

# Concerns on Promoting Better Services for the College Emeritus and Retired in New Age

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## **Abstract**

*As in the new age the community of the college emeritus and retired has their specility, how to form a better retirement management has become an important subject for college administration. Therefore, the colleges should pay much attention to the retirement management, updating their ideas actively, promoting their jobs from the perspectives of policy, structure, system, mechanism, funds, spirit, management and services, taking efforts to enhancing the qualities and aptitude of the dismissed and retired, remaining high standard and good quality of the college management job for the group.*

**Key Words:** Universities, the retire management, service, innovations

In an age that China's economic, culture and society are developing rapidly and with the revolution deepening, the speed of aging of population is accelerating obviously. According to the Twelve Five-years Plan about Developing Old-age People's Enterprise released by the state council, people over 60 in the state will increase from 178 million to 221 million with an average 8.6 million add per year from 2011 to 2015. The percentage of old people in the total population will increase by 16% from 13.3%, the annual average increase being 0.54%. And retired college employees are one of the most important parts both to the old-aged and the college faculty. They are priceless treasures for the college, having contributed a lot to the development of higher education. Now our authority has proposed a request 'to perfect the management jobs for the retired', which has fully demonstrated the emphasis of our nation on improving the retire management. Under the age of builing harmonious society, it is worthwhile to figure out how to take effective steps to ensure a decent life for the college retired, to satisfy their various needs and to make them useful.

## **1. Features of the College Retired Group**

### **1.1 Huge Cardinal Number, Fast Growth and Long Span of Life**

With the tide of old-age having surged in China, the college retired group is exploding quickly which accounts for 10% net increase per year. Due to the impediment of the ten years of Chinese Cultural Revolution to the operation of universities leading to an outstanding phenomenon as "intellectual fracture" in universities, the exact situation happened to the old-aged group. People over 70 age are the majority and

they accounts for 40% in the total number retired. And on the other hand the group is on the fast track to expand which results from some factors like reform on the college personnel structure, and even a tendency of the number of the retired exceeding that of in-service has come into being. Meanwhile, for the sake of higher living and medical condition, it is getting more and more obvious that the retired can live a longer life. Particularly, the average age of the retired college cadre are over 80, their physical condition is decaying, their body is vulnerable to more illness and most of them are feeble and affected by many diseases. Given to the fact that seeking doctors is expensive, and if they need imported medicines or the ones that excluded from the boundary of medicare, they should pay part or even the whole fees, which is to increase their economical burdens in medical expense, the college retired are facing hugh psychological pressure. With more and more retired are losing the ability to move, see, listen and walk and emerging actual problems like caring for the senile and disabled old-aged, which posts greater challenges for fining and unifying the management to the retired, a more arduous task and more rigorous challenge are confronted upon the college retire management.

### **1.2 Good Comprehensive Attainment, Strong Sense of Participation, Complicating Ideological Situation, and Diversified Needs**

The college retired are classified into four types: retired cadres, retired teachers, retired administrative staff and retired employees. Most of them are veteran cadres, senior specilists and professors, and have a big portion of high position, high title and high education. They are generally in possess of high morality and cultural literacy. Under the circumstance of a more inclusive ideological and cultural sphere, broadened information transmission channels, excessive social issues in an economically and socially changing time, even though the retired is more complicated and active in their mind, their viewpoints are growing all the more diverse, individual, independent and free of control, they are nobody but a community willing to persist in creating value of life. Having left their position, for the improvement of our economic, society, our life and the widespread of Internet usage, they are still cautious about the future, in favor of a spirit-led life, active in using their mind, generally-interested in various subjects and in need of different things. They not only intensively concern about the global and domestic situations, the nation's economic and social development, construction of government, anti-corruption and advocate of saving, regional big events and hot issues, but also active participators who care about the reforms and developments of the school which symbolizes their deep passion, honor and knowledge to the institution. Meanwhile they play an active role in supervising the teaching quality, offering technical advice and psychological treatment for students, constructing organizations and caring committee, providing community service, lighting their fading heat. Moreover, they with so much appeal for housing, reform of medicare, benefit, service and management in their mind are ready to offer advices for the reforms and development of school, hoping to receive due attention from the authority interested and high-status of administrators. As a result, it has become an urgency about how to enhance their political awareness and strain to cater for their different needs

### **1.3 Scattered and Plural Location of Settlement after Retirement and a Surging Percentage of Left-over Old-Aged**

With the growing of Chinese economic, the shift of the college logistics into socialization, particularly the marketization of housing and acceleration of commercial course, new trends of scattered settlement of the retired staffs, increased mobility expanded range of activity and diversified orientation have emerged. Some of them choose to stay at their post, some go to vacations, some move to live with their children on a strange land, some buy another house on their own outside the campus, some spend most of time in hospital for treatment, some even settle in nursing home and so on. due to some of the childrens of the retired living

overseas or in other provinces, and even though living in the same area, they don't live together with their old parents, there is a growing number of left-over and 'empty-nest' elderly. Nowadays, the rate of elderly leaving alone including a lack of spouse in urban areas has reached 49.7% and the figure will be bigger to a 56.1% when it comes to middle-large size of cities. On the other hand, lack of spouse is another big problem. Ensuring the well-beings of old people is becoming an actual concern. They live separately, move to different places, poor interpersonal communication, plus advanced age, bad physical condition, so much trouble in life, in urgent need of care about their daily life, their health, giving them consolation and nursing, also they want to interact with others, more concern and more opportunity to get in touch the society, to receive honor and keep paying back to the country, growing inclination to the school, in hope to attain warmth and caring from the organization. Finding a way to improve the management for the elderly so much so that the method can be effective and appropriate is hanging over the office of universities' administrators.

## **2. Rethink about the Management Job of Retirement**

### **2.1 Pay Attention to Cultivate a Strong Sense of Showing Respect and Reverence to the Old and Supporting Them**

As a valuable treasure for colleges, the retired old staffs has traditionally been respected and highly emphasized by the Chinese government which has become a glorious convention. 'We shall never forget the achievements of veteran comrades on our party and the people's undertaking in the history', the president Xi Jinping once said, 'and we shall never abandon the glorious tradition and lofty demeanour they have formed, we shall never change our respect, our concern and preferential policies to them.' As a result, no matter the comrades are leaders or ordinary staff, we should have a high awareness about their status in history and their value at present, to unify our minds, insist on people-orientation, fully recognize the significance of the task to building a harmonious socialist society and college spiritual civilization, include 'the concern and love' for the retired elderly as a department duty and an important appraisal of performance. All levels of leaders and administrators shall pay enough attention on caring the old and lead as models to place the retire management as priority at work and to include it into schedule for further discussion. We should improve the retire policy so as to give rise to a standardized system and be innovative in our work and strengthen our sense of duty. Respect the old, treat them with care, concern on their living, and through various kinds of publicity, to build an environment that everyone loves the old, everyone help the old, to increase recognition of the contribution they have made. Special care and cherish should be put to the old retiree and eventually to form a strong sense of caring in the institutional level and gather a huge force of integrity. To be innovative in our service awareness, we should mix four factors together: physical exercise, learning, acting and interesting, uphold the 'health-first' scientific spirit of providing the old, increase funds in advancing old-age infrastructure, setting up old-age education, research and activities. Realize the saying of 'providing the elderly with fun, pension, medicare, information, education and sense of value and help them to solve problems they have encountered in the reality, to pass over the concerns for our government to the heart of every old-age so as to make them satisfied, happy and comfortable. It should be viewed as the standard of the retire management about how to make the life of the old-age more respectful, strong, substantial and happy.

### **2.2 Complete Two-Tiers Management System and to Construct Everyone-in Mode**

The retirement management is a synthetic, systematic task which needs a strong sense of discipline. And a sound organization is served as its root, prerequisite and insurance. To fulfill the job better, the key point is to strengthen leadership mechanism, enhance our power, raise funds and construct a sound retire party committee which is to incorporate the management job with administration system, offering the retired with

an organization for taking responsible, personnel and financial supports. Meanwhile, as the retirement management is of great burden with large number of retired people and a scarce of staff involved in handling their job, depending exclusively on a mere retirement department is far from enough to offer a sound system. As a result, to ensure the management operates in a way of harmony, fluency, completion, effectiveness and integrity, universities should straighten out the relationship of personnel among the level of school, faculty, department and section, to build a grading responsibility system which has clear duty and mission, assorted management and an effective mechanism. In other words, it is to build a two-tiers retirement management system (divided the function of school with faculty) and everyone-in mode. Launched by the retirement department in planning for the framework of the management, to spread regulations and rules, take tour to other places for doing surveys, organize cultural and sports activities for the whole university and hobby groups, take full advantage of the role of leadership to have them giving advices and criticism to the two-tiers system and if some of the departments receives complements, they should be rewarded and so to the opposition. As for the daily job including routine visiting, offering compensation at major festivals, birthday congratulations, mass greeting at the end of a year. Distinct unit activities, subsidy for the ill and the impoverished, it belongs to the responsibility of the second-tier staff. When even there are big holidays, they shall hold special parties for the retired, listening their voices, suggestion and comments, which can boost a sense of integrity and connection within a unit and to increase their sense of belonging, identity, pride, affinity and happiness.

### **2.3. Realize the Basic Interest of the Retired, Strive to Create a Stable and Harmonious Living Condition**

To strive for a better mood of the retired and create a friendly interpersonal atmosphere is the duty of both school and society and at the same time is the important part and basic requirement of building harmonious society. Therefore, ensure the basic need of the retire and their treatments, spare no efforts to realize their political benefits are important guarantee for a high standard of retirement management.

Firstly, the realization of the political treatment of the retired is to build an intellectual channel system which enables the old to get informed about the management job on both levels, providing them knowledge of the school's construction and operation, receiving comments and suggestion from all levels, understanding and supporting reforms, advancing the overall plan and development of the school Secondly, is to boost political ideology, to run a retired activities center or old-aged school, utilizing them as the place for educating socialist spiritual civilization and to built a learning system, particularly to complete the system of institutional living and so-called 'three meetings and one class' system, to organize them with study group and the retired can read papers on the stable development of the school, watch video, subscribe magazines and periodicals, get access to the latest situation of both home and abroad, understand the state's policies and rules, study health-care knowledge, form a better living habits. Thirdly, is to organize rich tour activities, giving them a face-to-face feeling about the Chinese reforms and opening to the world, inviting some of the old-age to participate in important meetings or activities as a method to stimulate their passion for the university. Forth, based on their speciality and characters, we should explore their aptitude. Since the retire group is an abundant treasury of talent, we should start a multilayers and diversified platform to encourage them to play an active part in doing researches, building caring committee, receiving job training, scientific consultation and so on. And we should take efforts to enrich their material and spiritual life, and they are still useful to the society even though at old age, improving level of happiness in life.

On the other hand, efforts should be spent on guaranteeing the retiree's treatment. First of all ,all kinds of source of benefits including retirement payment, medical insurance, event budgets shall be scheduled to be handed over to their hands, adjust promptly their allowances, appoint routine physical checks, set up

health cards or file, make sure the immediate reimbursement of medical expense. Secondly, we shall be careful to diminish their pessimistic feelings and complaints towards some vulnerable questions raised by retirement; We shall help the poor and give the old aged holidays consolations, enabling them to share the triumph of reform and opening policy. Third, to help them with difficulties, for example apply old-age papers for whoever has reached certain ages, assist the relative of the retired who has passed away with funeral subsidy, pension and take good care of the alone spouses so that they can feel the warmth from the school.

Fourth, we should form a close link to the retiree and send staff to pay frequent visits to them. Pay attention to give spiritual consolation to those moved to a strange place, living alone, offer special care for them and individual treatments, such as mental consultation, potential mental illness intervention, give them legal supports and domestic services, emergency assistance and policy advice, ask about their health and take care of their hospice care, encourage them to remain healthy and keep a balanced mood, live a good life in old-age.

#### **2.4 To Improve the Quality and Ability of the Retired to Realize an Effective Management Service for the Old**

As the retire management is complicated, tedious, overlapped and urgent and the new age add new tasks for the retire staff whose job is getting all the more difficult. Consequently, a band of high-quality, proficient, arduous and initiative management staff should be in place. First of all, for the part of retirement staff, they should stick to serving the general situation, have more feeling of honor, mission and responsibility, try hard to practice the ideas of 'stand for the old and caring go first', treat the old with love, passion, patience, sincerity and focus.

Aiming to reconcile the problem that the retired settle in different places, we must carry out innovate solutions, expand the sphere of our services and improve its quality and methods, and in the ways of visiting, meeting, organization, casual chatters and touring, we can gather detail family information, personal health condition, relative contacts, hobbies and so on in order to set up a retirement database with the assistance of network. With the database, we can update and backup their immediate information, build an online management platform to offer them sound and abandon services so as to make the retire management networking, informative, professional and dynamic.

The initiative and efficiency in management should be enhanced. Moreover, we should set up network that caters for the preference of the old. Taking well advantage of new media like Internet, we can help them catch up with the current global or state events, lead them to participate actively in online supervision, echoing with them the theme of Internet culture. It not only interest them, help them to become positive towards the change of retirement policy from providing them with subsidies to culture compensation, but also add a sense of fulfillment and color to their old age.

### **3. Conclusion**

The college retired are great fortune for our country and our society.

The task of retirement management is linked to the stability of the elderly, harmony of the campus, more importantly to the reform of high education, its development and long-standing. As it is a highly political-based and service-oriented job, people dealing with such business shall be advanced with time, have a sacrificed heart and ignore personal fame and interest, always carrying a heart of loving the elderly, respecting them, persisting in their job, adept in seeking ways to solve old-age problems, sticking to benefit the old and adopting effective way to protect their essential interest. We should think hard, be active in searching for effective way of managing the retired, to reform our way and method in work continuously, to learn from the past, to carry on and search for improvement and make a progress, to take efforts in

promoting the quality of administration and service, ensuring the retired happy, assured, content, erecting brand-new remark for constructing a harmonious and safe campus.

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