

Research on the Government's Governance of Mass Incidents——Extension and Deepening of the Case of "All in All to Protect the Rights of Residents in L District"

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Abstract: With the continuous development of China's economy, contradictions and imbalance of interests among all walks of life are becoming increasingly prominent, and mass incidents are constantly occurring. In this social context, the government needs to study how to deal with mass incidents, so as to maintain social stability. Through the case analysis of mass incidents, the paper analyses the improper behaviour of the government, and concludes that the government should improve the prevention ability, enhance the handling ability and improve the ability to deal with the aftermath of mass incidents.

1. Introduction

In recent years, with the deepening of reform and opening up, the transformation of market economy and the adjustment of social interest pattern, China's reform has entered the deep-water area, and new problems and new contradictions are increasing. As one of the main forms of social contradictions, mass incidents have also been increasing rapidly in recent years. Since 2008, the Wengan incident, Qidong incident and Lianyungang anti-nuclear incident have occurred successively in China. Group events are on the rise, which has become a prominent problem affecting the construction of a harmonious socialist society. At the same time, some mass incidents seriously affect the healthy development of local economy and society, destroy social order, and even lead to the bad operation of local political power. In January 21, 2019, President Xi Jinping expressed the importance of fighting against major risks and tackling major risks in the seminar of "leading cadres at the provincial and ministerial levels to adhere to the theme of" bottom line thinking, guarding against and resolving major risks ".As an event caused by social contradictions, group events are not only the manifestation of social conflicts, but also the breakthrough to prevent and resolve major social risks. Based on this, in China's social governance in the transition period, it is very important to explore the government's governance of mass incidents in China, which is very important for correctly handling contradictions among the people and preventing and resolving major risks.

2. Case Analysis: A Case Study of "L Community Residents' Rights Protection"

2.1. Case Description

The original environment of L District in a city is beautiful, and the infrastructure is perfect, which attracts many owners with high cultural level and income level. However, a two-way 6-lane municipal road with a width of 40 meters, which is not informed in advance without the consent of the community residents, is to be built in the south of the community, which damages the beautiful environment of the community, and also demolishes the wall of community L. therefore, the owners discuss and go to the developers, property management companies, owners' committees and residents' committees, but all of them are politely rejected. Based on this, the owners began to seek

help from the district government. After two unsuccessful petitions to the district government, the residents stopped the construction on site, and this matter kept fermenting. Subsequently, the owners collectively appealed to the municipal government, and finally the municipal government dealt with it in a timely manner.

2.2. Analysis of Residents' Behavior

- The owners found that the road construction incident caused damage to their own rights, so they appealed to the district government. This is the first sign of mass incidents and the best solution period.

- During the second petition, the owner found that the government did not deal with it, and the residents were emotional, and they chose to stop the construction and media exposure to solve the problem. At this time, the situation continues to expand, causing a certain negative impact on society.

- The owners found that the district government ignored the matter, so they appealed to the municipal government, and then the rights and interests of residents were protected. Under the active handling of the municipal government, the matter was solved.

2.3. Analysis of Government Behavior

- In the first petition to the district government, the government asked the owner's representative to come back half a month later on the grounds that the investigation needed time. At this time, the government chose cold treatment and failed to investigate the relevant situation in time, which reflected the government's official-oriented thought and refused to act.

- In the second petition to the district government, the government refused to make any compensation to the owners on the ground that the road construction conforms to the documents. This document is not a legal document. It violates the property law, infringes on the rights of the owners, and reflects the government's illegal and misplaced functions. At the same time, its omission belongs to the function vacancy.

- After the owners exposed the matter to the media, the district government issued a statement under the pressure of public opinion, without any other substantive measures. Under the pressure of public opinion, the government explained to the masses on the surface, but it did nothing in essence and was still absent.

- When the owner prevents the construction, the district government carries out the cold treatment and continues the construction regardless of the demands of the relevant owners. The government is still allowing the situation to develop, laying the foundation for its expansion.

- Subsequently, the incident continued to ferment. The owner's representative appealed to the municipal government. The municipal government attached great importance to the matter, and quickly established an investigation team to conduct actual investigation, and timely compensated the owner in accordance with the law, so as to settle the matter. The municipal government dealt with the matter quickly and efficiently, and finally it was settled.

3. Problems and Analysis of the Government

3.1. Prior to the Event: Improper Government Decision-making and Illegal Administrative Procedures

Administrative decision-making refers to the administrative act of identifying the problems to be solved by the state or local administrative affairs and social public affairs, positioning the future goals, selecting the solutions to the problems and achieving the objectives, and designing the actions to implement the plans.

In this decision-making process, the government has the following misconduct:

- No public opinion survey was conducted before the decision, and the impact of the decision on the residents of the community was not considered.

- According to the property law, the enclosure of the residential area belongs to the common ownership of the owners, and the government has no right to demolish it at will.

- After the decision to demolish the walls of the community, no compensatory measures were taken, which left hidden dangers for the later residents to protect their rights.

To sum up, in the process of handling social and public affairs, the government made mistakes in decision-making, did not administer according to law, did not safeguard the rights and interests of the masses within the scope permitted by law, but simply carried out examination and approval according to administrative procedures, ignoring relevant laws. In addition, the government ignores the information feedback of social channels while deciding the strategy.

3.2. In the Process -- Absence of Government Functions and Inaction

As an important part of state organs, the main function of local government lies in that it is the manager of local administrative affairs and has administrative management function; secondly, under the leadership of Party committees at all levels, local governments are not only policy makers and commanders of social and economic development, but also executors and implementers of the party's line, principles and policies, and also responsible for the management Responsible for local social and public affairs.

In this incident, the government's inaction is also an important reason for the mass incident, which is reflected in the following points:

- When the residents first petition the district government, the district government replied that it took a long time to deal with it, but it did not contact the relevant owners within the promised time.
- When the residents make a second petition, the government receptionists still need to investigate and shirk, until they can't, they ask the relevant leaders.
- When explaining with the residents, the leaders of the district government took an ambiguous attitude and refused to give the residents a reasonable explanation and relevant treatment methods, which laid the root of the trouble for the residents later.

To sum up, in the treatment of residents' rights protection incidents, the government did not fulfill its responsibility of managing local social and public affairs, and did not take timely preventive and resolving measures to deal with the residents' rights protection incidents in L community, which made the owners of the community show disbelief, dissatisfaction and dissatisfaction with the local government, which led to the continuous expansion of the incident.

3.3. After the Event -- The Government Faces and Resolves Contradictions

On the issues concerning the vital interests of the masses, the government should give priority to prevention and deal with them quickly and efficiently after the occurrence. Many things are in the period of contradictions, leading cadres at all levels should not avoid contradictions, but should dare to face contradictions and be good at resolving them. If the government can make a positive contribution, take effective measures timely, resolve disputes and contradictions in a timely manner, and properly solve these contradictions, then it will not cause or lead to the continuous escalation of mass incidents. On the contrary, it is the delay or failure to deal with it that leads to the outbreak of mass incidents. In this case, the municipal government's handling method is desirable.

The specific measures are as follows:

- The municipal government set up an investigation team to understand the actual situation at the first time.
- According to the actual situation, the municipal government should give reasonable compensation to the residents according to the relevant laws, so as to calm down the matter.

To sum up, in this case, the municipal government's behavior norms, timely understanding of the actual situation, and timely take preventive and resolving measures, so as to deal with the matter smoothly.

4. The Government's Response to Mass Incidents

According to the theory of government regulation, the government needs to intervene to maintain social stability and development when the normal Institutionalized Participation fails. Based on the theory of good governance, in the field of public life, the government and citizens should cooperate in

management to maximize the public interest. According to the theory of crisis management, institutions should take appropriate measures to prevent and deal with the crisis reasonably and scientifically in the latent period or occurrence period of crisis. Therefore, according to the above three theories, the government should do the following.

4.1. Improve the Ability to Prevent Mass Incidents

4.1.1. In the Period of Decision-Making, the Government Should be in Power According to Law to Ensure the Legality of Decision-Making

At present, many decisions of the government ignore the law, simply complete the administrative procedures, and think that the reasonable procedures are legal. In fact, in order to ensure that the government is in power according to law, the government should organize legal advisers and public lawyers to give legal opinions on the draft before making decisions. In addition, the government should require legal advisers, public lawyers, etc. to make clear the legal risks of the exploratory reform decision-making matters that have not been clearly stipulated by the state, so as to ensure that the decision-making is legal and that the government is in power according to law without offside, absence and dislocation.

4.1.2. Open Channels for People's Interest Demands and Make Democratic Decisions

Relevant data show that more than 90% of the petition problems, if the initial stage is given great attention, and then the probability of mass incidents will be reduced to a certain extent. If the government communicates and consults with relevant people's organizations, social organizations and mass representatives before making decisions, fully listens to the opinions and suggestions of relevant groups, and explains the adoption of public opinions on the decisions that the public are generally concerned about, then the people feel that they participate in the decision-making, and the acceptance of policies will be greatly increased, so as to prevent group incidents to a certain extent the occurrence of the event.

4.1.3. Make Decisions, Implement Risk Assessment Mechanism, and Make Scientific Decisions

In order to ensure the scientific nature of decision-making, I think that an expert group can be set up before the government makes a decision. The expert group is required to conduct risk assessment and conduct fair, scientific and objective argumentation on the basis of extensive and in-depth investigation and research, comprehensive and accurate grasp of relevant information, and full consultation and coordination, so as to draw up a draft decision.

4.2. Enhance the Ability to Deal with Mass Incidents

4.2.1. Carry Forward the Work Style of Keeping Close Contact with the Masses and Actively Communicate with the Masses

Many governments do not dare to face up to the contradiction and delay it again and again, which leads to the expansion of the situation and has a huge negative impact on the society. In my opinion, when mass incidents occur, the government should actively carry out dialogue with the relevant masses, understand their demands, and face the contradictions, so as to provide reference for solving problems later and meeting the reasonable demands of residents.

4.2.2. Understand the Situation Quickly and Take Measures to Control the Development of the Situation

In the "L community residents' rights protection" incident, the municipal government set up a corresponding group, so as to deal with the matter in a timely and efficient manner. Therefore, in my opinion, the government should be able to set up an ad hoc group immediately after the mass incidents to investigate the causes of the incidents and formulate the corresponding reasonable measures quickly and efficiently. At the same time, we should actively publicize the corresponding information, and timely pacify the masses' emotions, so as to effectively control the development of the situation.

4.2.3. Effectively Meet the Reasonable Demands of the People in Accordance with the Law

The government should deal with the matter in accordance with the law and actively meet the reasonable and legitimate needs of the people. At the same time, the government should avoid meeting the unreasonable demands of the people because it hopes to quickly settle the matter.

4.3. Improve the Ability to Deal with Mass Incidents

4.3.1. Conduct Incident Return Visit and Accountability

The government can pay a return visit to the residents, so as to understand the attitude of the masses to the government's handling of mass incidents, improve the bad aspects, and continue to carry forward the good practices. In addition, the government should be responsible for causing mass incidents and expanding relevant government personnel, so as to make the government better serve the people.

4.3.2. Sum up Experience and Lessons in Time

The government should summarize the mass incidents from all aspects, clarify the causes of the incidents, and put an end to such incidents from the root, so as to maintain social stability.

5. Conclusion

As for the "L community rights protection incident", I think it can be prevented in fact. If the government makes decisions according to law and makes scientific decisions in the decision-making stage, the possibility of this happening will be greatly reduced. In fact, with China's economic reform entering the "deep water area", various interest conflicts in the society are increasing, and at the same time, the people's democratic consciousness is constantly strengthening, which leads to the continuous occurrence of mass incidents. However, in my opinion, many incidents can be prevented or controlled in time by the government. Based on this, I choose "government research on the governance of mass incidents" as my research direction. This paper defines the concept of mass incidents, analyzes the problems existing in the government through individual cases, and puts forward relevant policy suggestions from three aspects of prevention, treatment and rehabilitation. However, the case analysis of this paper is limited to the classroom display cases, which is not representative. Therefore, the relevant policy recommendations are relatively limited.

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