



# Realistic Problems and Response Strategies of Community Governance in the Information Society

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DOI: 10.32629/memf.v5i1.1598

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**Abstract:** With the rapid development of information technology, the information society has become a major characteristic of the world today, profoundly changing our way of life and work. Based on this, community governance also faces new challenges and opportunities. This article analyzes the practical problems of community governance in the information society and proposes corresponding response strategies.

**Keywords:** information, social community governance, realistic issues, response strategies

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## 1. Introduction

Community governance is an important component of the national governance system. Through high-quality Party building, it can be integrated, guaranteed, and led to strengthen the Party's governing foundation and consolidate grassroots governance. At the same time, it is necessary to focus on the new situations that arise in the process of urbanization, promote the development of community governance in an information society, improve the happiness and satisfaction of the people, promote the improvement of public service quality, and thus achieving effective governance of high-quality and information communities.

## 2. The significance of community governance in the information society

### 2.1 Promoting community development

The information society provides more resources and means for community governance, making it more efficient and convenient. In the information society, the widespread application of information technology provides new impetus for community development. Through information technology, communities can obtain and disseminate information more quickly and accurately, improving the scientificity and effectiveness of decision-making. At the same time, information technology can also promote the optimal allocation of community resources, improve resource utilization efficiency, and provide strong support for community development[1]. Through information technology, communities can better understand the needs and demands of residents, timely identify and solve problems, improve the efficiency and effectiveness of community governance, promote communication and exchange among community residents, and enhance mutual understanding and trust. In addition, in the information society, innovation has also become an important driving force for promoting community development. Through information technology, communities can better understand advanced experiences and practices at home and abroad, and promote innovative development in the community.

### 2.2 Improving the quality of life for residents

In the information society, the widespread application of information technology provides residents with more convenient living services. Through information technology, communities can timely release various convenient information and provide residents with more convenient services. For example, communities can publish various information such as property maintenance and medical services through internet platforms, making it easier for residents to access services. At the same time, information technology can also promote community cultural construction, improve the cultural quality and aesthetic level of residents, and thus improving their quality of life. In addition, information technology can also provide residents with more convenient health services. For example, communities can publish health and disease prevention knowledge through internet platforms, enhancing residents' health awareness and self-care abilities. At the same time, communities can also provide health monitoring and management services to residents through information technology, timely discover and solve health problems, and improve the health level of residents. Through internet platforms, community residents can exchange ideas and emotions anytime and anywhere, enhance mutual understanding and trust, thereby forming a good community atmosphere and enhancing their sense of happiness and belonging.

## **2.3 Promoting social harmony and stability**

Community governance in the information society is of great significance in promoting social harmony and stability, providing a more open and transparent information platform. Through information technology, communities can timely understand various public opinion information, discover and solve problems in a timely manner, thereby avoiding the intensification of conflicts. At the same time, through information technology, communities can obtain and disseminate information more quickly and accurately, improving the scientificity and effectiveness of decision-making. At the same time, information technology can also promote the optimal allocation of community resources, improve resource utilization efficiency, and provide strong support for community governance[2]. Through internet platforms, communities can also publish various cultural activity information to attract residents to participate in cultural activities, improving their cultural quality and aesthetic level, thus providing a more open and transparent information platform for community cultural construction, and promoting social harmony and stability.

## **3. The practical problems of community governance in the information society**

### **3.1 Community information differences**

In the information society, information asymmetry is an important issue faced by community governance. In community governance, information asymmetry manifests as differences in information acquisition, dissemination, and use among community residents, community organizations, governments, and other parties[3]. Due to limitations in information acquisition channels, information processing capabilities, and the scope of information dissemination, information asymmetry is common among different communities. Due to information asymmetry, community residents, community organizations, governments, and other parties may lack sufficient information support in decision-making, resulting in decision-making errors or poor decision-making outcomes. The phenomenon of unreasonable allocation of resources in the community, the inability to obtain fair opportunities and treatment, leading to social injustice, resource waste or resource shortage, and the potential damage to trust relationships between community residents, community organizations and residents, and government and residents may lead to trust crises, thereby affecting the effectiveness of community governance.

### **3.2 Low community participation**

At present, the channels for community participation are relatively limited and there is a lack of convenient and effective ways to participate. Residents often lack sufficient understanding of community affairs and are unable to make wise decisions and participate in community activities, making it difficult for residents to directly participate in community governance, and reduce their willingness and enthusiasm to participate. At the same time, there is often a lack of recognition and reward mechanisms for active participants in community governance, which can also lead to a lack of motivation for residents to participate. In addition, some residents have insufficient awareness of the importance of community governance and lack awareness of participation. They may believe that their opinions and suggestions have no substantial impact on community governance, and therefore are unwilling to actively participate. It not only affects the effectiveness of community governance, but also affects the sense of belonging and happiness of community residents.

### **3.3 Inconvenient community services**

In the information society, community service is an important part of community governance. Traditional community service methods often focus on offline services and lack online service channels. It requires residents to personally visit community service centers or relevant institutions when obtaining services, increasing the time and energy costs. At the same time, the content of community services is relatively single, mainly focused on basic public services, lacking diversified services tailored to personalized needs, and unable to meet the diverse needs of residents. In addition, due to outdated service methods and single service content, the efficiency of community services is often not high. Residents may need to queue up to receive services, or the service time may be extended due to insufficient service personnel, which seriously affects the quality of life of residents and also affects the effectiveness of community governance.

## **4. Strategies for community governance in the information society**

### **4.1 Establishing a sound information supervision mechanism**

In the information society, community governance involves a large amount of information and data, including personal information of residents, community affairs information, etc. Establishing a sound information supervision mechanism can strengthen the supervision of this information and data, prevent information leakage and abuse, and ensure information security[4]. At the same time, strengthening the supervision and management of community affairs, improving the efficiency

and effectiveness of community governance, avoiding the expansion and spread of problems, reducing unnecessary losses and impacts, and promoting innovative development of community governance. The government and community organizations can better understand the needs and opinions of residents, provide them with more convenient, efficient, and personalized community services, and improve their satisfaction and happiness. The government and community organizations should use existing information technology means to build an information supervision platform suitable for community governance, integrate with other community governance methods, form a comprehensive governance system, strengthen information supervision, and ensure the authenticity and accuracy of information. In addition, it is necessary to establish a sound information dissemination mechanism to ensure that information can be transmitted to residents in a timely and accurate manner. After the establishment of the information supervision mechanism, it should be regularly evaluated to understand its operational status and effectiveness, adjust and improve the information supervision mechanism in a timely manner, ensure that it adapts to the development needs of community governance, and apply new technologies to the information supervision mechanism to improve its technical level and operational efficiency.

#### **4.2 Introducing intelligent technology**

Intelligent technology can achieve automated processing and intelligent management of community affairs, reduce manual operations and repetitive work, and improve the efficiency of community governance. At the same time, it can provide more convenient, efficient, and personalized community services to meet the diverse needs of residents, and provide new ideas and methods for community governance through technological means such as data mining and intelligent analysis. The government and community organizations should strengthen technological research and innovation, introduce advanced technology and equipment, and ensure the stability and security of intelligent technology. In addition, it is necessary to strengthen publicity and education to enhance residents' awareness and understanding of intelligent technology. By organizing training activities and providing online consultation services, it's expected to help residents better utilize intelligent technology.

#### **4.3 Establishing an information platform**

By establishing an information platform, online handling, information sharing, and data management of community affairs can be achieved, reducing manual operations and the transmission of paper documents, and improving the efficiency of community governance. At the same time, the information platform can publish community information in real-time, including policies and regulations, notices and announcements, activity arrangements, etc., to facilitate residents to understand community affairs and enhance the transparency of community affairs. Through the information platform, residents can easily participate in community activities, provide opinions and suggestions, interact and exchange with community organizations, and improve their participation and satisfaction. With the continuous development of information technology, the technical conditions for establishing an information platform have become mature. The government and community organizations can use existing information technology means to establish an information platform for community governance. In addition, the government and community organizations can integrate various resources to provide necessary support and guarantees for establishing an information platform. At the same time, with the help of social forces, professional technical teams and talents are introduced to jointly promote the construction of information platforms and meet the needs of residents. The government and community organizations should plan resource investment reasonably to ensure the smooth construction and operation of information platforms, and help residents better use information platforms.

#### **4.4 Strengthening the construction of the party organization system and optimizing the layout of the grassroots organizational system**

Party organizations are leaders and managers of grassroots organizations, playing an important coordinating role in community governance. By strengthening the construction of party organizations, the core leadership role of party organizations can be fully utilized, leading the direction and goals of community governance, and ensuring the implementation of the party's line, principles, and policies[5]. At the same time, improving the execution ability of grassroots organizations, promoting the implementation and development of various work, promoting the coordinated development of community governance, and improving the quality of life and happiness of residents. Therefore, the first step is to strengthen the management and education of community party members, improve their political quality and work ability, and give full play to their pioneering and exemplary role. Secondly, to establish and improve the management system and assessment mechanism for grassroots organizations, strengthen supervision and management of grassroots organizations, and improve their execution ability and work efficiency. In addition, it is necessary to use information technology to innovate the ways and methods of party building work, establish an online party building platform, achieve a combination of online and offline work modes,

and improve the informatization level of Party building work. By optimizing the layout of grassroots organizational systems, we can better meet the needs and expectations of residents, enhance community cohesion and centripetal force, better adapt to the development requirements of the new era, improve the level and effectiveness of community governance, and achieve modernization of community governance.

#### 4.5 Optimizing community service processes

Optimizing the community service process can reduce unnecessary links and time, improve service efficiency, and enable residents to obtain the required services more quickly. By optimizing processes, errors and omissions in services can be reduced, service quality can be improved, and residents can have a better service experience, thereby enhancing their trust and satisfaction with the community and promoting its harmony and stability. Therefore, optimizing the community service process requires a comprehensive review and analysis of the existing community service process, developing a detailed flowchart, and clarifying the responsible persons and time nodes for each link. At the same time, actively introducing advanced information technology means to automate and intelligently process service processes, improving service efficiency and quality. Simplifying or merging unnecessary approval processes to reduce waiting and processing time for residents. In addition, regular training and education should be provided to staff to improve their professional skills and overall quality, and establishing a feedback mechanism for residents, timely understanding their opinions and suggestions on the service process, and continuously optimizing and improving the service process.

### 5. Conclusion

To sum up, community governance in an information society is an important way to improve the efficiency and effectiveness of community governance. In response to practical problems, adopting corresponding strategies such as establishing a sound information supervision mechanism, strengthening the application of information technology, and establishing information platforms can promote the appropriate development of community governance in the information society and achieve harmonious development of the community.

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