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With the Standard of Work and the Efficiency of Supervision as the Core Innovation of the Property Assessment and Supervision System of Institutes and Universities -- Take Zibo Vocational Institute as an Example

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Abstract: Zibo Vocational Institute innovates the assessment and supervision system, focusing on the “assessment content is segmented, important work is standardized, service means are scientific, assessment documents are formalized, and assessment results are benefited”, and the “five modernizations construction” has been carried out in depth, and good results have been achieved.

Keywords: Property service management; Work standards; Regulatory efficiency; Five modernizations

Since 2006, Zibo Vocational Institute has become the first batch of higher vocational Institutes in Shandong Province and the first in Zibo City to introduce property socialization services, and has accumulated many years of experience in the socialized and professional management of property management in Institutes and universities, and has repeatedly innovated in the concepts, models and methods of service management.

The core value of school property management is to provide high-quality services and stable protection for teachers, students and staff on campus, and the level of school supervision directly affects the level of property management. For a long time, there have been two pain points in the supervision process of socialized property services. First, the work standards and quantitative assessment system are extensive, and there is a problem of “insufficient ruler accuracy”. Second, in actual work, the inefficiency of the work quality control link of socialized property service institutions relying on school supervision often occurs, and the headache is a doctor’s head and a sore foot. The “people who hold the ruler” on both sides of the school and the enterprise are not highly motivated to take the initiative to find and solve problems, and the supervision efficiency is low. The Property Department of the Logistics Department of Zibo Vocational Institute adheres to the problem-oriented, redesigns the assessment system, and takes the standard work and efficient supervision as the core to effectively solve the pain points of the work.

1. The main approach

1.1 Revise the rules and regulations related to campus property management, and clarify the boundaries and orientation

Administration according to law is the basic principle of the operation of the government’s administrative power, and governing the school according to regulations is the basic principle of school management, and the improvement of the assessment and supervision system is inseparable from the improvement of relevant rules and regulations. Taking the opportunity of cooperating with the construction of the school system, the Property Division sorted out and integrated a number of original management systems, and strived to solve the baton problem. The “Comprehensive Management Measures for the Campus Environment of Zibo Vocational Institute” was revised and promulgated, and the campus property management was taken as an important content and specifically regulated. Revise the “Implementation Rules for the Management Assessment of Property Service Enterprises of Zibo Vocational Institute”, and scientifically design the detailed rules and quantitative indicators for the assessment of socialized property service institutions.

It is clear that the property management committee is fully responsible for the “management, supervision, inspection, assessment, reward and punishment” of the work of property service enterprises. Seven working groups are responsible for logistics service management, apartment service management, teaching and auxiliary teaching service management, fire protection and safety management, conference and activity service management, training apartment management, and international student apartment management. Clarify the assessment procedures

and the weight distribution of each group, the use of assessment results, rewards and punishments, and other measures.

1.2 Formulate work standards, issue working documents, and promote the popularization and use of intelligent and information-based tools

The original intention of the school to introduce socialized property services is to promote the specialization and refinement of property services. Based on the actual situation, the property department closely focuses on the “assessment content of the section, the standardization of important work, the science and technology of service means, the form of assessment documents, and the benefit of assessment results”, and carries out the “five modernizations” in depth. The property management service is divided into several sections, such as safety, hygiene, zero minor repair, epidemic prevention and control, cleaning, disinfection and ventilation, etc., and is supervised in practice by section, and the work standards are constantly improved. Promote the transformation of qualified blocks to intelligent and information-based work models, and incorporate the use of platforms such as the repair reporting system by property service enterprises into the assessment system. The assessment rules and work standards are improved simultaneously, and strive to cut down the complicated and simplified, mainly examine the important observation points, and use a table, a page and other tabular document forms, to become an efficient and convenient tool for “people who use rulers”. Strengthen the close binding of assessment results with the vital interests of property service enterprises, and enhance the motivation of property service enterprise managers to find and solve problems.

1.3 Give full play to the strength of student associations, wedge the daily satisfaction dynamic assessment module into the assessment system, and do not forget the original intention of property service work

In the student clubs under the guidance of the logistics office, a special department is arranged, and a special person is responsible for investigating the satisfaction of teachers and students once a month, and the satisfaction results occupy a certain weight in the monthly assessment results of property service enterprises. The content of the questionnaire is scientifically designed, and strives to cover all aspects of property services.

2. Achieve results

2.1 High satisfaction with campus property services

In the regular small-sample questionnaire sampling test conducted by the student clubs, the satisfaction rate of teachers and students reached more than 90%, and in the satisfaction evaluation of the sample survey of teachers and students at the end of the semester, the satisfaction rate of the property services of the three campuses reached more than 97%.

2.2 Through the practical application of scientific and technological and information means, it not only brings about the improvement of daily work efficiency, but also obtains the accumulation of first-hand work data, which can provide support for a number of work decisions in the future.

3. Experiences and Inspirations

3.1 The construction of systems and mechanisms is the starting point for the reform of the property service assessment system

Socialized property service is the best choice for Institutes and universities under the conditions of market economy, and its advantage lies in specialization, but it also pursues the maximization of benefits. The rule of law is the most economical way of social management, and it is necessary for the school to manage the process and evaluate the results through a series of rules and regulations while introducing the power of socialization, so as to obtain the greatest common divisor of the interests of both the school and the enterprise. Playing the important role of the baton and using it as a gripper can play a key role.

3.2 Human resources are a prerequisite for the implementation of reforms

In recent years, with the natural replacement of personnel, the age structure and knowledge structure of the staff of the property department have been significantly optimized, which provides the most basic human resource conditions for improving the way and level of property supervision, and ensures the implementation of plans such as “five modernizations”. Zibo Vocational Institute’s supervision of socialized property service institutions has moved one step closer to the direction of high efficiency and high efficiency.

3.3 The design of work standards and evaluation documents has rules to follow and is operable, which is the vitality of the assessment system

If the assessment system only simply pursues the high, it will inevitably lead to false and empty, with no vitality, and will eventually either have no effect or be abandoned. It should be concrete, tangible, and down-to-earth. Most of the time, in addition to sudden major changes, the improvement and upgrading of the rules and regulations in the daily management should be steady and progressive, and the start can be

simple but not rough, and the day arches to make a pawn, and it is better to “moisten things silently”. Based on relevant laws and regulations, relevant departmental documents and property service contracts, the Property Division designs specific terms and conditions in a reasonable and measured manner. Mature one, launch one, and strive to achieve “commendation and reward to inspire morale, criticism and punishment convincing, daily work with confidence”.

3.4 Student associations participate in management assessment and inject vitality into the assessment system

The diversity of student roles has greatly strengthened the power base of students and expanded the role of students in the structure of property management service relationships. This kind of participation mechanism increases the ability of the university management to understand and respond to the basic areas of property service management, especially the situation of the majority of students' lives, and makes the internal management system of the university's property service work more in line with the needs of the popularization stage.

4. Reflection and next steps

4.1 Reward and punishment measures still need to be fleshed out and improved

Clear rewards and punishments are a catalyst for improving the execution of property service enterprises. Punishment is not an end in itself, it is a necessary means to ensure the completion of the goal of the work. It is necessary for managers to continue to improve the relevant content in the assessment implementation rules according to the terms of the service contract and relevant laws and regulations, and strive to comply with laws and regulations, respect the contract, be reasonable, strict and orderly, and leave no loopholes.

4.2 There is an urgent need to promote multi-departmental coordination

Zibo Vocational Institute's socialized property service is all-round and diversified, which includes logistics service management, apartment service management, teaching and auxiliary teaching service management, fire and safety management, conference and activity service management and other units, corresponding to the school's logistics office, student office, academic affairs office, security office, office and other functional departments. As the vice chairman unit and office unit of the Property Management Committee of Zibo Vocational Institute, the logistics department should take the committee as a link to promote the coordination of multiple departments to sort out and improve the relevant work standards and assessment systems, and strengthen the matrix assessment system.

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