The Dilemma of Public Organizations' Participation in Collaborative Public Crisis Management and the Way Out

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Abstract: The outbreak of novel coronary pneumonia in 2020 and its development into a worldwide public health event will be a severe test of the government's overall governance capacity. The trend of modern public crisis management is to gradually move toward collaborative governance with the participation of multiple actors. The more a modernized society develops, the more the capacity of a single government entity is prone to failure, and the more it requires the participation of various social forces to play a collaborative and functional role. The current ability of local governments to integrate resources and organize social forces is facing many problems and challenges compared with the requirements of economic and social development. However, when a country is facing a major public crisis, the power of public organizations is essential, and it is worth studying how to play its role properly and create synergy with other forces.

Keywords: Public Organizations；Public Crisis；Collaborative Governance；New Crown Epidemic

1. Introduction

In his report to the 19th Party Congress, General Secretary Xi Jinping proposed "three major battles", the first of which is the "battle to prevent and resolve major risks". Since the founding of our country, there have been many public crises and cases of mishandling. This shows that it is especially important to establish a sound and complete crisis response system. After more than a decade of development since the SARS crisis, China has established a relatively complete crisis management system and a high level of crisis management capability. After a long period of development, Chinese society has become an indispensable force in crisis management, so it is necessary to study and analyze the collaborative crisis management between the government and society. Crisis management, as a fundamental part of governmental functions and social governance, is a common phenomenon in the development of modern society [1].

2. The Problem Presented

In the face of serious epidemic ravages, 30 provinces, municipalities and autonomous regions across the country have launched major public health emergencies one after another.

Under the leadership of the Party Central Committee, governments at all levels took the lead and the whole country worked as one, with the participation of communities, NGOs, enterprises, and the public.The Party has proposed a strategy of coordinated governance under the leadership of the Party, with the government taking the lead and NGOs, enterprises, and the public participating in the coordinated governance: improving institutional mechanisms at the national level, innovating prevention and control measures, improving the public health emergency management system, and playing the central role of the Party in coordinated governance and the leading role of the government. In addition, the government should play a central role in collaborative governance, and play a supporting role in collaborative governance at the social and individual levels, so as to contribute to the prevention and control of the Newcastle pneumonia epidemic and the response to the later emergencies [2]. second, there are shortcomings in the credibility, professionalism, and inefficiency of socially relevant charitable organizations, and there are shortcomings in the information transparency and distribution management of socially donated materials, and there is a lack of coordination between government-led and social force governance. Thirdly, the public has insufficient personal protection ability due to poor basic protection knowledge and skills, weak awareness of epidemic protection, incomprehension of various forms of publicity and education, and the sudden outbreak and spread of the epidemic affecting mental health.

3. The dilemma of the participation of multiple subjects in the prevention and control of the new crown pneumonia epidemic in the collaborative management Present

(1) The roles and functions of social organizations in crisis management need to be further defined and their autonomy needs to be improved.

The freedom of NGOs in China is limited by the logic of control.Under China's current system, social organizations are still

mainly top-down government-run associations whose activities are mainly an extension of government functions. In addition, some government departments in China have not changed the concept of "big package" and tend to fight alone, without providing good and smooth channels for other social actors to participate, resulting in a weak sense of presence of social actors in the collaborative crisis management and a relatively low degree of voluntary participation of the public. This pyramidal organizational structure is extremely easy to restrain social. This pyramidal organizational structure, which is tight at the top and loose at the bottom, can easily constrain social autonomy [3].

(2) Crisis of trust between social organizations and the public: untimely and non-transparent information release

Social organizations, represented by the Red Cross, play a pivotal role in collaborative crisis management, but social organizations must accept social supervision and establish a relationship of trust with the public at the psychological level, in other words, only through factual feedback on their work can they gain public recognition and understanding [4]. In other words, only through truthful feedback can we gain public recognition and understanding [5]. The more such feedback meets public expectations, the easier it is to win the trust of society, and the more beneficial it is for social organizations to function.

4. Exploration of the way out for the participation of social organizations and other multiple subjects in collaborative governance in the context of public crisis

(1) The government should first build a consensus on collaborative governance

Social organizations should further clarify their functions, find the right position and improve their autonomy. Collaborative governance is similar to a strategic sense.It resembles a strategic awareness, and reaching consensus is the foundation on which collaborative crisis response can begin.

In this case, the initiating organization needs to introduce the consensus of collaborative governance. In the early stage of the epidemic, the government and its leading charitable organizations were influenced by the accumulated practices of traditional response to the event, which made the public feel that the monopolistic and authoritarian control was unable to respond to major public crises, and that individual enterprises had little awareness of social responsibility and social participation.

(2) Improve the professionalism and science of social organizations

The professionalism of social organizations comes from the long-term commitment of public welfare practitioners to a particular field. Public welfare is not only about providing relief to the needy, but also about working with stakeholders to solve social problems at their roots, and helping the poor is not only about individual relief, but also about improving the system. Therefore, when facing the mistakes of public welfare organizations, we should realize the complexity of the problem instead of moral condemnation at the outset.

(3) Establishing a sound people-centered social emergency response mechanism

A people-centered emergency mechanism is not an act of power, nor is it an instantaneous plan; its core lies in maintaining and promoting institutional strengths. According to the theory of collaborative governance, the social emergency response mechanism can give full play to the advantages of the system as a whole through the coordination and cooperation among various parts, and achieve the effect of "1+1>2" by mobilizing resources in the first instance to deal with emergency incidents while taking the humanitarian spirit into full consideration.

5. Conclusion

The new pneumonia epidemic is a big test for the whole country. Contemporary society is a multi-risk society, and various kinds of crises may break out at any time, which is inevitable, and most of them are sudden and uncertain. A perfect public crisis management system is a coordinated and efficient system with the participation of multiple actors, in which the government, society, citizens and other actors must play their respective roles and cooperate with each other in order to maximize the effectiveness of governance. Ultimately, a mature collaborative governance system should be led by the government under the leadership of the Party.

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