

City Management Intelligence from the Anti-domestic Violence Multi-linked Working Mechanism

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Abstract: Domestic violence is a common problem in Chinese society, and with the development of a digital city, various anti-domestic violence mechanisms are being explored and innovated. Based on the theory of collaborative governance and digital governance, the Women's Federation of Xushuguan Town, High-tech Zone of Suzhou, Jiangsu Province, initiated the "1+3+6+X" anti-domestic violence working linkage mechanism and achieved excellent results. This paper will analyze the innovative mechanism of Xushuguan Town from the perspective of collaborative governance theory and digital governance theory, and propose the important role of the three-in-one multi-party collaborative mechanism of "Women's Federation, Police and Law, and society" in the anti-domestic violence work and city management. Then, taking this mechanism as a representative, it is analyzed that the anti-domestic violence work in China is facing many difficulties, such as the high mobility of population, the shortage of resources for grassroots governance, the lack of vitality of market enterprises, and the weak professional ability of relevant staff. We combined this mechanism with the digital society, and come to the conclusion that it puts forward countermeasures to optimize the anti-domestic violence work mechanism to the all-process, all-system, all-round and all-element. This paper has put forward various suggestions for building an intelligent "anti-domestic violence governance community" in China, including strengthening the interaction between the police and the community, pushing the publicity of law, expanding medical resources and focusing on professional training, etc.

Keywords: Anti-domestic violence; Public management; Collaborative governance; Digital governance

1 INTRODUCTION

In the report of the 20th CPC national Congress, it is mentioned that we should "accelerate the transformation of the development mode of mega megacities, implement urban renewal actions, and create livable, resilient and smart cities". In fact, since the 18th Party Congress, the Party Central Committee has attached great importance to the quality improvement and functional optimization of grid-based management. By sinking the center of gravity of governance and integrating governance resources, grid-based management tightens the grassroots governance system, enhances the capacity of grassroots governance, and improves

the effectiveness of grassroots governance, which indicates the direction of progress and optimization for the modernization of China's city governance.

In the context of increasingly diversified social interests in the new era, the problem of domestic violence has become increasingly prominent. "The 14th Five-Year Plan and the outline of the 2035 Visionary Goals point out that we should "increase the implementation of the anti-domestic violence law, strengthen marriage and family counseling services, and prevent and resolve marriage and family conflicts and disputes." In today's booming digital city, the trend of digital governance will definitely provide a new development path for China's anti-domestic violence work. In order to comprehensively protect the legitimate rights and interests of women, and build an intelligent social governance system of co-construction, co-management and sharing(Xia, 2018).

In the process of this development, provinces have explored various working methods to prevent and deal with domestic violence according to local conditions. Among them, the representative one is the "1+3+6+X" anti-domestic violence work mechanism pioneered by the Women's Federation of Xushuguan Town, Suzhou High-tech Zone, Jiangsu Province. This mechanism establishes a tripartite linkage service model of departmental coordination, professional support and social participation, and integrates police and legal departments and social forces. Through deepening six working mechanisms: information interaction, linkage transfer, hierarchical evaluation, menu service, joint consultation and team empowerment, X practical measures such as a service grid and a psychological consultation are used as the working path. In the first half of 2022, the mechanism served a total of 160 marital and family conflicts and disputes in 17 communities (villages) in Xushuguan Town, serving more than 500 women in total, with excellent results.

The successful experience of the "1+3+6+X" anti-domestic violence work innovation mechanism provides an inspiring model for anti-domestic violence work, collaborative governance system, and social governance community in other regions of China. However, at the same time, the mechanism has also exposed many difficulties that China's anti-domestic violence work mechanism is facing. In today's smart society, the trend of intelligence will certainly provide a new development path for China's anti-domestic violence work.

2 ARRANGEMENT

The arrangement of this study is divided into six stages: literature study, research design, questionnaire interview, material analysis, in-depth analysis, and polishing of the finished product, which is dedicated to promoting the research in the process of participating in the governance of anti-domestic violence work of grassroots women's associations.

This study plans to study the literature on social governance theories such as "grid-based governance" and "digital governance" through literature research method, summarize and compare the relevant policies and reports from different regions, and establish a research database by using word frequency analysis and database analysis. Based on this theory and using field observation, the team will conduct a two-week embedded research in Shushuguan Township, participating in the daily work of the community women's association and village women's association, working with the grid workers in the community, familiarizing

themselves with the specific process of anti-domestic violence work, and experiencing the application of digital platform in anti-domestic violence work.

Considering the impact of the epidemic, this study adopted the model of offline participation and online real-time contact, maintaining close contact with FMC staff online and organizing video conferences to conduct online interviews and research beyond local boundaries. Offline, we conducted in-depth interviews with the chairperson of the Women's Federation of Hushuguan Town, the chairpersons of the women's federations of each community, the chairpersons of the village women's federations, and the grid members at all levels through semi-structured interviews to understand the current situation and effectiveness of the anti-domestic violence work. The topics of the interviews mainly included the experience of anti-domestic violence work and the concept of "digital governance".

At the same time, women in Huqiu District were randomly distributed the "Questionnaire on Women's Development in Huqiu District, Suzhou" to investigate the real feelings of local women about the anti-domestic violence mechanism. We also explore the factors affecting the effectiveness of the mechanism against domestic violence through QCA, and summarize the advantages and characteristics of the mechanism. Thus, combining theory, practice and real data, a scientific, realistic and three-dimensional research analysis is derived.

3 CURRENT SITUATION

The "1+3+6+X" anti-domestic violence work mechanism establishes a perfect departmental linkage and work flow system, which realizes regular meetings of the Women's Federation and public security cycle and step-by-step sharing of domestic violence details in the preliminary interchange and referral; realizes fine assessment led by the Women's Federation and symptomatic services in the mid-term response and disposal; realizes social participation in the post-defense and relief In the later stage of the protection of rights and remedies, to achieve social participation in resolving conflicts, joint consultation throughout the escort.

In order to verify the rationality of the innovative anti-domestic violence synergistic mechanism in Xushuguan, this paper conducted a qualitative comparison (QCA) analysis based on literature combing using fs/QCA3.0 software. Fourteen cases of anti-domestic violence measures and outcomes were selected, and "process-based (PP)" (process-based/no process-based) "system-based (BS)" (system-based/ no system-based) "orientation-based (OO)" (with orientation/without orientation) "elementalization (IE)" (with elementalization/without elementalization) as the key explanatory variables, subdivided and weighted its basic indicators to obtain the original score. The anti-domestic violence effect adopt the 1-9 scoring method, that is whether community construction (propaganda + effect) is complete, whether social (individual + social) participation is diversified, and whether the working mechanism (diverse + process) is perfect. The original data is obtained with a full score of 3 points. The results of the analysis are shown in the following table.

Table 1: QCA results output table

Conditions	Configuration Solution	
	1	2
Processization (PP)	●	⊗
Systematization (BS)		●
Orientation (OO)	●	●
Elementalization (IE)	●	⊗
Consistency	0.908257	0.905512
Original coverage	0.53	0.3125
Unique coverage	0.391304	0.165761
Total Consistency	0.925	
Total coverage	0.703804	

As can be seen from the table above, there are two ways to achieve the ideal anti-domestic violence effect:

1. With process *with orientation *with elements
2. No process*with system*with orientation*without elements

The results of QCA analysis showed that compared with other cases, the innovative "1+3+6+X" anti-domestic violence work mechanism of Xushuguan has the characteristics of process, system, orientation and elements, which is in line with the general rules of anti-domestic violence practice in various places. And the mechanism of Xushuguan focuses on four comprehensive aspects, which is quite perfect and comprehensive, this is a rare feature in the cases of other places.

In order to further explore the effectiveness of the mechanism, the team randomly and anonymously distributed a questionnaire of the "anti-domestic violence work in Xushuguan". From the 160 questionnaires collected, the team divided some of the questions into five categories: namely, "knowledge of rights", "ability to protect rights", "work of Women's Federation", "evaluation of mechanism", and "situation of assistance", to analyze and evaluate the mechanism.

The overall evaluation of the anti-domestic violence mechanism in the high-tech zone is comprehensively evaluated by AHP (analytical analysis method) and Likert scale method. The Kronbach Alpha value of the questionnaire is 0.949, which shows excellent reliability.

Through the analysis of the questionnaire data, the team figured out that the overall satisfaction of the "1+3+6+X" anti-domestic violence mechanism is high, and the proportion of those scoring 4 or 5 in the dimension of "mechanism evaluation" accounts for 80% of the total (see Figure 1). Respondents were generally satisfied with the role of the anti-domestic

violence mechanism in community life, and affirmed the good effect of collaborative governance and digital governance in the mechanism.

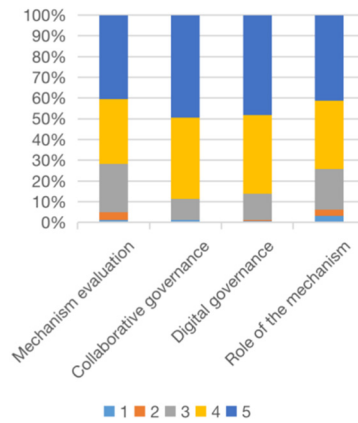


Figure 1: Mechanism evaluation index weight stacking chart

Women's recognition of the work of the Women's Federation is high, and the mean scores of all questions on the dimension of "the work of the Women's Federation" are above 4 (see Figure 2), showing a relatively good community reputation. Specifically, when women encounter family disputes or domestic violence in their daily lives, 32% of them would choose to go to the community or the Women's Federation (see Figure 3), showing that women have considerable confidence in community-based grassroots organizations. In addition, the overall publicity effect score of this innovative mechanism is more than 4, indicating that the three publicity channels of "community publicity", "neighbourhood publicity" and "online new media" can well complete the task of promoting anti-domestic violence, among which community publicity has the most obvious effect.

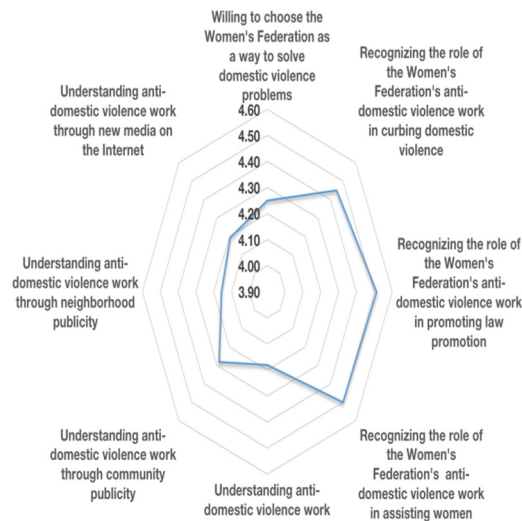


Figure 2: Radar chart of the mean value of the secondary indicators of the work of the Women's Union

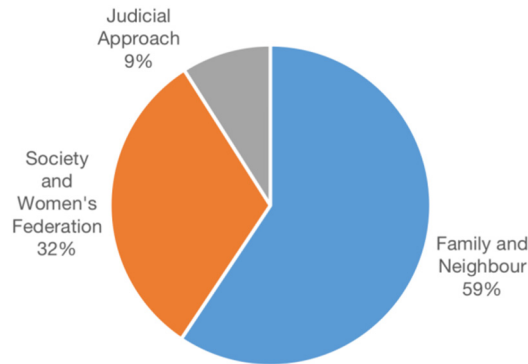


Figure 3: Pie chart of the frequency of help-seeking mode selection

It can be seen that in the "1+3+6+X" anti-domestic violence work mechanism, the multi-party collaborative linkage circulation system is well built and has high work efficiency. With innovative means, each domestic violence case has been successfully included in the linkage circulation system of "preliminary interoperability- medium-term response disposal- later rights protection relief".

4 THE DILEMMA OF CHINA'S ANTI-DOMESTIC VIOLENCE WORK MECHANISM

4.1 High Mobility of Foreign Population and Shortage of Resources for Grassroots Governance

Under the multiple pressures of epidemic protection and foreign migrant population management, China is highlighted by the lack of resources for grassroots governance and the difficulty of grassroots management. Due to heavy work and pressure, grassroots police are often overwhelmed in dealing with domestic violence incidents. Grassroots Women's Federations often have multiple jobs and can provide limited services and emotional support to battered women. Facing the large floating population, it is difficult for grid members to grasp the situation of foreigners and their marriage and families in real time.

4.2 Lack of Market Enterprise Dynamics and Absence of Medical Support Services

Due to the special nature of domestic violence cases, the market is vague and limited in anti-domestic violence, and it is difficult to intervene. Take the "1+3+6+X" anti-domestic violence work mechanism as an example, only the education and training services provided by the "Xindele Women's and Children's Care Center" for the women's association team reflect the market's participation, which accounts for a relatively small proportion. In addition, most of China's anti-domestic violence mechanisms lack medical services and hospital participation. Victims of domestic violence need to go to hospitals to identify their injuries in a timely manner in order to provide a basis for defending their rights(Huang, 2022), and there are difficulties such as delays in injury identification and medical treatment, and loss of evidence collection services.

4.3 Community Attention Needs to Be Improved and Professional Capacity Needs to Be Strengthened

Looking at the anti-domestic violence work mechanism in China, it can be seen that due to the existence of the above two dilemmas, some communities at the grassroots level are weak in implementing their anti-domestic violence work mechanism and do not pay due attention to the problem of domestic violence, and are a little behind in taking measures, resulting in low efficiency in dealing with the problem. Moreover, some community workers have weak professional capacity and limited opportunities to receive professional technical training(Xiao, 2021). Community workers are often unable to assert their own position and attitude when they are facing with complex family conflicts, and may find it's difficulty to communicate effectively with the victimized women, unable to provide immediate help to them.

5 PROSPECTS OF CHINA'S ANTI-DOMESTIC VIOLENCE WORK MECHANISM

5.1 All- process: Prevention Beforehand, Response during the Event, and Follow-up Afterwards

Distinguishing from the fragmented work status quo, the anti-domestic violence work mechanism should realize the whole process of participating in domestic violence cases, i.e., domestic violence prevention beforehand, response during the incident, and follow-up afterwards, and the Women's Federation linking with social sectors to realize the regular protection of women's rights and interests.

In the face of a large number of migrants, grassroots grid officers can establish a file bank to update and track the flow of the foreign population in real time. Police officers, on the basis of existing mechanisms, improve the joint collaboration mechanism and police governance model among communities, public security and Women's Federations(Jiang, 2021). A team of volunteers formed by the grassroots departments join the daily patrols of the grid officers to help each other with the people's own actions, and develop the source of strength of the grassroots governance team to give full play to the subjective initiative. Reasonably set the organization structure of the grassroots governance body, the scope of the jurisdiction, optimize resources and staffing and other inherent factors, so as to achieve the whole.

5.2 All-system: Departmental Linkage, Market Participation, Social Assistance

In contrast to the fragmented work status quo, the anti-domestic violence work mechanism should be based on the collaboration of various organizations such as Women's Federations, public security, community, and justice, and mobilize the market and individuals to participate in anti-domestic violence work through the support of government funds, so as to improve the service grid of Women's Federations with the power of "society-market-individuals", thus realizing the whole system will participate together.

Increase the purchase of government grassroots governance projects and establish special financial investment in grassroots governance synergy mechanism as a way to steadily support the personnel and special training and motivation of each subject that plays an important role in the grassroots governance system, service management and standard operation. Focus on

the participation of market resources to supplement the gap of market forces in grassroots governance, and let the market play its regulatory role. This will enrich the richness of sectoral linkages in grassroots governance and mobilize the activeness and continuity of sectoral work.

5.3 All-round: All Types of Response, All Rights and Interests, All Regulations Are Practiced

Distinguishing from the biased work status quo, the anti-domestic violence work mechanism should achieve full coverage of domestic violence type response, full coverage of women's rights and interests protection, and full coverage of anti-domestic violence law regulations practice, covering all aspects of anti-domestic violence work should be touched in all aspects.

In addition to explicit domestic violence, hidden domestic violence can be reflected through the daily visits of grid workers and professional communication of psychological counselors. In the protection of women's rights and interests, Women's Federation can link up with police, law departments and social forces to provide intelligent robot consultation services through online small programs or hotline platforms, and set up automatic answer functions for questions with high consultation frequency to initially solve all kinds of trivial and simple inquiries, and then transfer to human services if women have special needs. This will not only help women to quickly resolve minor queries, but also improve the efficiency of various departments, which will be more conducive to the protection of women's rights in all aspects.

5.4 All-element: Casework, Group Work, Community Work

Distinguish from the assembly work status, the anti-domestic violence work mechanism should be further optimized to improve the intervention of multiple parties in the anti-domestic violence work by case work, group work and community work. In other words, the online intelligent platform can be used to realize information sharing and joint referral of anti-domestic violence work, set limited access rights to achieve dedicated responsibility and protect women's privacy comprehensively. It can also provide women with "one-stop" anti-domestic violence services through the "online + offline" consultation and linkage model, saving the cost of defending rights and improving the efficiency of anti-domestic violence work.

In terms of community work, close communication and cooperation with public security, social organizations, and counseling agencies is needed to adapt to and make full use of the closed-loop nature and efficiency of the linkage, and to closely follow up the flow and results of work projects in the linkage. The "individual + enterprise" training model can also be used to provide professional skills training for relevant staff in offline lectures and online meetings to enhance the effectiveness of the women's association team's anti-domestic violence work. Community workers also need to accumulate practical work experience. Intelligent discussion platforms can be established, such as internal communities and forums, to provide a space for staff to exchange work experience anytime and anywhere, and broaden the breadth and depth of community work communication.

6 SUGGESTIONS FOR FURTHER STUDY

6.1 Strengthen the linkage of Police and society and improve the collaboration system

In the face of a large foreign population, grass-roots grid officers can establish a file bank to update and track the flow of the foreign population in real time. On the basis of the existing mechanism, police officers can improve the joint collaboration mechanism and police governance model of the community, public security and women's federation. The women's federation takes the lead in forming a team of women volunteers to join the daily patrols of the grid officers, helping each other with the women's group's own actions, developing the source of strength of the anti-domestic violence team, and giving full play to the subjective initiative. Reasonably set the organizational structure of the anti-domestic violence subject, the scope of the jurisdiction, optimize the resources and staffing and other inherent factors, thus alleviating the problem of resource shortage in grassroots governance.

6.2 Strengthening the popularization of law and empowering the vulnerable groups

The anti-domestic violence multi-party coordination mechanism should focus on improving publicity and promotion, and combine with legal education to enhance the public's awareness of legal rights and anti-domestic violence consensus. Women's federations can link up with other grassroots forces such as community party and group service centers and community police to enhance the publicity power, post paper law-prevention flyers on community bulletin boards, regularly invite resident judges and women's federations representatives to hold lecture activities. And make good use of the power of women's teams to continuously expand the popularity of publicity. At the same time, through legal education, the courage of victims to speak up in the face of domestic violence is enhanced, more women understand the operation mode of the multiparty coordination mechanism against domestic violence, and the channel for women victims to express their demands and defend their rights is stabilized.

6.3 Increase government purchase and expand medical resources

Increase the government's purchase of anti-domestic violence social worker assistance programs and establish special financial investment in the anti-domestic violence collaborative mechanism as a way to stabilize support for the personnel and special training, incentives, service management and standard operations of the various entities that play an important role in the anti-domestic violence service system. Docking enterprise units regularly carry out legal awareness campaigns about anti-domestic violence, provide psychological counseling for female workers who have suffered domestic violence, and provide humanistic care.

Focus on the involvement of the medical subsystem to supplement the gaps in medical resources in the anti-domestic violence mechanism. Shushuguan can contact the nearest hospital to include it in the main body of anti-domestic violence and open a special medical channel for domestic violence victim services. After receiving a police report and consulting the victim's needs, immediately bring a medical attendant to the home of the case owner, or bring the victim to the hospital to get an immediate examination to ensure personal safety, so as to do the "first step" of domestic violence rights protection.

6.4 Sound professional training to build a good team

As an indispensable part of the anti-domestic violence multi-party coordination mechanism, the community should actively familiarize itself with the anti-domestic violence work mechanism, communicate and cooperate closely with public security, women's federations, social organizations and counseling agencies, etc. to improve the detection rate of domestic violence in the community and reduce the harm of domestic violence from the source earlier, and strengthen the follow-up visits to ensure the orderly progress of anti-domestic violence work.

In addition, professional skills training should be provided to relevant staff to create an excellent service team. Community workers also need to accumulate experience in practical anti-domestic violence work, enhance their own initiative in anti-domestic violence services, cultivate their own sense of mission and responsibility, and put themselves in the position of providing help for women victims.

7 CONCLUSION

"Domestic violence" is a persistent problem in social problems, and "anti-domestic violence work" is also a persistent priority in city management. Based on the theory of collaborative governance and digital governance, the current situation of the "1+3+6+X" anti-domestic violence working linkage mechanism was analyzed. In order to overcome the dilemma of China's anti-domestic violence work mechanism and improve the city management, the three-in-one multi-party collaborative mechanism of "Women's Federation, Police and Law, and society" plays an critical role.

Based on the four prospects of China's anti-domestic violence work mechanism, for further academic and practical research, more attention should be paid to strengthen the interaction between the police and the community, pushing the publicity of law, expanding medical resources and focusing on professional training, etc.

The protection of women's rights and the construction of an "anti-domestic violence governance community" are important questions for the development of city management in the new digital society.

We believe that the arrival and vigorous development of the intelligent society nowadays will definitely shine a new light, guide a new direction and open up a grand world for the anti-domestic violence work and city management in China.

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