



Social Security Reform Co-operation Project
中国-欧盟社会保障合作项目

The Social Care Sub-Project in Hunan Province Report of the Situation Analysis

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“Social care” in this report refers to the social management service for the retirees in enterprises, which is advocated and promoted by the Chinese government. The social management service for enterprise retirees is defined as “after retirement, the management responsibility is no longer done by the original work-unit (*danwei*) but the local community where the retiree lives. The pension is managed by the community service organization that provides the corresponding management service”.

The report consists of 6 parts. The first part is an overview of the background of the study. In this part, it is emphasized that the main goals of the report are: (1) to comprehensively describe and analyze the status and the policies of the social management service for enterprise retirees in Hunan Province; (2) to assess the staffs’ needs for capacity building in the sector; (3) and to provide necessary knowledge and technical support to the implementation of the Social Care Sub-Project in Hunan Province.

The survey method is reviewed in the second part. The investigation was conducted in six districts and counties, eight city neighborhoods and rural towns, and seven residents’ communities of three cities and prefectures—Changsha, Zhuzhou and Changde—in Hunan Province. Information was collected through focus groups.

In the third part, the report describes and evaluates the social management service in Hunan Province in three dimensions: the social insurance agencies (the authority), the enterprise retirees (the beneficiary), and the communities (the executor). It is argued that, although social management service for enterprise retirees is generally successful in Hunan Province, there is still more work to do for further development of social management service. In general, enterprise retirees of Hunan Province support the current social management service. However, particular groups show great sense of loss and strong reactions toward the social management service, which has to be dealt with. Communities as the most important platform of social management service for enterprise retirees have been acting according to local conditions and making innovations, which have engendered many good practices and set typical examples.

The fourth part of the report points out three major problems faced by the social management service of Hunan Province. The problems are: (1) a severe lack of funding and infrastructure, (2) a shortage of full-time staff, a high turnover rate, and the backwardness of work methods, (3) and a lack of professional awareness and professional capacity.

Aiming at the problems listed above, the fifth part of the report suggests three policy measures. All levels of government should view and improve the social management service for enterprise retirees from a strategic perspective. The development of social management service for enterprise retirees should be included as part of basic public services. The promotion of professional social work should be the priority in the social management service.

In the last part, the report makes two specific suggestions on the implementation of Social Care Sub-Project in Hunan Province. First, the social management service for enterprise retirees has arrived at a new historical point. Hunan Province must seize the Opportunity of the Social Care Sub-Project and lead the development of social management service. Second, based on the social security system, the Social Care Sub-Project in Hunan Province can be strengthened and



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expanded through the construction of information platform, the development of service standards, and the training of practitioners.