

# Research on the Effectiveness of College Students' Emergency Voluntary Service

Rui Chen

College of History, Culture and Tourism, Shaanxi Xueqian Normal University, Xi'an, 710100, Shaanxi, China  
172184863@qq.com

**Abstract:** College Students' emergency voluntary service is an important way for students to participate in social practice, enhance their sense of social responsibility and the construction of socialist spiritual civilization. In recent years, college students' emergency volunteer service team has been growing and has become the backbone of voluntary service in China. Starting from the research on the development trend, types and characteristics of College Students' emergency voluntary service, this paper analyzes the current situation and existing problems of College Students' emergency voluntary service, and explores how to improve the effectiveness of College Students' emergency voluntary service from the aspects of professional skill training of College Students' emergency voluntary service, the effectiveness of organization and management system construction and management, and the evaluation and incentive mechanism of sustainable and long-term development.

**Keywords:** College Student, Emergency Volunteer Service, Effectiveness

## 1. Introduction

The emergency response law of the people's Republic of China defines natural disasters, accident disasters, public health events and social security events as the four major emergencies in China. In response to emergencies, emergency voluntary service is an important part of the three systems of emergency management. It is the expansion and extension of public services and the breakthrough and innovation of social governance.

The Communist Youth League issued the notice on adhering to the party's leadership, mobilizing the whole league, and giving full play to the role of the Communist Youth League's new force and commandos in the fight against epidemic prevention and control. The China Youth Volunteer Association issued the work guidelines on youth volunteer organizations and volunteers to carry out emergency volunteer services for epidemic prevention and control. Youth volunteer services have become an effective way to participate in epidemic prevention. With their high quality and high sense of social responsibility, college student volunteers have become the core force of young volunteers in China, and played an important auxiliary role in public service in the emergency volunteer service of public emergencies. They are the reserve force of social governance. In the medium and long term youth development plan (2016-2025) of the State Council, it is clearly proposed to carry out the action of Chinese youth volunteers, and the total number of young volunteers registered under real names will exceed 100 million by 2025. [1]

Based on the actual needs, the research on College Students' effective participation in emergency voluntary service is a useful exploration. Starting from the development trend, service types and characteristics of College Students' emergency voluntary service, the project research tries to improve the effectiveness of College Students' emergency voluntary service from the aspects of professional skill training of College Students' emergency voluntary service, the effectiveness of organization and management system construction and management, and the evaluation and incentive mechanism of sustainable and long-term development.

The improvement of the effectiveness of College Students' emergency voluntary service will contribute to the effective implementation of emergency management in public health emergencies, assist the construction of government social public service and social management functions, and build a harmonious social development; It will also help to inherit excellent Chinese traditional culture, carry forward the spirit of voluntary service, and practice the education of students' socialist core values; It

will also contribute to the cultivation of Applied Talents in Colleges and universities and promote the "entrepreneurship and innovation" work in Colleges and universities.

## **2. Development Trend of College Students' Emergency Voluntary Service**

China's laws and regulations put forward requirements and guiding opinions on the construction of emergency volunteer team.[2]

The Youth League at all levels has organized voluntary services and provided unified emergency management for the Youth League at all levels. First of all, the central office of the Communist Youth League issued the notice on "immediate action to join New Corona-virus in the prevention and control of pneumonia." The notice pointed out that League organizations at all levels should organize emergency volunteer service forces, recruit necessary numbers of young volunteers according to the development trend of epidemic prevention, organize them according to different needs such as professional medical care, convenient service, order maintenance and psychological counseling, and be ready to work at any time. After the announcement, the CYL immediately responded and the emergency volunteer service was pushed on the China Youth Volunteer Service official account. From the deployment of the Central Committee of the Communist Youth League to the positive response of local Communist Youth League organizations, which reflects the strong organizational guarantee of China's emergency volunteer service. Grassroots League organizations recruit young volunteers from all walks of life, including enterprise employees, college students and community residents. They are under the leadership of grassroots League organizations and carry out emergency volunteer services in the community. College students have become the main body of young volunteers.

College Students' participation in the emergency treatment of public health emergencies, including the exploration of social psychological intervention mechanism, the transmission of emergency rescue information, the provision of community voluntary services and so on, can effectively improve college students' service awareness and patriotism in the process of serving the society. Voluntary service is an important way to promote the comprehensive and all-round development of college students and build campus culture. Previous studies have paid attention to the active and effective participation of College Students' volunteers in public crisis events, which can improve the crisis awareness of disasters and the ability to deal with emergencies on campus. As an important carrier of Ideological and political education in Colleges and universities, voluntary service can cultivate college students' sense of responsibility and public spirit, which is conducive to the promotion of patriotism and the popularization of social service consciousness. The construction of a perfect public health emergency voluntary service system in Colleges and universities can enrich the content of Ideological and political education in the new era, promote form innovation, increase the carrier of Ideological and political education in Colleges and universities, and promote college students to transform knowledge and love into emergency voluntary service.

## **3. Types and Characteristics of College Students' Emergency Voluntary Service**

College Students' voluntary service has been continuously integrated and optimized in form and content, and gradually formed several main types: national demand, neighborhood assistance, professional technology and special affairs. National demand voluntary service is mainly to help solve the key and difficult problems existing in China's current economic and social development and implement the current national strategic development policy. Under such needs, national voluntary service came into being. For example, "three trips to the countryside" activities (since 1996), graduate education support group activities (since 1999), college students' Western voluntary service plan (since 2003) and "three supports and one help" practical activities (since 2006). [3]The voluntary service of neighborhood assistance mainly refers to the activity form in which college students take advantage of their own convenience and spend time and energy on voluntary assistance for the residents in nearby communities, villages and other surrounding areas under appropriate opportunities. This kind of voluntary service activities plays a positive role in promoting the cultivation of College Students' sense of social ownership. The development of neighborhood assistance service activities can effectively make up for the lack of social functions, make better use of social and community resources and meet the living needs of residents. The professional and technical category has certain skill requirements for volunteers and requires volunteers to master a certain degree of professional and technical level. As senior intellectuals who have received professional education and training, college students gather and exist, which provides favorable conditions for the development of professional and technical voluntary

service activities. Special affairs voluntary service has the characteristics of specialization. It generally refers to voluntary service activities specially prepared for specific affairs. College students are only the first choice of this kind of voluntary service because of their aggregation, convenient convening, organization, convenient management, high quality and high reliability.

The most basic feature of College Students' voluntary service is voluntariness. Voluntariness is not only of great significance for the normal development of voluntary service, but also lays a solid foundation for the diversified development of College Students' voluntary service. Public welfare is the embodiment of the essential characteristics of College Students' voluntary service, which not only highlights the fundamental purpose of College Students' voluntary service, but also an important manifestation of the improvement of College Students' spiritual civilization. Voluntary service is the foundation of College Students' voluntary service activities. The organization of College Students' voluntary service makes full use of the resources of colleges and universities and society, and makes a reasonable allocation of resources, so as to better help the development and efficient completion of voluntary service. The practicality of College Students' voluntary service is the most typical social practice education activity of college students. Its essence is to combine the learned knowledge with practice to help solve social problems and carry out social construction. Cultivating human nature is an important value embodiment of College Students' voluntary service, which is conducive to the cultivation of College Students' moral quality and ideal personality. It has certain educational significance.

#### **4. Problems in College Students' Emergency Voluntary Service**

##### ***4.1 College Emergency Volunteers Lack Professional Knowledge and Skills***

Most college student volunteers participating in emergency rescue have not received professional physical, psychological and professional skills training, and lack the necessary professional training of emergency rescue. Therefore, emergency volunteer service often has blindness, including blindness of motivation and service purpose. For example, unprofessional psychological counseling aggravates the secondary injury of the rescuers and causes psychological trauma to themselves. For example, volunteers lack professional knowledge and can only do simple physical work, such as carrying goods, which also causes serious waste of personnel. The unprofessional and blind Rescue Behavior of College Students' emergency volunteers has increased the burden of emergency voluntary service to some extent, resulting in the low efficiency of voluntary service.

##### ***4.2 College Students' Emergency Volunteers Lack Efficient Organization and Management***

China's College Students' voluntary service action started relatively late, and college students' enthusiasm to participate in emergency voluntary service is very high. Once an emergency occurs, a large number of individual volunteers flow in unorganized, resulting in an oversupply of voluntary service. In this case, volunteers will hinder the rescue of emergencies to a certain extent. In the recovery stage after the end of the emergency response process, it generally takes a long time and needs a lot of volunteers, and individual volunteers are often unable to participate continuously.

In addition, at present, there are too many management subjects of volunteer organizations, including civil affairs departments, the Communist Youth League, the women's Federation, the Red Cross, and some non-governmental volunteer organizations. They lack a unified volunteer registration system and information sharing platform. The number of registered volunteers is often repeated and unclear. At the same time, it is difficult to protect the rights of volunteers. Therefore, there is a lack of effective communication and coordination between different subjects in the voluntary management mechanism of college students, which leads to the lack of unity and low degree of organization.

##### ***4.3 The Evaluation and Incentive Mechanism of College Students' Emergency Voluntary Service Needs to Be Established***

According to the current characteristics of students, targeted and diversified incentive mechanisms need to be put forward. According to Maslow's hierarchy of needs theory, they are also eager to be respected and recognized in the process of participation. Based on this, voluntary service is inseparable from effective incentive mechanism. At the same time, the supervision and evaluation of College Students' emergency voluntary service is not comprehensive. Comprehensive supervision and

evaluation can help colleges and universities better understand the development of voluntary service, make reasonable analysis and feedback, and standardize the development of voluntary service. At present, the responsibility of supervision and evaluation is not clear, the subject is not clear, and the content standard is not clear, so it is impossible to carry out supervision and evaluation effectively. Due to the lack of supervision and evaluation, the performance of volunteers in the activities can not be effectively distinguished and adjusted in time, which will damage the enthusiasm of excellent volunteers to a certain extent and is not conducive to the long-term stability of the team. Therefore, the feedback mechanism of voluntary service is not smooth. College Students' voluntary service itself is a kind of practical behavior, which requires good communication among volunteers, between volunteers and organizers, and between volunteers and the served. However, according to the survey, the current information feedback channels are not very smooth, the feedback mechanism is not perfect, and there is a lack of feedback and evaluation of volunteers, volunteer service organizations and activities. It cannot be summarized and rectified in time, which is not conducive to the progress and development of the organization. [4]

## **5. On the Effectiveness of College Students' Emergency Voluntary Service**

### ***5.1 Standardize the Professional Training of Emergency Volunteer Service for College Students And Improve the Level of Emergency Volunteer Service***

The characteristics of emergencies require emergency volunteers to have certain professional knowledge and skills. Solid professional knowledge and skills are the guarantee for successful emergency rescue. Many volunteers lack corresponding professional knowledge, skills and experience. In order to improve the efficiency of volunteer service and effective participation in emergency management, even volunteers with certain experience need training to enhance adaptability. There is a lot of work to be done in the training: if necessary, classify and screen volunteers into professional volunteers and non professional volunteers, and carry out targeted, focused and selective training. The training contents include the training of general rescue skills, basic medical knowledge, psychological training of ways and methods to release bad emotions, training of relevant rescue systems and disciplines, etc. [5]After the outbreak of an emergency, due to the urgency of time, it is impossible to significantly improve professional skills in a short time. The training can be divided into temporary and targeted emergency training before entering the disaster area and daily life emergency drill training when there is no disaster. Due to the urgency of the situation, it is difficult to carry out unified training for volunteers, so experienced volunteers can be encouraged to train and guide inexperienced volunteers, so as to improve the service level of emergency volunteers.

### ***5.2 Build an Emergency Volunteer Service Organization System for College Students and Provide an Emergency Service Management Platform for Colleges and Universities***

Build a top-down, unified and orderly college students' emergency volunteer service system, and integrate the volunteer resources of all volunteer service organizations, including civil affairs departments, the Red Cross, the Communist Youth League system and other non-governmental non-governmental voluntary organizations, so as to professionally guide the establishment, management and participation of College Students' volunteer team. So as to avoid the problems of multi leadership, blind construction, insufficient support and chaotic management system of China's college student volunteer organization team in emergency rescue, and provide a platform for the construction and management of colleges and universities and college student volunteer team. [6]The administrators of voluntary service in Colleges and universities should first provide communication and guidance services for college students' volunteers with the help of information technology network platform. Secondly, the school should comprehensively register and manage the college students participating in voluntary service. If the social field needs voluntary service, the college student volunteers can be notified at the first time. Thirdly, organize college students' volunteers to participate in professional training to help college students master their sense of responsibility to participate in voluntary service and enable them to realize their sense of social responsibility. Finally, the timely feedback of voluntary service and the thorough investigation of the quality of voluntary service can build a high-quality voluntary service team and realize the effective management of voluntary service.

### **5.3 Build an Evaluation and Incentive Mechanism for College Students' Emergency Voluntary Service and Improve the Legal Guarantee Mechanism**

As an important part of the current development of College Students' voluntary service, it is necessary to establish a perfect, reasonable and effective voluntary service evaluation and incentive system. Scientific and reasonable evaluation contents, methods and methods. It is an urgent need for college students' voluntary service to recognize and reward the work achievements of College Students' volunteers in time from the aspects of evaluation objectives, evaluation standards, evaluation subjects and evaluation methods. The evaluation system of College Students' voluntary service should not be single, but should be evaluated in a variety of ways to summarize and analyze the progress of voluntary service projects as a whole. At the same time, we should improve the supervision mechanism, dredge the evaluation and feedback channels, and establish incentive schemes to give full play to the vitality of college student volunteers. The improvement of voluntary mechanisms such as evaluation and incentive is an important guarantee for voluntary service to realize its educational function. [7]

At present, the volunteer service team is growing, the organization is improving, the service field and service object are expanding, and a volunteer service system with Chinese characteristics is gradually formed. Whether in terms of sustainable development or in terms of solving the current problems of voluntary service development, it has become an urgent need to be guaranteed through the legal system. In the new development situation, the sustainable development of College Students' voluntary service needs a sound system to ensure, which needs to be promoted by the state, government, society and individual factors. The core of the legalized development of voluntary security is to improve the guarantee mechanism of voluntary service system, which is very important. Under the new trend of the development of College Students' voluntary service, the long-term development of voluntary service is inseparable from the all-round support of policy, capital, legislation and social security. [8]

## **6. Conclusions**

As the main part of youth voluntary service, college students have become the main force of China's current voluntary service and play a positive role in promoting the development of China's voluntary service. However, China's voluntary service started late, and there is great room for improvement in the development principles, organization construction, evaluation and incentive mechanism and system guarantee of College Students' voluntary service.

On the basis of clarifying the new trend of the development of College Students' voluntary service, forming a development path suitable for the background of the times can strengthen the cultivation of College Students' spiritual outlook and contribute to the cultivation of good social atmosphere, so as to further improve the level of spiritual civilization and moral literacy of the whole society. Exploring the development direction of College Students' voluntary service, investigating and studying its existing problems and contradictions, putting forward the new trend of development and building a new development path will help to build a harmonious society and accelerate the pace of China's socialist modernization. Improving the evaluation and incentive mechanism related to college students' voluntary service and providing policy guarantee will help to accelerate the introduction of voluntary service related systems, laws and regulations, and further improve China's social system.

## **References**

- [1] Zhang Xinxin. *Review and Prospect of the Development of College Students' Voluntary Service*. *Journal of College Counselors*, 2019, 11 (05): 85-89.
- [2] Zhang Hongxia. *on the Realization of College Students' Voluntary Service Participation in Community Governance*. *Social Scientist*, 2019 (02): 152-155.
- [3] Zhang Xiaohong. *Correct Interpretation of College Students' Voluntary Service*. *People's Forum*, 2018 (19): 98-99.
- [4] Zhang Wangcheng, Chen Feng. *Incentive policy of College Students' voluntary service from the perspective of two factor theory*. *Journal of Zhejiang industrial and Commercial University*, 2021 (04): 115-125.
- [5] Qin Xueyan, Zhang Yin. *an Empirical Study on the Educational Function of College Students' Voluntary Service - Taking Southeast University as an example*. *Journal of Southeast University (Philosophy and Social Sciences Edition)*, 2020, 22 (S1): 136-140.

[6] Liu Yang. *Research on College Students' Voluntary Service in the new Era*. Shenyang: Liaoning University, 2020.

[7] Bao Xiandi. *Research on the Construction of Long-Term Mechanism of College Students' Voluntary Service in China*. Lanzhou: Northwest Normal University, 2020.

[8] Zheng Haiou. *Promote the Sustainable and Healthy Development of Voluntary Service in the New Era*. People's daily, 2020-06-06 (006).