Analysis on the operation of boundaries between social work organizations and other community entities before and after the outbreak of the coronavirus——Based on a case study of the Shenzhen F Community Party and Mass Service Center

Li Quanhan, Hou Haowen, Li Yingshi, Lin Xu, Zhou Juan

Guangdong Ocean University, 1 Haidao, Machang District, Zhanjiang, Guangdong Province, China
[a]liquanhan1@stu.gdou.eud.cn, [b]houwen1@stu.gdou.edu.cn, [c]liyingshi3@stu.gdou.edu.cn, [d]noname760@stu.gdou.edu.cn, [e]478837306@qq.com

Abstract: Using the method of case studies, this paper uses the framework of boundary analysis to analyze the operation of boundaries between social work organizations and other community entities before and after the outbreak during the coronavirus prevention period, community work stations cannot properly arrange the position of social work organizations, forming a situation of "non-coordinated governance", and social workers passively accept the arrangement of community workstations because of the influence of resource dependence, resulting in social workers being unable to exert their professionalism.

Keywords: social work, boundary production, community governance

1. Introduction

The Community Party and Mass Service Center (hereinafter referred to as the Party and Mass Service Center) is an important measure to reform the community governance system in Shenzhen[1], and relevant studies have shown that this community model can help social workers better embed themselves in the community governance system, and better improve the situation that social workers are difficult to play their professionalism in the past [9]. However, after visiting[2] and investigating the F Community Party and Mass Service Center, the author found that the situation presented in the community in response to the Coronavirus was different from previous studies.

As the basic unit of Coronavirus prevention at the grassroots level, the community workstation is not good at handling the relationship between government leaders and the independent operation of social organizations [8], This has led to the inclusion of social workers in their own organizations during the coronavirus prevention period, so that the situation presented by community social workers is different

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[1] The Community Party and Mass Service Center is an important measure for Shenzhen to explore community governance 2015At the end of the year, according to the notice of the General Office of the Shenzhen Municipal Party Committee of the Communist Party of China issued the "Opinions on Promoting the Standardization of Community Party Building", at least one community was established1Community party and mass service centers, led by the community party committee, integrate all aspects of the community's resources to carry out community services, see the "Notice of the General Office of the Shenzhen Municipal People's Government on Printing and Distributing the Twelfth Five-Year Plan for Community Services in Shenzhen" (Shenzhen Government Office [2011]111No.), "The People of Shenzhen Municipality, General Office of the Cpc Shenzhen Municipal Committee The General Office of the Government on printing<Guiding Opinions on the Reform of the Grassroots Management System in Shenzhen>Notice (Shenzhen Office Issued [2015]1no. Then, in order to accelerate the transformation of government functions, the civil affairs bureaus of each district will open bidding to the public, introduce social work agency projects in the form of government procurement of services, and send them to the community party and mass service centers, and form volunteers, the elderly, women and children, adolescents and other groups as the service core according to the actual situation of the community, and provide professional community services to community residents, see the "Notice of the General Office of the Shenzhen Municipal People's Government on Printing and Distributing the Implementation Opinions of the Government on Purchasing Services and Two Supporting Documents" (Shenzhen Government Office [2014]15no. At this stage, Shenzhen has a common1050community party and mass service centers, a Municipal Party and Mass Service Centers,10 District-level party and mass service centers and various fields The Party and mass service centers established.

[2] According to academic practice, the names of people and places involved in this article are treated as pseudonyms.

from that of the social service organizations supported by the hard-hit areas, and they are unable to exert their professionalism in the coronavirus prevention process. The main reason for this is that the boundaries formed between social workers and community workstations during the Coronavirus prevention period cannot be maintained, which blurs the boundaries, and social workers cannot define their position in the Coronavirus and passively accept the work arrangements of community workstations. The community governance situation formed after the transformation of political and social relations did not show a deep autonomy mechanism in the process of Coronavirus prevention, but returned to the previous situation of single subject controlling community governance. Therefore, this article will describe how the boundary between social workers and social workstations is produced under the party-society relationship, what kind of situation is shown by social workers during the Coronavirus prevention period, and what position social workers are in during the Coronavirus prevention period at the same time.

2. Literature review

After social work was introduced into the community in the early days, there was a problem of governance embedding, and it was impossible to effectively embed local governance mechanisms [11]. The early perspective administrative embedding ignored the role of social work itself in community service, and placed too much emphasis on the limitations arising from the administrative system. Therefore, some scholars have expanded the perspective of two-way embedding on the basis of administrative embedding to further explain the development of social work in the community [10], but the internal mechanism of social work embedding lacks certain explanatory power, and the perspective of organizational boundaries can more dynamically look at the development of social work after entering the community and explain the internal mechanism of social work behavior.

2.1. From administrative embedding to two-way embedding

At present, China's urban communities lack the sense of participation and sense of belonging, which only means home life for community residents, and external forces such as social service organizations are needed to help community development, and social work organizations have become an important part of community governance [4]. In China's research on the development of social work organizations into the community, the early mainstream view is that social work organizations need to be "embedded" in administrative social work to seek development [6]. Based on this, the research on the entry of professional social work into the community system began to widely apply the embedding theory and expand the embedding theory to illustrate the situation of professional social work entering the community system and seek the direction of social work development [1][12]. There are still many studies in the field of social work that use the embedded perspective to analyze the situation of professional social work in various fields, but in general, perceiving the current development from the one-way perspective of professional social work embedded in administrative social work ignores the initiative of social work organizations and overemphasizes administrative control.

Therefore, some scholars have expanded the embedding theory and proposed the perspective of "two-way embedding" to join the perspective of administrative social work embedding professional social work to conduct research [10] Looking at the development of social workers in the community from a two-way perspective, the concept of "double embedding" is proposed, and after the transformation of political and social relations into party-society relations in the past, the position of social work organizations in the community has been improved, so that social workers have enough autonomy to form a co-governance situation with other community subjects [9]. Although research has begun to explore the relationship between embedding and professional social work from different perspectives, the concept of embedding development has difficulties in explaining the inherent mechanism of embedding in professional social work [7].

2.2. Boundary analysis

Under the relationship between the party and the society, although the current research has found that the community has formed a multi-subject common governance situation, and the social workers present a "double embedding" situation, but the research on the internal interaction mechanism between community subjects is still lacking. In order to further illustrate the situation of social workers forming a community governance system after the reform, this paper will adopt the boundary analysis framework constructed by Huang Xiaoxing, organize boundaries as the basis for social workers' actions in the

community service system, and social workers divide their relationship with the environment by boundaries, and clarify the relationship with other community subjects [2].In Huang Xiaoxing's boundary analysis framework, social work forms its own organizational boundaries based on rational choices in the interaction process with the two groups of community management and community residents in the context of community governance and community service. Previous research on embedded perspectives mainly explains the interaction between professional social work and administrative social work, which is easy to ignore the relationship between social work and community residents, and the boundary can also be more dynamic to perceive the position of social workers in the community during the Coronavirus prevention and control period, as well as the inherent interaction mechanism between social workers and community workstations and community residents.

This study is based on Huang Xiaoxing's boundary analysis framework. In a situation where the state and society in China cannot be clearly defined by each other, social service organizations face a double "de-borderization" situation after entering the community [2].The first is that social service organizations are affected by the government bidding model before entering the community, and social service organizations need to cooperate with the government at the same time as they need to clearly divide the relationship with the government, forming the first layer of de-borderization and boundary production. The second is that social work is an imported product of the West, social workers need to maintain intimate relationships to provide services to community residents, and need to end their relationship with community residents after the end of community service, but under the influence of China's traditional humane society, social workers cannot immediately end the relationship with community residents, forming a second layer of debounding and boundary production. In the end, social workers form boundaries suitable for their own development in the community based on rational choices in the context of double "de-borderization", and clarify their responsibilities. The organizational boundaries constructed in the context of double "de-borderization" are also the key to determining the role of social workers in the community governance system, so from the perspective of boundaries, the space that social workers can play during the Coronavirus prevention period also depends on how the organizational boundaries between social workers and community workstations and community residents operate. However, the emergence of emergencies has made it impossible to maintain the organizational boundaries formed by social workers and other community subjects in the past, and the organizational boundaries of social workers have become blurred. Therefore, this paper will describe the changes in the organizational boundaries formed by social workers and other community subjects at these two time points through Huang Xiaoxing's analytical framework, taking the transformation of political and social relations into party-social relations and after emergencies as two time points, so as to explain why community social workers cannot exert their professionalism under emergencies.

3. Research methods

This study is a case study method in qualitative research, with the F Community Party and Mass Service Center as the research object. After the reform of the community governance system, the F community officially renamed the "community service center" to the "community party and mass service center", and the social work station originally located in the F community service center was also incorporated into the social work station of the party and mass service center (hereinafter referred to as the "social work station") under the leadership of the community party committee with the community arrangement. The social workers of the social work station are purchased through the Civil Affairs Bureau of Administrative District A and sent down to the Party and Mass Service Center, and the social work station undertakes the original community service function in the F community governance structure, and coordinates with the community workstation and the neighborhood committee to carry out community services. After the reform, according to the requirements of the government's "4+1", the social work station was equipped with a team composed of 4 front-line social workers and 1 administrative assistant, of which 4 professional social workers were divided Instead of volunteering, the elderly, women and children, and adolescents, administrative assistant social workers are mainly responsible for administrative paperwork and will also plan and hold some relatively simple service activities. The Party and Mass Service Center will also provide a supervisor for the social work station, who is responsible for supervising and guiding the daily work of front-line social workers, as well as assisting in solving the problems encountered by social workers in their work, and providing corresponding suggestions.

This article obtains empirical data through participatory observation and in-depth interviews. During the period when the Coronavirus situation was relatively stable, the researchers observed and understood the operation mechanism of the party and mass service center in the face of emergencies, as well as the

interaction between the social work station and the community workstation, by participating in the daily work and service activities of the F community party and mass service center. The in-depth interview subjects mainly include personnel of relevant government departments (deputy secretaries and committee members, etc.), relevant personnel of social work stations (center directors, social workers, administrative assistants), and personnel of the three parts of community residents,learn how the F Community Party and Mass Service Center responds to emergencies, as well as the participation of social work stations in community governance and the solutions adopted. Follow-up researchers used theoretical coding to analyze the data through interview data.

4. The change of political and social relations: the formation of boundaries between social workers in the community governance system

4.1. The positioning and boundary formation of social workers under the party-social relationship

After social service organizations enter the new governance system, they gradually form their own boundaries with other community subjects in the process of adapting to the operation of resources and rules, and how social service organizations form certain boundaries with other community subjects to jointly carry out multi-subject community governance is the first living environment that social workers need to face.

After the reform of the community governance system, the direct connection between social workers and the previous grass-roots governments was cut off, and the grass-roots party organizations led and supervised social workers. Unlike the previous political and social relations, social workers and community workstations have a common interest relationship, and both aim to improve the lives of community residents. Therefore, the position of social workers in the new community governance system has changed to a certain extent, and the change of location has also made social workers show a different situation after entering the new community governance system. Mainly manifested in:

Expanded autonomous space. In the past, in pursuit of their own interests, grassroots governments forced social workers to shift to administrative work in the community service content. After the transformation of political and social relations, the content of social workers in community service is more based on how to better serve community residents as the core, which makes social workers have more space to play their professionalism in the process of community service.

Transformation of relationships with other community subjects. In the previous governance system, social workers could not directly connect with the corresponding community subjects when carrying out community services for corresponding groups, such as associations for the elderly and women's and women's associations, and needed to obtain help from relevant associations through grass-roots governments. After being included in the party and mass service centers, all community subjects are led by the community workstation, and the community subjects are at the same level in the community governance system, and social workers can communicate directly with relevant associations and carry out community services together.

Changes in relations with residents. After being included in the party and mass service centers, social workers are also nominally closer to the community and more likely to be accepted by residents in the process of getting along with residents. H social worker described: "After changing the community party and mass service center, the relationship with the community will be closer. Because it was changed together, we are also part of the community party building service center, so from the name, they will feel that maybe you are also part of our community, so the relationship with the community is closer. Many residents see that you are in the community and will consult with you on various issues. "

Social workers need to relinquish part of their professional powers in their daily work and cooperate with community workstations to complete part of administrative work, in addition to which the community workstations will not interfere with the daily work of social workers. The corresponding community workstation can provide social workers with the social resources needed to carry out community services, for example, when developing medical-related services, community workstations can help social workers contact doctors in hospitals to assist in the development of community services. At the same time, the community workstation can be carried out jointly with the activities that the social worker needs to carry out, which makes the social worker reach a good cooperative relationship with the community workstation in his daily work.

Although social workers are gradually integrated into the current community governance system,

there is still a resource dependence between social workers and community workstations. The office space of social workers, the venues required for service development, the acquisition of activity resources, project arrangements, and the personnel establishment of social work stations all rely on the party and mass service centers, and the support of community workstations is needed in all aspects. This result also leads to the need for social workers to concede to community workstations in situations where there is a conflict between the activities of social workers and community workstations. However, in the daily situation, the community workstation and the social worker have the goal of building a common community, and this dependence relationship is marginalized, and it does not produce the control of the grass-roots government over the social worker in the past political and social relations. It shows a situation in which social workers and community workstations are independent of each other and cooperate with each other in their daily work.

After being included in the leadership of the party and mass service centers, social workers have the same interest relationship with community workstations, which allows social workers to expand the autonomy space they can obtain in the process of border production, to better play their professionalism in daily community services, and the working atmosphere and cultural values between social workers are also more inclined to how to better serve the lives of community residents. Social workers will meet regularly in their daily work to communicate with each other, share the situation they encounter with each other and explore solutions, or consult the supervision arranged by the social work agency, and the social union will share with each other the information collected in the communication of residents and the feedback of activities, in order to better carry out community services in the follow-up service. Before carrying out activities in the corresponding fields, social workers will also consult with other community entities such as elderly associations and women's associations in advance to determine how to arrange and carry out community services in the future. Social workers can better integrate social resources in the current community situation, and also get rid of the dilemma that limited resources in the past and made it difficult to carry out community services. L social worker described:

"I've always felt more comfortable, it can be said that it's like the feeling of boiling a frog in warm water, this environment makes you feel very comfortable and comfortable, and then what you do, you don't say you're wrong, you don't care how you do it, you can, the residents also recognize you."

After the transformation of political and social relations, community workstations can provide more autonomy for social workers under the common interest relationship, but social workers need to give up part of their professional rights to obtain the support of community workstations, and at the same time rely on the social resources owned by community workstations, which makes community workstations and social workers penetrate each other in the production of boundaries, with their own boundaries but also overlapping parts. The position of social workers under the governance system of party-social relations has changed greatly compared with the past, with the production of organizational boundaries, community workstations give social workers a certain degree of autonomy, can better play their professionalism in community services, and at the same time can form a good interaction with other community subjects, forming a multi-subject common governance situation.

4.2. Interpersonal relations under cultural conflict: the formation of boundaries between social workers and community residents

Social work is often influenced by traditional Chinese human society when it comes to community service. The fundamental reason why social work can enter the community governance system is that it can help community residents build a sense of community belonging and participation, which makes the relationship between social workers and community residents very important in community service. As an imported product of the West, the concepts held by social work itself will inevitably clash when they enter the local Chinese culture, and social workers need to properly handle the relationship with residents to better carry out community services, which is the second living environment that social workers need to face.

When social workers enter the community system, they will develop a system of collecting their own intelligence based on the situation of the local community. F Community's social unions regularly travel to the community to establish contact with the residents of the community by promoting community services, and then rely on observation and communication during the daily community service to deepen the relationship with the residents. Social workers will need to prepare their own materials and activity-related information in advance to inform residents before the start of community services; in the development of community services, social unions wait for residents to arrive at the entrance of the venue, and understand the situation in the community through chatting about the family, to ask whether there is

a need for help, and then the social unions according to the objectives of the activities, using mobilization and organizational skills, mobilize the enthusiasm of residents to participate in activities, pay close attention to the needs of residents in the activities and give timely responses and solutions; after the end of community services, Social workers will actively communicate with residents, collect residents' opinions on the activities to complete the evaluation of the effectiveness of the activities, and verify the potential information collected in the service to the people in need of assistance, and the social workers will establish contact with the relevant residents after verification to prepare for the follow-up assistance work. Social workers need to gradually gain the trust of community residents before and after carrying out community services, establish a relationship network with residents through the accumulation of emotions, and establish an "acquaintance society" in the community to be able to go deep into the lives of community residents, so as to obtain information about residents in need of help through daily chat with residents, and establish an assistance relationship with those who need help.

After the community residents and social workers have established enough trust, they will include social workers in their "circles", and then further deepen the assistance relationship with social workers through methods such as affinity in traditional Chinese culture. After the end of community service, social workers sometimes receive gifts such as fruits from community residents to thank social workers for their help, and when it is necessary to carry out some boring and tedious community services, community residents will also help to participate in order to achieve the number of people required for community service to complete the work of social workers. However, the professional nature of social work in which people teach people to live makes it impossible for social workers to maintain close relationships with the recipients of assistance after the end of the assistance relationship, and social workers cannot have too much contact with the community outside of work. And social workers need to maintain good relations with residents as the basis for carrying out community services, so the relationship between social workers and residents remains close on the one hand, while always maintaining a certain distance, which leads to the boundary between social workers and community residents in this process of mutual pulling. There is a certain flexible space, social workers for residents to seek help outside of work there will be a room for judgment, whether to help community residents depends on whether this matter will affect the life of social workers themselves. In the opinion of Ms. W, a resident of the community:

"Social worker, it doesn't have any interests like this work, everything is free to serve everyone, it's a very noble thing."

After entering the community, social workers need to maintain a good relationship with community residents to carry out community services, but social workers cannot have too much intersection with service recipients after the end of community service, which makes social workers and residents in a process of mutual pulling under the conflict of culture, resulting in a certain flexible space for the boundaries of production between social workers and community residents to maintain the relationship between the two. In this relationship, community residents regard social work as a "very noble thing", which leads to community residents often hindering "obligation" when they need to turn to social workers for help, and in people's traditional conception, "obligation" need to be repaid [5]. Western social work requires community residents to take the initiative to seek the help of social workers, and social workers and community residents can establish an assistance relationship, but under the cultural atmosphere of China, social workers can only take the initiative to obtain information from community residents who may need assistance to carry out assistance services.

5. The occurrence of emergencies: the blurring of organizational boundaries

5.1. Blurring of boundaries under "non-coordinated governance"

After the outbreak of the epidemic, the party and mass service centers in the streets under the command of the street government mainly implemented epidemic prevention policies in various communities, and then the community work stations within the party and mass service centers implemented specific prevention and control measures in various communities and carried out unified regulation. The occurrence of emergencies has changed the situation of community governance, and the basic epidemic prevention work is all arranged by the community workstation and implemented together with the personnel of the neighborhood committee. Community workers will divide the community residents who are responsible for themselves, and form a trinity team with the police and doctors to visit and inquire about and register the relevant situation, be responsible for arranging the relevant living and eating of the residents who need to be isolated, appease the psychological conditions of the isolated

residents, and persuade the residents who do not want to isolate to isolate at home.

Community workstations are not good at reconciling the role of social workers demanded by the upper government and the autonomous space of social workers in the midst of the pandemic. During the coronavirus prevention period, community work stations need to lead the various coronavirus prevention work in their own communities, and cannot take into account the role that social work institutes can play in coronavirus prevention Because of the importance of coronavirus prevention, the relationship between the community workstation and the social worker has changed the community workstation needs to ensure that the prevention and control of the coronavirus is the most important thing, so in order to grasp the work during the community coronavirus prevention period, the community workstation will include social workers in their own working groups to make social workers accept the regulation of the community workstation and assist as a substitute when the community workstation is short of manpower. When there are residents in need of psychological counseling, community workstations are also more inclined to let women's associations arrange psychological counselors in party and mass service center to carry out counseling, while the offices of social workers and psychological counselors are less than ten meters apart There had been no mutual assistance during the coronavirus prevention and control period. This has resulted in less autonomy for social workers and increasing difficulties in managing their own boundaries, forcing them to accept community workstation arrangements [13]. Commissioner L of the Community Workstation said:

"In the New Year, I didn't call social workers go to work, they were involved in the arrangement of our choreography of staff after the holiday and take part in this kind of household work together was equivalent to our staff. We did not treat our social workers as 'social worker', but as our staff. It doesn't say that we don't think of him as a social worker at all. To be honest, they are belonging to the kind of 'Third-party purchase service', right? If you buy services in the community, you are also one of our members, that is to say, there are one of us, basically that is, when we are not have enough personnel, they will also help us. We also need them help us to recruit volunteers."

The blurring of boundaries makes it impossible for social workers to define the role they can play in coronavirus prevention. The working atmosphere of social workers under the leadership of the previous community workstations has always been in a relatively comfortable and easily environment, and the community workstations will not intervene too much in the service development of social workers when providing social resources to them, but the social resources that social workers can obtain during the coronavirus prevention period are limited, and the dependence on resources formed in the past is gradually prominent. Based on rational choice, social workers can only passively accept the arrangement of community workstations, and cannot help community residents link the social resources they need during the coronavirus prevention period. The main work of the social work station during the coronavirus prevention and control period includes that the administrative auxiliary and check the return of personnel to Shenzhen together with community personnel. Just like Director H mainly coordinated the implementation of the personnel who hope to return to Shenzhen with the follow-up registration data and coronavirus prevention measures, and recruited volunteers to reduce the burden of coronavirus prevention on the community workstations. Other three social workers were engaged in temperature screening of people entering and leaving the community and some basic administrative paperwork as preparatory personnel. While preparing to listen to the regulation of the community workstation, the social workers carry out their daily work in the past, select community services that can be held online from the community service plan arrangement, and help recruit volunteers to reduce the work pressure of the community workstation. The social worker L said:

"Because I'm in this community, in fact, I've always felt comfortable, I can say that it's like the feeling of boiling a frog in warm water, this environment makes you feel very comfortable and easily, and you can do whatever you want, and then the residents also recognize you. Then this environment makes me feel as if I don't have that kind of momentum, and then this atmosphere is also that everyone doesn't want to make an effort to do something."

Community work stations are unable to reach the same goals with the upper government in the process of coronavirus prevention, and cannot giving enough space to let social workers fully exert their professional skills, and appear a condition of "uncoordinated governance". Community workstations regard social work stations as their own administrative departments or "quasi-administrative departments", and social workers can only work as a member of community workstations during the coronavirus prevention period, and it is inevitable that social service organizations will be controlled in the past political and social relations. Top-down compulsion makes social workers in a passive state in coronavirus prevention and control, and after blurring the boundaries, they cannot clarify their own responsibilities during the prevention and control period, and can only transfer their own professional

power, and mechanical cooperate with workstation's arrangements and needs. It has led to the relationship between community work stations and social workers gradually changing from the relationship between 'supervision' and 'supervised' to the relationship between 'management' and 'managed' during the coronavirus prevention and control period.

5.2. Loss of the elasticity of the boundary between social workers and community residents

In China's family-based society [3], residents are more likely to respond to emergencies by the families connected by their own blood. After the daily life of the community residents are more concerned about the condition of the elderly and children in the family, and collect information related to the coronavirus and pass it on to other members of the family through the network, so as to prevent their family members being affected by emergencies. Although community residents will feel a certain amount of anxiety during the coronavirus prevention period, most of them think that they have not reached the point of affecting their lives, even if they encounter some difficulties, they will solve themselves, and will not "disturb" social workers, and when community residents really need help, they are more inclined to find the help of psychological counselors, thinking that psychological counselors are more professional.

Social workers can only connect with community residents through online services, but the results achieved are not ideal. After the outbreak of the coronavirus, social workers began to forward relevant news to residents through communication means, helping residents to realize the seriousness of the coronavirus, and also answer to the policy questions about the policy in the coronavirus prevention period, actively asking residents who had difficulties in the past whether they needed help now, but the replies not ideal. Social workers can only select services that can be carried out online from previously arranged activities, such as online coronavirus information dissemination, online planting competitions and other activities to alleviate the negative emotions generated by community residents during the coronavirus prevention period. However, social workers have no experience to carry out services online, and in the process of community service development, they are also affected by many factors such as difficulty in online communication and feedback, poor effectiveness evaluation, etc., and the number of service activities carried out during the home isolation period is limited, which leads to the development of community services far less than before. After the implementation of the home isolation regulations, the channels for social workers to communicate with residents in the past activities have been blocked, and at the same time, they have not been able to observe the condition of residents participating in community services, and the information collection methods formed in the past cannot be implemented, which has led to social workers not being able to obtain community information, find residents who are potentially in need of help, and social workers lose the space to exert their professionalism and lose the flexible space in the boundaries of previous production. The social worker L said:

"I didn't see the reaction of the residents during the event, I don't know they were satisfied or dissatisfied with the event, I could only see the results. For example, if I launched a coronavirus knowledge contest, then I know that he only knows how many points they have scored, and I don't know whether they have checked the knowledge, whether they have gone to see (the online courses), or whether this result maybe his children helped him do, not what he did. It is a service without interaction with residents, in fact, there is no difference with other community workers, and anyone can do it."

The process of social workers providing services online cannot establish corresponding connections with residents, which allows social workers to exercise their professional space. Community residents take the family as a unit to avoid the impact of emergencies, and when they encounter difficulties, they do not want to "disturb" social workers when preventing and controlling the coronavirus, and after the social services are transferred from offline to online, the information collection channels that social workers used to rely on have been blocked, they cannot obtain the information in the community, and they lose past flexible space in the boundaries of the community residents' organizations, which makes social workers unable to exert their professionalism during the coronavirus prevention period.

6. Conclusion

Based on the above case analysis, it can be seen that social workers have reduced their autonomy during the coronavirus prevention and control period and are unable to exert their professionalism. During the coronavirus prevention and control period, community work stations cannot handle the position of social workers in the community, which blurs the organizational boundaries between social workers and community workstations in the past, and social workers cannot take the initiative to establish assistance relations with community residents because their communication channels with community

residents are blocked, and they lose the space to exert professionalism. Although the upper-level government has proposed relevant policies requiring the grass-roots government to pay full attention to the role played by social workers in the coronavirus, the grass-roots governments do not know how to deal with the relationship with social organizations in the event of an emergency, forming a situation of "non-coordinated governance". This allows community workstations to incorporate social workers into their own organizations, and social workers cannot clearly understand the space they can exert in coronavirus prevention. On the other hand, the social resources that social workers can obtain from community workstations during the coronavirus prevention period are limited, which makes it impossible for social workers to play their role as resource linker in the community just like the past. This makes social workers can only passively accept the arrangement of the community workstation based on rational choice and accept the regulation of the community workstation.

The relationships that social workers have formed with the residents of the community in the past cannot be maintained because of the impact of emergencies. In the past, social workers were able to talk to residents in the process of community service and get information from other residents who needed assistance, so that social workers could take the initiative to establish an assistance relationship with the recipients. In the face of cultural conflict, social workers can also rely on the connection with the community residents to divide the flexible space on the border, and maintain relations with the community residents without affecting their normal life. However, community residents mainly take the family as a unit to prevent themselves from being affected during the coronavirus prevention period, and do not want to "disturb" social workers during the coronavirus prevention period, and at the same time, when the community activities began to transformed into online, the communication channels between social workers and community residents have also disappeared, and they cannot obtain information related to other community residents, nor can they observe whether community residents need help, and the previous boundaries cannot be maintained, which makes social workers not have enough space to exert their own professionalism. Under the influence of these two aspects, social workers have gradually entered a state of being moved during the coronavirus prevention and control period, and can only do some common things, gradually lose their professionalism, and become a gear under the operation of community prevention and control. The emergence of this situation also shows that the current community governance structure still needs improve to face the sudden events, although the overall living space of social workers after entering the party and mass service centers has improved, but it is still in a passive situation in the face of sudden events.

The F Community case seems to suggest that the survival of social service organizations in the community still depends on the support of the community at the level of the commanding community. After being included in the party and mass service centers, social workers have a resource-dependent relationship with community workstations, which makes social workers need to rely on community workstations to obtain social resources. In daily work, there is the same goal of jointly building a community, and it will not affect the social worker linking related resources to carry out community services, and when coronavirus prevention becomes the primary goal, the relationship of resource dependence in the past will begin to bind social workers, the organizational boundaries formed in the past will be blurred, and the autonomous space that social workers can play will begin to be compressed, and they will not be able to play their own professional role during the coronavirus prevention period. While social workers gradually lose their professionalism under emergencies, the original assistance relationship with residents is also blocked, and in the case of not being able to play a role in linking social resources, they only solve some coronavirus-related consultations for community residents.

To change the current dilemma of social workers' weakness, it is mainly necessary for the government to introduce corresponding specific policies to guide the relationship between social workers and community workstations in grass-roots communities. The current community governance lacks specific measures to deal with emergencies, and even if social workers want to exert their professionalism in the face of emergencies, without the support of corresponding specific policies, social workers cannot define the work they can do. If social workers want to be able to play their own professionalism in emergencies, they still need to be able to actively cooperate with community workstations, which can give social workers enough space and resources to help social workers play their role in linking resources. In terms of servicing to community residents, social workers should actively maintain the original social contact with community residents, expand the channels of contact with community residents, and have more ways to obtain information about residents who need to be rescued when the assistance relationship is blocked.

Acknowledgements

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