

Study on the Matching Degree of the Quality of Employees in Pension Institutions and the Needs of the Elderly

ZHOU Zaijuan^{[a],*}; FENG Han^[a]

^[a]Zhengzhou Normal University, Zhengzhou, Henan, China.
*Corresponding author.

Received 21 December 2022; accepted 1 February 2023
Published online 26 February 2023

Abstract

With the deepening of the aging of China's population, the pension problem has become a problem that needs to be taken seriously in modern life. In order to solve the aging problem that will occur in the future, the current situation of the pension industry, the quality of employees in pension institutions and the needs of the elderly are carefully studied. The state should formulate corresponding policies to ensure the healthy and orderly development of the pension industry; the government should coordinate all parties to provide the development power for the institutional pension; pension institutions should exert their advantages, improve the professional ability of nursing staff, improve the service quality of pension institutions, introduce intelligent products, and promote the "Internet⁺Innovative development of elderly care services".

Key words: Pension institutions staff quality; The elderly needs; Pension institutions problem; Countermeasures

Zhou, Z. J., & Feng, H. (2023). Study on the Matching Degree of the Quality of Employees in Pension Institutions and the Needs of the Elderly. *Canadian Social Science*, 19(1), 63-66. Available from: <http://www.cscanada.net/index.php/css/article/view/12929>
DOI: <http://dx.doi.org/10.3968/12929>

According to the results of the seventh census released by the National Bureau of Statistics in May 2021, the number of people aged 65 or above in Henan province reached 13.402 million, accounting for 13.49 percent of the permanent resident population. Henan province is a populous province in China, with a large elderly

population. Characteristics of aging in Zhengzhou: large population base, many empty-nesters living alone, and obvious trend of aging. It can be seen that the aging problem in Zhengzhou is serious, and the elderly care market is huge. Now, under the influence of the only-child policy and the change of China's pension concept, home care has no longer meet the needs of the elderly, and institutional pension has become a choice for more elderly people. It is of great and urgent significance to vigorously develop the elderly service industry to meet the multi-level and diversified needs of the elderly.

President Xi Jinping has stressed that effectively responding to the aging of the population will not only improve the quality of life and life of the elderly, safeguard their dignity and power, but also promote economic development and enhance social harmony.

Since the end of 2019, our country home quarantine policy to reduce cross infection, because of this, those closed in the pension institutions for elderly care of the elderly in institutional service personnel satisfaction directly affects the mental health of the elderly and service personnel are willing to continue to engage in such work needs. To this end, our team conducted in-depth investigation on these issues, went to Yihe Nursing Home and Henan Carnation Home Care Service Co., Ltd., and established "Research on the matching degree of the quality of nursing institutions and the needs of the elderly" as the research topic.

In this survey, we found that under the influence of the epidemic, almost all pension institutions have also started semi-closed management, and it is difficult for the elderly to go out, which will have a certain impact on the psychology of the elderly themselves. For example, during the investigation of Yihe Nursing Home, we saw that the person in charge here encouraged the elderly and children to visit the elderly often every week. Even if they could not go out, they could also push and help the elderly to walk in the yard and chat, and if the children are busy,

there would be staff to talk with them. This way itself will be of great help to the psychology of the elderly, because in China's institutional pension, a big pain point is that the children send the elderly to the institution, regardless, so that many elderly people have a great resistance to the institutional pension. Here, we saw an old woman to visit her wife, through asking us, we learned that her wife is not in good health, her mother-in-law is difficult to take care of at home, sent here can relieve the great pressure of her mother-in-law, and her mother-in-law also said that she would move in after a while. From the understanding, we know that the fees here can be affordable, and the professional ability of the staff here can also be recognized by the elderly. In the chat of the person in charge, we learned that this organization also runs a special training institution, which can continuously provide professional service personnel for the organization.

1. BASIC SERVICE NEEDS OF THE ELDERLY

1.1 Improve the Professional Care for the Elderly

Studies have shown that the older people, the more attention to their health, often worry about whether they are seriously ill, and rely heavily on professional caregivers and medical testing and treatment resources. However, the professional degree of some pension institutions needs to be improved, ignoring the reasonable concerns of the elderly about their health status. The professional quality and ability of the nursing staff in nursing institutions are not high, and they lack of professional skills certificates and basic qualities for the elderly, which cannot meet the professional care of the elderly. At the same time, pension institutions lack aging hardware facilities and routine medical testing facilities, pension facilities are old and backward, there is no contact with professional medical institutions, and lack of responsible guarantee for the health of the elderly. It presents the unreasonable situation of "high demand" and "low satisfaction". All these problems aggravate the elderly's distrust of pension institutions and their anxiety about their own conditions, which need to pay full attention to and reasonable solution.

1.2 Strengthen the Standardized Adjustment of the Diet Structure of the Elderly

The traditional concept of caring for the elderly often only focuses on making the elderly eat and sleep well, but lacks the satisfaction of the individual taste, nutrition collocation and special needs of the elderly. Caregivers often only focus only on providing a unified diet, meet the diet of the elderly with their own experience, and ignore the reasonable demands of the elderly. The elderly due to the decline of body function and suffer from different

physiological diseases, have different demand for diet, some pension institutions not standardized diet supply has a great risk to the health of the elderly, it violates the elderly expectations into the pension institutions of professional care, will cause serious impact on the development of pension institutions.

1.3 Pay Attention to the Aging-Appropriate Adjustment of the Living Environment of the Elderly

For the elderly whose physical function is damaged and can only move in a square place, the living environment is not only the material space on which they live, but also the material guarantee that their spirit can be placed, and it is an important place to protect the physical health and psychological satisfaction of the elderly. The adjustment of the living environment of the elderly can reduce the barriers of the elderly in the institutional pension, meet the daily life needs of the elderly, reduce the risk of fall of the elderly, and enhance the psychological comfort of self-realization of the elderly, which is the embodiment of the attention to the physical and mental health of the elderly. At the beginning of their establishment, nursing homes should include aging buildings into the plan, build barrier-free facilities and supporting action AIDS for the elderly, especially anti-fall devices in bathrooms and bathrooms. It is an important measure for the modern reform of pension institutions to adjust the living environment of the elderly, improve the professional equipment level of pension institutions, and meet the living and safety needs of the elderly.

1.4 Enhance the Attention to the Psychological Needs of the Elderly

The elderly itself due to age factors and social contact gradually weakened, social adaptation ability is poor, at the same time because of poor physical condition, easy in psychological loneliness, helplessness, powerlessness and world-weariness negative emotions, in social communication is reluctant to communicate with others, to other things is not high. On the one hand, this situation requires nursing staff to timely detect the negative emotions of the elderly, use professional psychological knowledge combined with life experience to enlighten the elderly, and timely channel the bad emotions of the elderly. On the other hand, nursing institutions should regularly carry out recreational and sports activities that are interested to the elderly, provide literary and artistic activities such as newspapers, books, chess, films and TV dramas and dramas that are popular with the elderly, promote the construction of sports facilities suitable for the elderly, and enhance outdoor activities for the elderly. At the same time, encourage the elderly to develop their interests, do what they can, enhance the self-identity, and encourage them to realize their own value.

1.5 Meet the Personalized Service Needs of the Elderly

Pension institutions bring together the elderly from different families in the city. Due to their different age, experience, health status, educational level, marital status and family support level, the service needs for pension institutions are different. There are also differences in the needs of older adults across gender. Women expect more humanistic care services, while men expect more infrastructure services for life care. And the needs of the elderly with different education degrees are also different. Older people with higher education are usually more inclined to have companionship and psychological counseling. However, the entertainment facilities related to humanistic care services in the nursing institutions are still not perfect, such as chess and card room, rehearsal room, table tennis room and other supplies are insufficient, and some pension institutions do not even provide psychological counseling, hospice care and other services. However, the traditional "one size fits all" service management mode of pension institutions can not meet the service needs of the elderly. Pension institutions should consult the wishes of the elderly on the basis of analyzing different subjective and objective conditions, and provide refined, personalized and diversified pension services for the elderly. Adhering to the people-oriented service concept, we carefully observe the living needs of each elderly person, establish a personalized service plan for the elderly and make dynamic adjustments according to the time changes. Establish demand-oriented pension service mechanism, meet the personalized needs of the elderly, enhance the happiness of the elderly and acquisition, improve the accuracy and efficiency of pension service, improve the institutional pension reputation and advantage, innovation of institutional endowment endowment service mechanism, is the old endowment dream, also is the goal of institutional endowment.

2. THE QUALITY OF EMPLOYEES IN PENSION INSTITUTIONS

According to the research of pension agency data, the pension service personnel widespread less, older, education is not high, low wages, work willingness is not high, the phenomenon of large mobility and employees mostly only pension nurse primary permit, with endowment nurse senior permit has a minority, with endowment nurse senior technician certificate is rare. At present, the life care skills of employees in nursing homes have been basically met, but the skills of medical care, psychological care and emergency handling still need to be improved.

Cultivate the psychological nursing ability of employees in elderly care institutions. Mental health is an important measure of the health of the elderly. After entering the old age, with the gradual failure of

physiological function, the mental health of the elderly, such as memory, thinking agility decline, weak ability to solve problems. There are more elderly people due to the change of social role, the decline of sensory organ function, physical exhaustion and diseases, economic income, and other factors, often manifested as worry, loneliness, suspicion, loss, etc. Therefore, it is necessary to timely make a correct assessment of the mental health of the elderly, understand whether there are different degrees of mental health, even mental illness, so as to take corresponding nursing measures in time, so that the elderly get rid of the impact of bad psychology, improve the quality of life.

Cultivate the emergency handling ability of employees in pension institutions. Living in pension institutions often poor health and escort personnel culture level is generally not high, the lack of sufficient medical knowledge, and part of the elderly once the disease, often only tens of minutes of effective rescue time, once missed, and customer disputes will inevitably affect the home pension services development, to improve the staff knowledge and skills system, training employees emergency processing ability is essential.

3. THE CURRENT PROBLEMS FACING THE PENSION INSTITUTIONS

In Zhengzhou city, for example, the existing pension institutions for private enterprises, its profit as the primary purpose, but the health care, psychological counseling, entertainment facilities all need a lot of money, professional instruments and high-quality professionals be short of one cannot, low efficiency at the same time there are high risk, potential disputes in personal safety and privacy issues. Moreover, the training methods and content of elderly care workers are relatively simple, which cannot reach a high level of service ability.

4. PUT FORWARD STRATEGIES TO PROMOTE THE DEVELOPMENT OF INSTITUTIONAL PENSION ACCORDING TO THE SERVICE NEEDS OF THE ELDERLY

4.1 The Government Level Should Play a Leading Role

The state should formulate corresponding policies to ensure the healthy and orderly development of the pension undertakings. To vigorously develop old-age undertakings, we should improve the basic living security system for the elderly, give the elderly the most basic material security, and enjoy the national development dividend. We will improve the unification of service standards for old-age care institutions, promote more standardized

services for old-age care institutions, form unified basic standards for old-age care institutions nationwide, and provide scientific evaluation guidelines for old-age care users. Introduce policies conducive to the development of pension institutions, eliminate the factors that hinder the standardized and scientific development of pension institutions in China, and provide a solid policy guarantee for the development of pension institutions in China.

The government should coordinate with all parties to provide the impetus for the development of institutional pension. We should implement the requirements of opening up the pension service market to improve the quality of institutional pension, encourage other social organizations to enter the construction of the pension market, and inject vitality into the pension cause. Colleges and universities are encouraged to set up home economics majors, guide people with highly educated and high-quality to enter the care industry, improve the educational background of nursing care staff, solve the problem of aging and low education of institutional nursing staff, and inject fresh blood for institutional care.

The government should increase the capital investment in the pension industry. We will strengthen the construction of basic supporting facilities for the elderly, provide basic living and entertainment places for the elderly, provide subsidies for beds and other aspects, give appropriate subsidies to nursing staff, encourage social funds to flow into the pension industry, and give sufficient financial support to pension institutions.

4.2 At the Social Level, the Role of the Pension Industry Should Be Well Guaranteed

The market should increase the production and supply of supplies for the elderly, improve the innovation ability of supplies for the elderly, develop all kinds of supplies for food, clothing, housing and transportation, meet the needs of their daily life and entertainment, and improve the quality of life of the elderly. Strengthen the publicity of pension institutions, encourage social people to show love and volunteer activities to pension institutions, strengthen the connection between the elderly and the society, create an atmosphere for the whole society to respect and care for the elderly, alleviate the loneliness of the elderly, let the elderly find the value of life, and meet the spiritual needs of the elderly.

4.3 Pension Institutions Should Give Full Play to Their Own Advantages

Improve the professional ability of the elderly care staff. In terms of personnel employment, pension institutions should implement certificates and employment access. To strengthen the pre-job training for elderly care personnel, we should not only train their basic service skills, but also strengthen the training of their basic legal knowledge, professional concepts and professional ethics. Regular retraining and scientific assessment mechanism to continuously improve the professional ability of

elderly care staff, motivate employees through the role of model staff and fair reward and punishment mechanism, stimulate the enthusiasm of elderly care staff, and improve the professional water products of elderly care staff.

Improve the living environment of the elderly and improve the service quality of the elderly care institutions. Of pension institutions infrastructure for aging adjustment, improve diet structure, establish the elderly physical and mental health detection system, the pension institutions of the elderly personal characteristics, habits and personal needs to investigate form personalized plan, according to the elderly needs to provide professional services, improve the service quality of pension institutions.

Introduce intelligent products and promote the innovative development of "Internet + elderly care services". Pension institutions should keep up with the pace of the development of The Times, introduce intelligent pension equipment, enjoy the fruits of the development of The Times, and provide intelligent portable health detection equipment, danger warning equipment, remote health monitoring and other products for the elderly. The use of intelligent products to monitor the health of the elderly is the guarantee of the health of the elderly, improves the trust of the elderly for pension institutions, and is conducive to the modern development of pension institutions.

REFERENCES

- Notice of Zhengzhou Municipal People's Government on Printing and Issuing the Implementation Plan of Accelerating the Construction of Zhengzhou Health and Elderly Care Industry (2018-2020). *Zhengzhou Municipal People's Government Bulletin*, 2018 (34), 2-9.
- Su, R. S. (2021). The impact of population aging and industrial structure adjustment on economic growth —— Based on an empirical analysis in Henan province. *Time Report*, 67.
- Wang, B. (2012). *Research on the development of private pension institutions —— Take Henan Province as an example* (pp.35-38). Zhengzhou: School of Public Administration, Zhengzhou University.
- Wang, L. Y., & Zhang, Y. (2015). *Research on the service model of elderly care institutions based on the needs of the elderly* (pp.22-23).
- Wang, S. (2016). *Research on the needs and influencing factors of the elderly in Baoding pension institutions* (pp.1-6).
- Xiao, Y. F., Wu, M. L., Zeng, T. Y., & Yang, Y. (2021). Analysis of the needs and demand satisfaction of the elderly in urban pension institutions in China. *General Practice Care*, 19(29), 3.
- Yang, X. L., Ma, H., & Sun, H. *Investigation on the demand and supply of institutional elderly care services in Changchun* (pp.72-74).
- Zhang, X. (2016). *Research on residential environment construction based on behavior patterns of elderly* (pp.3-4). Tianjin: Graduate School of Tianjin University.