

The Role Positioning of Interns Majoring in Civil Affairs Service and Management in Elderly Care Institutions

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Abstract

As an important component of social development, the cultivation and development of professional talents in elderly care services has always been a focus of academic and industrial circles. This study takes the interns of the major in Civil Affairs Service and Management as the research object, and explores their role positioning in elderly care institutions and its impact on elderly care services. Through research methods such as literature analysis, questionnaire survey, and interviews, the study analyzes the theoretical basis of the interns' role positioning, and conducts empirical research on the specific roles played by the interns in elderly care institutions. The research finds that the interns in elderly care institutions mainly play the roles of service providers, information disseminators, and emotional supporters, and these role positionings not only affect the professional growth of the interns themselves, but also have an important impact on the service quality of elderly care institutions and the quality of life of the elderly. This study has certain theoretical and practical significance for improving the talent training system of elderly care services and enhancing the quality of elderly care services.

Keywords

Civil Affairs Service and Management; Elderly Care Institution; Intern; Role Positioning.

1. Introduction

Role theory is one of the important theories in the research of sociology and psychology, which mainly explores the roles that individuals play in a specific social environment and their impact on behavior. Role theory believes that individuals in society will assume different roles according to their own status and the situation they are in, and these roles will affect individuals' values, behavior patterns and interpersonal relationships. Linton put forward the concepts of role and status, believing that status is the position of an individual in society, while the role is the rights and obligations associated with that status. Parsons further developed the role theory and put forward the concept of role interaction, believing that the interaction between individuals will form a kind of role expectation, thereby affecting the behavioral performance of individuals. In addition, scholars such as Goffman explored the process of role performance and shaping from the perspective of symbolic interactionism. In general, role theory provides an important theoretical basis for understanding the role positioning of interns in elderly care institutions. [1-3] Educational internship, as an important link in the talent cultivation of higher education, has always been a hot topic in educational research. The educational internship theory mainly explores issues such as the role positioning of students in the internship process, the cultivation of practical ability, and the guidance of mentors. Dewey put forward the educational concept of "learning by doing", believing that practical learning is the key to cultivating students' professional abilities. Schön put forward the theory of "reflective practice", emphasizing that interns should continuously reflect and adjust their role positioning and behavior patterns in practice. In addition, some scholars have also studied the interaction relationship between interns and mentors, as well as the psychological changes

during the internship process[4-5]. In general, the educational internship theory provides an important theoretical basis for analyzing the role positioning of interns in elderly care institutions[6].

In conclusion, role theory and educational internship theory provide important theoretical bases for this study and provide theoretical support for exploring the role positioning of interns in elderly care institutions and their impact on elderly care services[7].

2. Research Background at Home and Abroad

China is in a critical period of population aging, and the number of elderly population is continuously increasing, which puts forward higher requirements for elderly care services[8]. However, there are still some problems in the current elderly care service system in China, such as insufficient service supply, uneven service quality, and lack of professional talents. In order to deal with this challenge, the government has issued a series of policy measures to vigorously develop the elderly care service industry, including encouraging colleges and universities to open relevant majors and cultivating professional elderly care service talents.

The civil affairs service and management major, as a new applied major, its teaching goal is to cultivate civil affairs service and management talents with strong practical ability and provide professional talents for the elderly care service industry[9]. In the process of professional cultivation, the internship link is an important link for students to convert the learned theoretical knowledge into practical skills. During the internship process, students can not only deeply understand the operation and management of elderly care institutions, but also personally experience the specific contents and requirements of elderly care service work, laying the foundation for future career development[10].

However, due to the particularity of elderly care service work, the role positioning of interns in elderly care institutions is not clear, which is different from both ordinary employees and institutional managers, which brings certain challenges to the professional development of interns and the quality of elderly care services. Therefore, exploring the role positioning of interns majoring in civil affairs service and management in elderly care institutions has important theoretical and practical significance for improving the internship teaching system and improving the quality of elderly care services.

This research has important significance for the fields of education, sociology, and elderly care services.

Firstly, for the field of education, this research focuses on the role positioning problem of interns in professional practice, which helps to improve the internship teaching system in colleges and universities and enhance the professional ability and vocational quality of interns. Secondly, for the field of sociology, this research helps to deepen the understanding of the role positioning of professional talents in a specific social environment. Finally, for the field of elderly care services, this research helps to improve the service quality of elderly care institutions.

3. Key Main Contents

1. Analyze the role positioning of interns in elderly care institutions from a theoretical perspective. By sorting out role theory and educational internship theory, explore the main factors affecting the role positioning of interns, including the interns' own professional knowledge, practical ability, as well as the management mode and service characteristics of elderly care institutions. Analyze the specific roles played by interns in elderly care institutions, such as service providers, information transmitters, emotional supporters, etc., and elaborate the theoretical basis of these role positions.

2. Adopt empirical research methods to explore the role positioning of interns in elderly care institutions and its impact on service quality. Design questionnaires and in-depth interviews to understand the specific work content, role performance, and impact on service quality of interns in elderly care institutions. Through a combination of quantitative analysis and qualitative analysis, comprehensively grasp the current situation and mechanism of action of interns' role positioning.

3. On the basis of research findings, put forward countermeasures and suggestions to improve the role positioning of interns and improve the quality of elderly care services. Including improving the internship teaching system in colleges and universities and strengthening the cultivation of interns' professional abilities; optimizing the human resource allocation of elderly care institutions to give play to the professional advantages of interns; strengthening the communication and cooperation between interns and institutional managers, the elderly and their families to enhance mutual understanding, etc. Provide theoretical support and practical guidance for the cultivation of elderly care talents and the improvement of the quality of elderly care services.

In short, this research is based on the problem of the role positioning of interns in elderly care institutions, and comprehensively explores this problem from theoretical analysis, empirical research to countermeasures and suggestions, and strives to contribute to the development of China's elderly care service industry.

4. Innovation Points of the Paper

This research has certain innovation both at the theoretical and practical levels.

First, in terms of theoretical innovation, this research is based on the role positioning problem of interns in elderly care institutions, combines role theory and educational internship theory, and constructs a theoretical framework for analyzing the role positioning of interns. Most existing research focuses on the role positioning of interns in fields such as education and medical care, but less involves the field of elderly care services. This research expands the application of role theory in internships in specific industries and provides a new perspective for understanding the role positioning of professional talents in different social environments. Second, in terms of method innovation, this research adopts a research method that combines questionnaire surveys and in-depth interviews to comprehensively collect data and views of multiple subjects such as interns, managers of elderly care institutions, the elderly and their families. This not only helps to objectively reflect the current situation of interns' role positioning, but also can deeply explore the influencing factors and provide strong support for the reliability of the research conclusions. Compared with the existing research that mostly uses a single survey or interview method, the method innovation of this research reflects the scientific and rigorous nature of the research design.

Again, in terms of practical innovation, this research puts forward countermeasures and suggestions to improve the role positioning of interns and improve the quality of elderly care services. This not only helps colleges and universities optimize the internship teaching system and enhance the professional ability of interns, but also can help elderly care institutions rationally allocate human resources and give play to the professional advantages of interns. At the same time, this research also emphasizes the communication and cooperation between interns and institutional managers, the elderly and their families, which is of great significance for enhancing mutual understanding and promoting the improvement of the quality of elderly care services. Compared with the existing research that mostly stays at the problem diagnosis level, the practical innovation of this research reflects stronger pertinence and operability.

In short, this research has innovations in theoretical analysis, research methods and practical applications, and has made due contributions to the development of China's elderly care service industry.

5. Research Conclusions

Through the combination of theoretical analysis and empirical research, this study draws the following main conclusions:

First, interns majoring in civil affairs service and management mainly play three roles in elderly care institutions: service providers, information transmitters, and emotional supporters. As a service provider, interns participate in the daily care and health management of the elderly, providing direct support to the quality of life of the elderly. As an information transmitter, interns play the role of a communication bridge between the institution and the family members, enhancing mutual understanding. As an emotional supporter, the company and care of interns greatly increase the life satisfaction of the elderly. These role positions not only affect the professional growth of the interns themselves, but also play an important role in the quality of elderly care services.

Second, the main factors affecting the role positioning of interns include: the interns' own professional knowledge and practical ability, the management mode and service concept of the elderly care institution, and the guidance method of the tutor. Interns with stronger professional abilities can usually better play their professional advantages and play an important role in elderly care institutions. And the management concept of the institution and the guidance method of the tutor will also shape the role expectations of the interns and affect their actual performance. Therefore, improving the professional ability of interns, optimizing the management mode of the institution, and strengthening the guidance of the tutor are all important measures to improve the role positioning of the interns.

Again, the role positioning of interns in elderly care institutions has had various impacts on the quality of service. As a service provider, the professional ability of interns directly determines the quality of life care for the elderly; as an information transmitter, interns help to enhance the communication between the institution and the family members and improve the pertinence of the service; as an emotional supporter, the intimate service of interns greatly increases the life satisfaction of the elderly. Therefore, reasonably positioning the role of interns and giving full play to their professional advantages will help to improve the overall level of elderly care services.

In short, this study has deeply explored the improvement path of the quality of elderly care services from the perspective of the role positioning of interns, providing theoretical support and practical guidance for the development of China's elderly care service industry.

6. Limitations of the Research

Although this study has made certain explorations in theoretical analysis and empirical research, there are still some limitations:

First, the representativeness of the research objects still needs to be further improved. The samples of interns, elderly care institution managers, and the elderly and their family members selected in this study, although covering different regions and types, due to the limitations of time and funds, the sample size still needs to be further expanded. If the sample range can be further expanded to include more regions and types of elderly care institutions, it will surely make the research conclusions more representative and universal.

Second, there is still room for further optimization of the research method. This study adopted a combination of questionnaire surveys and in-depth interviews, but due to the limitations of

the interviewees, it may not be able to fully reflect the complex mechanism of the role positioning of interns. If methods such as participant observation and case analysis can be combined to conduct a more in-depth observation and analysis of the specific work situation of interns in elderly care institutions, it will surely make the research conclusions more rich and detailed.

Again, there is a further need to expand the research perspective. This study mainly explored the improvement path of the quality of elderly care services from the perspective of the role positioning of interns, but the influencing factors of the quality of elderly care services are multifaceted, such as the policy environment and the awareness of the public, which also play important roles. If the research perspective can be expanded to these aspects, it will surely make the research conclusions more comprehensive and systematic.

Finally, the applicability of the research conclusions still needs to be further enhanced. This study put forward a series of countermeasures and suggestions to improve the role positioning of interns and improve the quality of elderly care services, but in the specific implementation process, it may still need to be adjusted and optimized pertinently according to the actual situation of different regions and institutions. If the cooperation with relevant government departments and elderly care institutions can be further strengthened, it will surely make the research results better serve the practice.

In short, there are still some limitations in this study, which need to be further improved and enhanced in future research, in order to make greater contributions to promoting the development of China's elderly care service industry.

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