practice from the perspective of service learning by discovering and solving the welfare problems of our own living communities, and cultivate civic awareness. In various social association VCS, although facilities visits and face-to-face activities and training had to be stopped during the epidemic, even during the suspension period, social association VCS made efforts to release information through platforms such as YouTube and LINE. In addition, in order to meet the new needs of life brought by the epidemic, there are examples such as collecting food and goods donations from community residents and enterprises, distributing them to families with difficulties in life, or setting up volunteer lectures with painting letters instead of visiting facilities.

4.2 Japan's Volunteer System of Nursing Support

In September 2007, Japan began to implement the "volunteer system of nursing support". In Daicheng, Tokyo, a volunteer system of nursing support was launched on a trial basis. This is the first attempt to incorporate nursing volunteers into Japan's policy and the paid volunteer system approved by the Ministry of Health, Labor and Welfare. This system is a system that local governments give convertible points to the elderly (in principle, over 65 years old) who are engaged in volunteer activities related to nursing support according to their actual contributions, aiming at substantially reducing the cost of nursing insurance. According to the provisions of the nursing insurance law, the funds of the system come from the payment of regional support services. The operation of the system is carried out by the local government as a care and prevention cause, and the registration of volunteers, the distribution of manuals, the management and distribution of points are the responsibility of local social welfare associations and other institutions. The mechanism of the system is that when the elderly registered with the nursing support volunteer system volunteer in the facilities for the elderly designated by the municipal government, they will get 100 points per hour. These points can be converted into cash, the conversion ratio is 1 point = 1 yen, and up to 5000 points can be accumulated every year. This system not only has a certain effect on the care and prevention, but also realizes the community construction to cope with the aging society by promoting regional activation and strengthening the ties among residents. Volunteer recruitment is carried out through various channels.

4.2.1 Nursing Facilities and Institutions.

Many nursing facilities are recruiting nursing volunteers. In addition to nursing homes, there are many facilities and institutions such as day care service centers and group homes that are recruiting. Detailed information about volunteers will be published on their official websites or social media, so please confirm according to "whether it is convenient to travel from home" and "whether it suits your ability".

4.2.2 Social Welfare Association

Social Welfare Association is a non-profit

non-governmental organization aiming at promoting civil society welfare activities. It was established according to the Social Welfare Law (now the Social Welfare Law) enacted in the 26th year of Showa (1951). Social welfare associations are all over the country. In order to promote the activation of regional welfare, volunteer centers have been established. The Volunteer Center provides information guidance on volunteer service places and activities, and supports local residents who are interested in volunteer activities. If you don't know which facility to choose, you can always consult. Some places can also apply through the official website.

4.2.3 NPO Legal Person

NPO legal person (specific non-profit activity legal person) is a group that carries out volunteer activities for the purpose of social contribution. There are also many groups active in the field of well-being, and some groups actively recruit nursing volunteers. At the same time, a volunteer activity insurance was established. This is a system that provides protection for "injuries" and "damages" that occur in volunteer activities. At the nursing site, sometimes you will come into contact with elderly people with mobility difficulties, even if they are not intentional, they may be injured.

5. Explore the Path to Solve the Practical Dilemma of Volunteer Service for the Aged in China

Volunteer service for the aged is not only to meet the needs of the elderly and the intention of volunteer service supply, but also needs to be deeply constructed from the government's position and function, innovative social governance and big data for the aged, with a view to improving the professional level of volunteer service for the aged under continuous innovation and integration, and forming a relatively independent operating mechanism, platform organization and national volunteer service system for the aged, thus improving the socialization level of volunteer service for the aged and promoting the construction and development of social security order. Mutual support for the aged based on voluntary service generates new social value by using personal social time, establishes a new mechanism of social exchange and distribution other than the

market and government distribution mechanism to gather social capital, and promotes the construction of social governance system and the improvement of governance capacity by using digital means. Specifically:

5.1 Legislative Guarantee

At present, China's voluntary service for the aged lacks perfect legal system guarantee. We should strengthen the legal thinking of volunteer service management and provide adequate support for the elderly volunteers. For example, special laws and regulations on voluntary service can be formulated to clarify the rights and obligations of volunteers and provide them with legal protection.

5.2 System Construction

Establishing a relatively complete volunteer service system for the aged is the key to solve the dilemma. The volunteer service team for the aged needs to show the trend of individualization and diversification, and establish an independent volunteer service system structure, including volunteer selection, operation mechanism and evaluation system, in order to achieve service management that is more suitable for the needs of the aged.

5.3 Platform Construction

The establishment of a volunteer service platform for the aged, whether for volunteers or the elderly, needs to expand publicity channels and create a unified platform for information distribution. For example, an online platform can be established to provide information inquiry, registration and feedback functions of voluntary services, so as to improve the utilization rate and participation rate of services.

5.4 Professional Training and Incentive Mechanism

Perfecting the professional training and incentive mechanism of volunteers is the key to improve service quality. We should strengthen the professional training of volunteer service for the aged and improve the professional knowledge and skills of volunteers. At the same time, establish an effective incentive mechanism to enhance the participation enthusiasm of volunteers. For example, incentives such as volunteer service

awards and training certification can be set up.

6. Concluding Remarks

As an important means to meet the challenges of an aging society, voluntary service for the aged has been widely practiced in China and abroad. Through the comprehensive analysis of the present situation of China's voluntary service for the aged, the development trend of foreign countries and the solutions, it can be seen that the key to solve the practical dilemma of China's voluntary service for the aged is to improve the legislative guarantee, establish a sound system, build an information platform and professional training and incentive mechanism. Only through various efforts can we improve the quality and effect of voluntary service for the aged and better meet the needs of the elderly. This study not only enriches the theory of multi-center governance with voluntary service organizations as the research object and theme, but also extends the traditional voluntary service to the field of social old-age service, combines voluntary service with old-age service, and explores the social collaborative old-age care with government management and universal participation, which can provide a new way to supplement the old-age demand at low cost and high efficiency. As an important part of the social pension service system, volunteer service for the aged is of indispensable significance to promoting the construction of the pension service system and adapting to the transformation of the traditional pension model. This study is helpful to explore the practical dimension of voluntary service, clarify the way for the socialization of the supply of aged care services in China, and better integrate into the social governance pattern of co-construction, co-governance and sharing.

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