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## Acknowledgement

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## Review report on the current situation of social services for young migrants

### 1. Project background

In order to realise the MDG, United Nations and Spain jointly established the UN-Spain MDG Achievement Fund. The Joint Programme Joint programme on China's Young Migrants, applied and conducted jointly by 9 UN agencies in China and the Chinese government, is supported by the Fund. The programme aims at helping the young people who are caught in social exclusion and labour exploitation to change their disadvantaged situation through strengthening their access to social service, the implementation of present laws, increasing training opportunity in education, occupation and life skills. This project intended to improve capacity building, strengthen cooperation and knowledge sharing between government, social groups and other stakeholders.

#### 1.1 Migrant contribution to urban construction and development

Since 1980s, along with Chinese socioeconomic development, a great number of young people are drawn from rural China to urban area by the employment opportunities to seek for new life and have been made active contribution to China's socioeconomic development and modernisation. But most of them are cheap labour whose the rights and interests have not been well protected.

#### 1.2 Migrant issues arouse social concern

Rural-urban migrants can not enjoy equal rights and interests with those with local *hukou* although they work in the same city. They can not equally access to social public services such as employment, housing, training and children's education, and have no social security of unemployment, medical care and age pension. Their integration to urban community and the protection of their rights and interests have drawn widely concern of all works of the society.

#### 1.3 Capacity building for social services organizations

UN-Spain MDG Achievement Fund Joint programme on Protecting and Promoting the Rights of China's Vulnerable Young Migrants – "Output 3.2: Social services", as a pilot activity implemented jointly by UNESCO and CAEA, aims at strengthening the capacity of the existing social service institutions for a better social services so that the rural-urban migrants could be trained to have better employment, their rights and interests could be better protected, and their life quality could be raised to a reasonable level. The pilot project has tried a one-stop delivery of services such as employment, training, medical care, health, law, information and consultation at the community level to help migrants to integrate into urban life. A new way of service delivery for migrants is under exploration and the effective practices will be disseminated in both sending receiving areas.

## 1.4 Partnership

The project, as cooperation with UNESCO Beijing Office, has implemented with financial support from the Office and technical consultation programme from their programme officers during the implementation.

## 2. Survey

### 2.1 Design

A survey plan has been designed to specify the purpose, the target group, the target provinces and municipalities, the target sites, the survey framework (see the annex), survey methods and schedule.

### 2.2 Objectives

The objectives of the project are to:

- analyse policy related documents issued by governments at all levels to obtain information on the influence and problems of policy implementation;
- understand migrants' needs on urban life and social services;
- evaluate recourses, institutions, types, management system and mechanism of social service for migrants;
- explore the working models, contents, approaches and methods of social services for the migrants, and make a feasibility analysis of community "one-stop" services for migrants on the basis of the exploration;
- provide reasons for the selection of pilot community; and
- make recommendation on improving services for migrants.

### 2.3 Work team

Research investigators include specialists of the survey team and members of the local project team. Members of the survey team (including the Team Leader) are as follows:

Xie Guodong	leader
Zhang Shaogang	specialist
Wang Shujuan	specialist
Wang Yinmg	specialist
Lai Li	specialist
Guo Hongxia	specialist
Li min	coordinator
Lan Jian	specialist

### 2.4 Methodologies

The following methods have been adopted by the team according to the requirements and contents of the report.

1. Conduct a literature review on orientation, requirements and the impact of migrant policy and the existing report on migrant issues.
2. Undertake a field study on the situation of services including management system,

institution establishment, service items and delivery model for migrants in the sub-districts and the neighbourhoods which would be selected as the project sites.

3. Carry out interviews with migrants about their living situation, problems and needs for assistants and social services.

Literature analysis and field study have been employed to examine the situation about service for migrants from the points of government and the providers. However, the starting point of our work is to understand the need of customers. Hence the most important is to interview individual migrant workers, which is the third method above. Random interview has been conducted through dialogues with them to obtain information on feelings of their urban life, their personal experiences and their requirements and hopes. The collection of information on the present situation of social services for migrant workers through these three methods has laid the foundation for improving “one-stop” service for migrants.

## 2.5 Target group and location

Changsha, Tianjin and Hangzhou were chosen from the list of cities provided by the programme group as for the survey on social services for migrants on March 26 according to population and employment of the migrants.

The May 26 expert meeting identified the Taida Economic Development Zone, the town of Yixingbu and the township of Dongpuwa of Tianjin, the Furong and Yuhua districts of Changsha, the Jianggan district of Hangzhou and the school for migrant workers attached to Hangzhou Municipal TV University as targets for the survey according to variables such as number of migrants and their jobs, their sex distribution, whole family or individual migration.

### Box 1: Field study schedule

Time	Names	Place
17 Sept	Li Min and Wang Shujuan	Hangzhoudao sub-district office, Tanggu, Tianjing
	Wang Ying and Zhang Shaogang	Fuzhoudao and Hangzhoudao sub-districts, the Half-sky Garden of Xinyeli Community
17 Sept	Li Min, Xie Guodong and Lai Li	the Blue-collar apartment of Tianjin Taida development Zone
22 Sept	Li Min, Xie Guodong and Lai Li	Changsha Weisheng Group
27 Oct	Xie Guodong, Lan Jian and Lai Li	Jiubao town and zhaweikou sub-district, Hangzhou
28 Sept	Xie Guodong and Lan Jian	the Guanlan International Apartment, Hangzhou and the construction site school for migrant workers

Three approaches were used for the needs assessment of service for migrants. The interviews were conducted by the project sites according to the interview outline (see appendices). Up to now, only the Jianggan district has reported their interview findings to the project group. Discussions with migrant workers were organised in Tianjing Taida Agricultural Reclamation Department, Tanggu District Hualin Vocational School, Taida Development Zone Office for Floating Population, Yicingbu town of Beichen district, Dongpuwa township of Wuqing county, Hangzhoudao and Fuzhoudao sub-districts of Tonggu district, the Xinteli Social Service Centre, Yangjiashan and Mawangdui communities of Mawangdui sub-district, Yiyuan community and Wesheng Group of Gaoqiao sub-district, Jiubao town and Zhanongkou sub-district of Jianggan district. Direct interviews with 11 migrant workers by the project team members (Annex 3) were conducted in Jiubao town and Zhanongkou sub-district of Jianggan district, including 3 construction workers, 4 employees of private enterprises, 2 peddlers, 1 housewife, 1 waitress and 1 representative of a migrant workers organisation. Four of them are aged below 25.

### **3. Findings: present situation of community service for migrants**

According to the workplan for the first year, the expert team reviewed national, Provincial and municipal government policy documents on migrants, and made study visits to the Tianjin Taida economic development zone, Yixin town, Dongpuwa township, Furong district, Yuhua district, Jianggan district and Hangzhou Municipal TV University from 3 June to 31 October 2009 to appraise the present situation and identify problems of social services for young migrants in China.

#### **3.1 Policy on migrant workers and community services for migrants**

##### **3.1.1 The central government pays attention to migrant issues**

The government believes that the transition of surplus rural labour to non-agricultural sector and rural-urban migration is the natural demands of socioeconomic development of the country. It is an important approach to push coordinative development between rural and urban economic development. Therefore, the government has issued a series of documents on migrant issues since 2000. The Labour Contract Law of the People's Republic of China requires a stricter implementation to ensure the legal right and interests of migrant workers and solve the problems of housing, medical care, retirement pension, children's education and social security.

**Box 2: Policy documents about migrant issues:**

Circular on the improvement of the services and management of migrant workers issued by the State Council, 2003

The 2003–2010 National Program on Rural Labour Training jointly enacted by the State Council, 2003

Circular on the implementation of 2008 project sunlight training programme for surplus rural labour transfer issued by Ministry of Agriculture, 2008

Resolution of the State Council on the strengthening and improvement of social services, 2006

Circular on current tasks for migrant workers by the General Office of the State Council, 2008

Resolution on the strengthening of production safety training for migrant workers, 2006

Urgent circular on secondary vocational school-based training for migrant workers returned home, 2008

Circular on providing vocational school-based training for migrant workers returned home, 2009

**3.1.2 Policy of local authorities on migrant workers**

3.1.2 Local government has also promulgated relevant policy documents according to the national policy.

**Box 3: Policy documents on services for and management of the floating population**

Procedures of Hunan Provincial People's Government on services for and management of migrant population

Procedures of Tianjin Municipal People's Government on management of migrant population

Resolution of Zhejiang Provincial People's Government on strengthening birth control management and services of migrant population

Circular of CPC Hangzhou Municipal Committee and Hangzhou Municipal People's Government on vocational training for migrant workers

Resolution of Hangzhou Municipal Provincial People's Government on the issue and use of education and training

Circular of Hangzhou Municipal Provincial People's Government on vocational training for migrant workers

Measures of Hangzhou Municipal People's Government for salvage of migrants in special difficulties (trial implementation)

Resolution of Hangzhou Municipal People's Government on employment and living of migrants

Chunfeng Accident Charity Aid fund of Hangzhou Municipal People's Government for children of migrants

Circular of Changsha Municipal People's Government on further specification urban community management

Resolution of Changsha Municipal People's Government on boosting urban community building

**3.1.3 Protect the rights and interests of migrant workers.**

**3.1.3 Safeguard the interests of migrants**

The national government has established a series of policies on employment, training, vocational education, full and regular payment, social security and public services to protect the rights and interests of migrant workers. Policies have also been formulated to safeguard their rights in home village if they chose to return.

#### **Box 4: Government policy documents related to bringing migrants into urban public services**

1. *The Resolution on Solving Problems about Migrant Workers* requires “bringing migrants into urban public service system. Government of current residence should change ideals and supervisor mode, and practice territorial management to migrants. The needs of migrants who work and live in cities for public services should be considered integrate in urban development planning, public policies and public utility works to improve the comprehensive bearing capacity of cities. Public finance expenditure should be increased to cover the public service system for migrants gradually”. The document emphasizes that “community management and services should play an important role in establishment of open and multifunctional urban communities to build community-based service and management platforms for migrants.”

2. *The Resolution on Strengthening and Improving Social services* further emphasized “boosting community management of and services for floating population”, and required that migrants should be “treated equally, guide reasonably, administered perfectly, provide better services” and “be served mainly in current residence and interworking between current and registered permanent residence”

The third part of the 2006 No. 1 CPC Central Committee Document is titled “Sustainable increase of the income of rural people to enhance the economic foundation of the construction of the socialist new village”. It emphasizes “(12) Safeguard the legal rights and interests of migrants. We shall further disentangle and remove discriminatory practices and unreasonable restrictions on rural-urban migration for employment and establish public service network for employment in both rural and urban communities to provide free legislation and policy consultation, employment information and guidance, and occupation introduction service. We shall strictly implement the minimum wage system and establish the wage payment deposit system for migrant workers to solve the problem of low wages for rural migrant workers in cities and their wages being docked or not paid on time. We shall improve the labour contract system and strengthen the protection the occupation safety and health right. We shall gradually establish social security for migrant workers to ensure them to participate in work injury insurance and explore a proper system of covering serious medical security diseases and endowment insurance for migrant worker. We shall work hard to provide schooling to the children of migrant workers in cities

#### **3.1.4 National policy on social services for migrant workers**

The government began to provide public services to migrant workers along with the development of community construction and social services and a large number of

rural people come to urban areas looking for jobs or starting their own businesses. The State Council promulgated *the Resolution on Solving Problems about Migrant Workers* and *the Resolution on Strengthening and Improving Social services* in 2006.

### 3.1.5 Strengthen the management of migrant affairs

Policies have also been formulated to strengthen the management on birth control and abidance by law.

- But it is difficult to implement these policies because of their optional floating, the non-determinacy of their citizenship, unawareness of the service for the migrants, lack of respect to the migrants, etc. As a result, violation against the rights and interests of migrants happens frequently.
- Policies on management of and services for migrants were formulated by different government departments in different provinces.
- Most of the policies related to migrants emphasize on security administration and social stability rather than protect them when their rights and interests are violated. The special needs of migrants are often neglected. Same phenomenon happens in the administrative service centre of the sub-district office.

### 3.2 Migrants' needs of social services

Three approaches were used for the needs assessment of service for migrants. The interviews were conducted by the project sites according to the interview outline (see appendices). Up to now, only the Jianggan district has reported their interview findings to the project group. Discussions with migrant workers were organised in Tianjing Taida Agricultural Reclamation Department, Tanggu District Hualin Vocational School, Taida Development Zone Office for Floating Population, Yicingbu town of Beichen district, Dongpuwa township of Wuqing county, Hangzhoudao and Fuzhoudao sub-districts of Tonggu district, the Xinteli Social Service Centre, Yangjiashan and Mawangdui communities of Mawangdui sub-district, Yiyuan community and Wesheng Group of Gaoqiao sub-district, Jiubao town and Zhanongkou sub-district of Jianggan district. Direct interviews with 11 migrant workers by the project team members (Annex 3) were conducted in Jiubao town and Zhanongkou sub-district of Jianggan district, including 3 construction workers, 4 employees of private enterprises, 2 peddlers, 1 housewife, 1 waitress and 1 representative of a migrant workers organisation. Four of them are aged below 25.

Migrants' needs of social services fall into the following categories:

- Employment. Better to provide employment information about jobs that they need. Each of the above interviewees found his or her present and previous jobs through acquaintances, who are fellow villagers or people once worked together, without exception. No one claimed that he or she find a job through a job referral agency .

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– Renting information and management. Flats or house to let and renting information is in need. Rent management should be strengthened to avoid unreasonable rising. We have found that only construction enterprises provide dormitories. Other migrant workers rent single rooms, flats or houses. Some of them share a room or a flat with fellow villagers. All of them acquire information about rent from their fellow villagers or fellow workers. They are always worried about the constant rising of the rent.

– Life information service. They need information services about policies, train ticket purchase, shopping, and kindergarten and primary school enrolment. We interviewed three construction workers. None of them can use computer. Their worksite is not close to residential areas. They get information mainly from their workmates. However, they have cell phones. They contact with their family every two or three days and get some new information sometimes. Almost every migrant worker in towns can use computer and often access to the internet. But the married workers have not much time to access to information. All of the interviewees are able to use the automatic teller. Watching TV is another channel for migrant workers to get information.

– Disease prevention and medical service. The construction sites have prepared the first-aid kits. All of the interviewees told us that they will not go to the hospital unless the illness is not endurable. Some enterprises retire woman workers who are found in a family way, others arrange light work for pregnant workers.

– Skills to adapt to urban life. Knowledge about how to use electronic applicants and other living facilities, safety, traffic rules, health and hygiene, food, etc. are services in urgent need because of the difference of rural life from urban life. A migrant couple know nothing about the use of liquid gas. They often use the lighter to test the gas line for a leak. They don't know how to check fake money

– HIV/AIDS prevention skills. All the construction workers are very clear about the danger of smoke a cigarette from a stranger and having sex without wearing a condom. Other interviewees also told us that they know these.

– Vocational training. We suggest that the community organise cheap or even free training for migrants and award the trainees an authorised technical certificate. Some skill workers hope to obtain a technical certificate. No migrant workers have received any technical training after their migration to town. Three interviewees are mechanist, manual arc welder and plumber respectively. None of them holds a technical certificate. They told us that they have no time to prepare for the examination and it is unnecessary for employment.

– Labour and social security. They hope to strengthen the supervision on contract, insurances, labour protection, call-back pay, work hours, and right of pregnant and lying-in women. They are eager to obtain endowment insurance and medical

insurance. We suggest that community should organise medical examination for migrant workers. At present every migrant worker has signed a contract with the enterprise. The construction enterprises have participated only in work-related injury insurance and accident insurance for the migrant workers. They are eager to obtain endowment insurance and medical insurance, and hope to take medical examination. The construction workers have to buy labor protection necessities themselves. They have been told that the expenses are included in their wage. Training on safety knowledge is offered in the school for migrant workers in the construction site. Larger enterprises usually pay for extra work. The randomly interviewed restaurant waiters and waitresses told us that they get at least eight days off a month

- Education of their children. They hope that their children can access to nearby kindergartens and schools and are not forced to contribute the so called sponsorship. One of the interviewees mentioned that it is difficult to send his child to a nursery school just because he is a migrant. As a result, he had to send the child back to his home village although the child was only three years old. Another interviewee told us that the public schools claim too much money as so called sponsorship. She said that it is very difficult for the poor to afford the sponsorship although the government has taken a serious of actions.

— Spare time life. There a lot of migrant workers in construction sites, which are far from resident areas. They hope that the enterprises to organise activities such as seeing a film, watching TV and shopping, and open a shop for them. Those who have a family have no time to enjoy entertainment.

— Making friends with the registered permanent urban residents. All of the interviewees think that they are different from the urban people. The latter often look down upon them. Most of them have no urban friends. So the community often organise activities to improve mutual understanding between permanent residents and migrants workers, and help them to make friends with each other.

— Eliminating gender inequality. According to laws and regulations, enterprises should maintain work posts and arrange light work for migrant women workers in their pregnant, reproduction and nursery periods. The principal is equal pay for equal work irrespective of sex. Those who set up a fake job recruiting in an effort to lure women will be seriously investigated and severely punished. We have found that attitude and treatment to women workers are quite different in different enterprises, even those in the same community. We focused mainly on whether they have special measures to protect women in the “four period health care”.

— The most difficult thing. The migrants usually feel helpless when they first come to town No place to live, and don't where to find a job.

In summary, the urban-rural gap is huge in China. When rural people migrate to town, they will find that the urban environment is totally different from their home

village. Earth-shaking changes have taken place in every aspect of their life. So the difficulties they face are quite different from those of the permanent residents. They need more help and special services.

### **3.3 Present situation of community management and services to migrant workers**

The project team has made an investigation to the present situation of community management and service for migrants through informal meetings with staff members of the sub-district offices and the neighbourhood committee and study visits to the one-stop service centres.

#### **3.3.1 Communities and community centres in China**

The term *shequ* in Chinese is a translation from the English word *community*.

Because of a long history of planning economy, China has been pursuing a top-down administrative system. Since the practice of the reform and opening-up policy and introduction of the market economy, part of the government affairs begin to hand over to the market. Social services through self-governance are still developing in China.

At present, community refers to an area with residents under the jurisdiction of the sub-district office or the neighbourhood committee in China. It is an administrative body. Chinese communities can be categorized into urban, rural, town, and rural-urban fringe zone communities. In rural China, community refers to administrative villages and natural villages. Communities have different scales. The sub-district is the large one, the neighbourhood administered by a neighbourhood committee is a mid-sized one, the residents group consists the small one.

According to the *Sub-district Office Organisation Regulations* and the *Neighbourhood Committee Organisation Law*, the sub-district office is an out-growth administrative agency of the district government, and the neighbourhood committee is self-governance body of the residents at the grassroots level. For quite a long time, household registration and public security are the main responsibilities of sub-districts and the neighbourhood committees. They have no jurisdiction over units such as schools, enterprises and institutions in their district. At present, most of the sub-district offices and the community committees have established a one-stop service centre, which is in fact the community centre set by the urban government. The sub-district offices and the community committees provide face-to-face administrative services to individuals and institutions stationed in their area. Their main responsibilities are administrative examination, approval and permission, as well as some living services.

- Staff members. The sub-district office and the neighbourhood committee Staff members are public servant employed by the government through open recruitment. Now some of them are not residents of the community.
- Facilities. We suggest that the sub-district offices and the community committees

could establish a one-stop service centre. The service windows can be set by different sections of the sub-district office and the community committee. As an institution directly serve the local people, all the facilities and equipment are provided by the government. After investigation into sub-district service centres in Zhejiang, Tianjin and Hunan, we have found that all the service centres are well equipped with computers, duplicators, printers, facsimile machines, telephones and LED display.

- Financial status. All the financial input to the one-stop service centres are allocated by the sub-district offices as a level of government from their budgetary money and money for different service window comes from related department of the sub-district office. The sub-district office usually not planned earmarked money for the services for migrants when drawing up its budget for public services. But the Jianggan district government of Hangzhou municipality has broken out service expenses for migrant population when drawing up some budgets, and directly allocates to sub-district offices. The sub-district offices are required to allocate the same amount of money as match fund.

- Administrative responsibilities. The service centres are responsible for registration, identity document forgery, dissemination of publicity materials about law, science, family planning, etc. For example, the police station established a migrant public order assistant team. Different team members are responsible for different community. They come to check the temporary residency permit of migrants. The sub-district office legal aid centre established a migrant conciliation sub-centre. The sub-district family planning office provides B ultrasonic examination for pregnant migrant women, and go to the enterprises and markets to make publicity on family planning policy and reproductive health every year..

- Everyday life service. Management and services provided by sub-district offices and neighbourhood committees are”

- Indirect management of living services for community residents. Since the rising of community construction at the end of the 1990s, the development of community life services has made greater progress. The community life services are usually provided by purchasing the third-party services. The sub-district office and the neighbourhood committees will attract and encourage businessmen to provide services such as electric applicants repair, house cleaning, grocery, laundry, restaurant, and etc. in their communities.

- Information services. Enterprises, medical and social security institutions nearby often ask them to release related information on immunisation and recruit for them.

- Organising various activities. A great member of activities with great differences falls into this category. For example, recruit, entertainment activities, etc.

- Other services. Apart from services such as administrative admits, which is directly

provided by the sub-district offices and the neighbourhood committees, and life services and management indirectly provided by them, there are other social services that have little relation to the community. They are provided by enterprises and institutions. They have to open some facilities such as bathroom, sport fitness center and clinic to meet the daily needs of the community residents.

- Education service. Educational institutions in China fall into two categories: the public and the private. Student admission, curriculum, teacher recruit, facilities and equipment purchase, etc. of the public schools are directly under the management and supervision of the educational authorities. Educational institutions such as kindergartens, primary schools, secondary schools, or vocational training centres are either administered by the education bureau or belong to the owner. They have little relation to the community.

In Mawangdui Sub-district Office, we found that services of labour and social security, subsistence allowance, people's mediation, citizen schools, protection of women and children, Lei Feng supermarket (for those who receiving the basic cost of living allowance), assistance for widowed senior citizens, application of government low-rent housing, Party member service window, etc. are delivered in the one-stop service centre.

### 3.3.2 Mode and contents of services for migrant workers delivered by community

#### 3.3.2.1 Influence factors

- Number of migrants. Increase in the number of migrants settled in a community (refer to a sub-district or a residential quarter) generally leading to more and better management and services for them.

- Migrant ratio. Low migrant ratio in a community usually leads to neglect of management to them. Registered permanent residents are usually regarded as the priority.

- Employment mode (scatter / gather). In communities where have more new enterprises or wholesalers, there are a large number of migrant workers settled in their own living quarters. In this case, the community tends to provide management and services to them. While in communities where migrants sparsely scatter, the management of them is difficult and weak.

- Development level. An old urban area is obviously in a different development level from a newly developed area. Migrants have less opportunity for employment, education for their children, affordable apartment or houses, access to enough services if they choose the former because it has less development space. While development zones are newly urbanised rural areas, which are sparsely populated. There are plenty of employment opportunities during their urbanisation process and it is easy to find affordable flat shares, house shares and rooms to rent there. So the target group of management in this communities focuses mainly on migrants. Jiubao

town, Jianggan district in Hangzhou municipality is one of them.

Functions of management/service provider. In addition to related government departments, in many communities appear organisations or institutions specialised in delivering services for migrant workers and run by all works of the society or even migrants themselves.

The above factors determine that different modes are adopted in management and services for migrants in different place.

3.3.2.2 The community distribution modes of migrants. There are three types: scattering in urban communities, living in compact communities in rural-urban fringe zone and living in compact communities in industrial districts.

– Urban communities. The sub-district offices as well as community organisations provide sound community management and services through social service centres (eg. The Mawangdui sub-district office of Changsha municipality).

– Rural-urban fringe zone. This is a special phenomena appears during the urbanisation process of China. In the rural-urban fringe zones, migrants live in compact communities. For example, there are hundreds and thousands of migrant workers living in Jiubao town, because it is close to Jianggan Technology Park and the local people have moved to their new settlement and left their old houses for rent. The migrant workers living in Jiubao are employees of enterprises in Jianggan Technology Park. Most of them are young people with low level of formal education and little technical training. About 5,000 migrants there hold the temporary residency permits. Management and services are weak for migrants in communities in rural-urban fringe zone like Jiubao.

– Industrial park or economic development zone. When migrants come to cities, they usually directly employed by enterprises, construction team, decoration team, and begin to living in a collective house provided and managed by the employer without direct contact with the community. There is a migrant workers residential community In Tianjin Taida economic development zone. Migrant workers live in the apartment buildings and have meals in the staff canteen. In Taida, social services and apartment management are integrated into community care..

3.3.2.3 Organisations and institutions provide community management and service for migrants

Organisations and institutions provide administrative and life services for migrants in communities are government departments, private institutions and non-government organisation.

– Government. The governments at different levels mainly provide administrative services and part of life services such as issuing temporary residence permits,

marriage certificate and birth approval certificate, supervision on wage arrears for migrant workers, and management of social order, etc. Some of the neighbourhood committees have established employment centres to provide employment services. For example, the Mawangdui and Yangjiashan communities have established community migrant service units, which organise job fairs and training for migrants.

– Semi-governmental organisation: These organisations, including All-China Trade Union, All-China Women Federation, the Communist Youth League of China and All-China Youth Federation, provide mainly life services and education activities such as youth volunteers serving the migrant workers.

– Private institutions. It refers to training centres, law firms, etc. For example, there is a law firm near the Jiubao Social Service Centre. It provide legal aid, free legal consultation and legal action services to help migrant workers solve legal disputes. The Tianjin Hualin Vocational Training School provides affordable training courses for migrants.

– Non-governmental organisations. These are usually spontaneous migrant organisations providing services to help migrant brothers and sisters solve their problems and overcome their difficulties. For example, the Jiubao-based magazine *Grassroots Home*. Since these organisations are spontaneous, it is almost impossible to obtain approval from the Government and difficult to receive sustainable financial support.

#### 3.3.2.4 Contents of community management and services

– Administrative services and management. At present, management and services for migrant workers focus mainly on issue of temporary residence permits, supervision of wage arrears and family planning. The family planning authorities often send staff members to farm produce markets or other places where migrants gather to issue publicity materials, birth control tools, etc. The supervision teams often send team members to enterprises to supervise wage arrears. Labour and social security, family planning, and household registry authorities often involve in the above management and services. Other service windows have almost nothing to do with the needs of migrants. Services such as low-rent apartments, regular social assistance and basic cost of living allowances focus only on registered permanent residents.

– Life services and management. This involves in all aspects of migrants' life. Social insurances (endowment insurance, unemployment insurance, birth insurance, medical insurance and industrial injury) are bought by the employer. Policy of education for children of migrant workers is made by local education authorities. In principle, children of migrant workers holding temporary residence permits can receive education without paying the so-called "sponsorship fee". Because migrant workers usually hope to rent cheap apartments or houses, they usually haggle over the price directly with the landlords to avoid paying mediate service fee.

#### **Box 5: *Taxiangme* club**

Yiyuan community *Taxiangmei* club belongs to Haoqiao sub-district, Yuhua District. It is established by the community committee and headed by the Party secretary of the committee. The club is managed by a Board of Directors representative of migrant workers in the community. The club has a library, a computer room, a table tennis room, a chess-poker room and a fitness room, which are free of charge to migrant workers. The club has organised training workshops on employment, healthy life, rights protection, money matters management, legal education for youngsters, and psychological health. It also organised training on traffic safety, internet knowledge, fire safety and patriotism for youngsters. Members of the club enjoy free technical training, job referral service, family planning service, reproduction health consultation and health knowledge.

— Specialised services. These refer to projects implemented by NGO or social institutes and mutual assistant activities organised by migrant workers themselves. For example, there is a spontaneous migrant organisation named “grassroots home” in Jiubao, Hangzhou. This kind of organisation is usually difficult to receive approval from the authorities and draw sustainable financial support.

At present, the sub-district office staff members usually sit in their offices and wait for the residents or migrants who need services. Although they provide various different services, not many of them are specially designed to meet the needs of the migrants. The community neighbourhood committees sometimes organise some activities to solve the specific problems of the community, while the society mainly provide services through training centres or home of migrants.

#### 3.3.1 Community and community centres in China

#### 3.3.2 Community management and services for migrants: way and content

### **3.4 Project sites selection principal formulated and the project site selected**

The working team has formulated the following principles and identified the project sites after a study visit to Hebei, Hunan, Henan, Tianjin and Hangzhou

#### **● Principals for identification of pilot units in sending areas :**

- Related government authorities are aware of the importance and have positive attitude to the activity;
- Ability or function to organise trainings before migration to town and provide necessary staff, place and funds;
- Having established special organisations or agencies such as employment centres

or job service offices to promote rural-urban migration; and

– Number of surplus rural labour having migrated out.

● **Principals for identification of pilot units in receiving areas:**

– Related government authorities are aware of the importance and have positive attitude to the activity;

– Compact communities of migrants near their work places;

– There are social service centres, neighbourhood committees, adult schools, and etc.;

– Be able to provide staff members, place and funds to organise training on labour and life skills for migrants;

– Human resources such as sub-district office staff members and/or trainers are ready to serve the migrant workers.

**4. Problems in community service for migrant workers**

Community governance in China is quite different from the rest of the world. In China, the government manages community affairs. Living services are provided by both the government and the market, or sometime in some aspect, by the volunteers. For quite a long time, household registration and public security are the main responsibilities of sub-districts and the neighbourhood committees. They have no jurisdiction over units such as schools, enterprises and institutions in their district. Along with community establishment since the end of the 20<sup>th</sup> century, sub-districts and the neighbourhood committees begin to extend their management and services. Therefore, the development of social services for migrants is difficult in China at present. However, it is possible to be a breakthrough point.

At present, the policy requires that local governments provide one-stop services in all sub-districts and some of the residential quarters. This is the foundation and an advantage for carrying the services for migrant workers to an new stage in communities. The current problem is that one-stop services covers only the permanent residents the migrants are not regarded as the target group. The items should extend from administrative services to life services. The relation between the sub-district offices and all the community residents, including the migrants, should be strengthen.

The governments at all levels are aware of the importance of migrant issues. A series of policy documents have been promulgated and measures have been adopted to solve the problems related to migrants. However, there exist many problems, which are complex, because of the unbalance of economic development in different areas and, as a result, the difference of policy measures and implementation.

**4.1 Sub-district offices and neighbourhood committees have little relation with the floating population and the residents**

The sub-district offices and the neighbourhood committees are government administrative agencies. The residents usually have not many contacts with them in

their daily life, except the application of the resident identity cards. Therefore, these service centres have not much relationship with the life of the residents. This is because the Chinese society has been implementing vertical management system. In planned economy era, every individual belonged to a “unit”, which had political and administrative functions, and the influence does not disappear.

Because migrant worker need apply the temporary residence permits, marriage certificate, birth approval certificate and other certificates, most of them know and have contact with the sub-district office and the neighbourhood committee. Since most of the migrants were brought to city by fellow-villagers or relatives, the interviewees told us that first they prefer asking their fellow-villagers for assistance when they have trouble. Second, it is impossible for them to reach the office hours of the sub-district office and the neighbourhood committee because they have to work during their service time. Third, the service charges on them are much higher. For example, in Jiubao a migrant said that the service charge for a certificate is 48 yuan, but it could be 5 yuan if you ask the landlord to do it for you.

#### **4.2 Deeper understanding of the special demands of migrants is needed**

The staff members of the sub-district offices and community neighbourhood communities in Hangzhou think that there is no discrimination against migrants in Hangzhou now. Some communities have launched “new citizen initiative”. But they have neglected the special needs of migrants. They haven’t obtained the permanent residence permits and are still regarded as rural people. As a result, they can not enjoy the same rights as the registered local permanent urban residents.

#### **4.3 Social services should be regularly provided**

Because there are no operative measures of the policies on migration and migrant workers promulgated by both the National and provincial governments, it is difficult to guarantee effective access to functioning and well-equipped social services for migrant workers. Moreover, the ambiguous future of the migrant group is an obstacle for local governments to implement the migrant policies. Since funding allocated to the sub-district office is based on the number and needs of the registered local permanent urban residents, money is always a big problem of delivering services for migrants, and furthermore, the arrangement of service windows in the service centres often based only on the needs of the permanent urban residents. At present, some sub-district offices (e.g. in Jianggan district, Hanzhou) have special funds for migrant family planning. Because there is no appropriate social services for vulnerable floating population, migrants, who have not granted the permanent residence permits and registered as urban permanent residents, are marginalised and have little equal opportunity to be integrated into urban community.

#### **4.4 Present work focuses mainly on public security and family planning**

Some sub-district office or neighbourhood committee staff members mentioned that when they deal with migrant people their efforts focus mainly on public security and family planning, especially on maintaining social stability. For example, before the

National Day they need to arrange special tasks. We could feel from their tone and attitude when they talk about their work concerning migrants that it they always looked down from a height as officials upon migrant workers. Their purpose is obviously to “control” people live at the foot of the social ladder. For example, members of their floating population management group are either government officials or successful migrants, no migrant workers.

When we asked about the living conditions, they talk about the government policy on migrant worker. This perhaps shows two possibilities. One is that they had little or no contact with migrants and know nothing about their life. The other is that they were concealing the facts, for they worry about the negative influence on government image. In a word, they always take an official position and care more about themselves as officials.

#### **4.5 More relevant community public services should be provided**

China’s community construction started at the end of 1990s and the management of community in China has still much to improve till now. As a result, the management and services can not meet the needs of migrant workers in apartment or house rent, employment, education for their children and medical care, because it the starting point of migrant management is to maintain social order, issue temporary residence permits and strengthen birth control among migrant workers. Various social insurances (endowment insurance, unemployment insurance, birth insurance, medical insurance and industrial injury) are bought by the employer. Policy of education for children of migrant workers is made by local education authorities. In principle, children of migrant workers holding temporary residence permits can receive education without paying the so-called “sponsorship fee”. Because migrant workers usually hope to rent cheap apartments or houses, they usually haggle over the price directly with the landlords to avoid paying mediate service fee.

#### **4.6 The staff members need special training on services for the vulnerable group**

It seems that the sub-district office staff members know nothing about vulnerable group. They even take migrant people who have private house and cars as interviewees of the project. They do not respect migrant workers. They know little about special needs of migrant workers.

#### **4.7 Migrants have little community attachment and psychological identity**

Migrant workers seldom take part in community activities (except special activities for them). They have little community attachment and psychological identity. No channels to express their demands often cause big problems on social stability.

Because migrant workers are not regarded as groups with special needs, the community and sub-district offices have no relevant channel to obtain information about the difficulties, demands and problems. The staff members usually have little awareness of the situation of the migrant people.

According to the investigation, no migrant worker shows that he or she has received any service about interaction between migrants and permanent residents.

#### **4.8 Integrated services should be provided for migrants in the community**

The sub-district offices and the neighbourhood committees have no cooperative relationship with enterprises, institutions and / or organisations. As a level of government administrative agency, the sub-district office has its own tasks. For example, it has the right to supervise environmental hygiene, family planning, and cultural and ideological progress in these enterprises, institutions and / or organisations.

In short, the national government has made related policy on delivering services for migrants. Local government has issued regulations on specific services to meet the special needs of migrant workers. The administrative service centres are widely established in sub-districts. But the policy has not fully implemented up to now; moreover, the sub-district office, as a level of government administrative agency, has some tendency to bureaucratisation. They emphasise on management but often neglect services, especially for vulnerable groups such as migrant workers.

### **5. Policy recommendations**

In China, the leading and conciliating role of government is necessary in solving various problems. Firstly, policy specifies that social services should be provided at community level by sub-district office and neighbourhood committee. Therefore, sub-district office and neighbourhood committee have been chosen as a service delivery platform to migrants. Secondly, sub-district office and neighbourhood committee have personal, material and financial resources to provide services to migrants. Thirdly, China is undertaking community capacity building, and serving migrants could be integrated into the initiative. Therefore, the functions of community administration service centres are suggested to expand to deliver services for migrants who live in the community. Sub-district office and neighbourhood committee as well as their one-stop service centre have selected as the project sites.

In addition, the following recommendations are made to improve the existing services for registered permanent urban residents and raise the quality of extended service for migrants living in the community.

#### **5.1 To integrate services for floating population**

A sub-district office of a district engages all types of activities of the district administration, while a community service centre provides services delivered by government departments which have the closest relationship with the needs of the residents. The service windows each perform its own functions guided by departments of the district administration, although the community service centre is namely administered by the sub-district office.

Service for migrants relates to several government authorities. Some single services need multi-sectoral cooperation. Take family planning management as an example, it needs information about the number of women in their fertile life, their status of marriage and fertility, their employment and address of residence, number of children, contraception, etc. Therefore, We suggest that a coordinator post or coordinating unit should be set in the sub-district office to integrate related services.

## **5.2 Partnership with sub-district office, residents' committee and state sector institutions stationed in the district**

Since sub-district offices and neighbourhood committees are government administrative agencies, their limited functions cannot meet the diverse needs of migrant workers. Partnership should be established among all the institutions and other organisations stationed within the community. It can be launched by the sub-district office or the neighbourhood committee. Enterprises, institutions and organisations in the community can be mobilised to join the partnership and provide services for migrants.

## **5.3 Providing more necessary services to rural-urban migrant workers**

Since the sub-district office and the service centre is established for registered local permanent residents, their functions should be further extended to meet the needs of migrants and provide legal consultation, employment services, estate management, family planning related services, temporary residency permit

We suggest that the functions of the social service centres should be further expended to meet the needs of both migrants and the permanent residents. They should provide services such as legal consultation, employment services, estate management, family planning, issue of temporary residence permits, information on policy about education for migrant children, medical policy, vocational training to help migrants solve problem they meet in life and work.

## **5.4 Transforming service delivery strategy to a more active mode**

The investigation shows the staff members of the community service centre usually sit and wait behind the service windows in the service centre. Migrants usually live far from the service centres and are not familiar to the service centre. When they have problems, they usually have to help each other or solve them in their own way. This sometime leads to unexpected negative results. We suggest that the service centres should organise on-the-spot services for migrants when it is necessary. At same time, the service hours should be extended so that migrant workers can obtain necessary services after hours.

## **5.5 Professionalising the social service centres**

Firstly, professional training to community workers should be provided to help them change their ideals and improve their way of interaction with migrants, understand the significance of the integrate of rural migrants to the urban society, and raise their abilities to coordinate social relationships between different interest groups and

communicate with community administrative workers and professional researchers. Secondly, graduates in social work should be encouraged to find their jobs in grassroots communities for them to employ a professionalised workforce of social workers. Thirdly, the office facilities of social service centres should be improved to improve service efficiency, and community management should gradually realise modernisation and networking. Finally, capacity building of social service institutions should be strengthened through professional training of the staff to form a workforce of community workers with skills of organisation and management, armed with professional knowledge and active to promote community self-governance.

### **5.6 Women Federation should be actively involved in service for migrants**

In order to protect the rights and interests of women migrant workers, it is tentatively suggested that the All-China Women Federation should take the lead to introduce effective measures with other authorities so that local Women Federations could organise supervision and inspection in cooperation with legal enforcement on the employers' abidance to the regulations, and punish those who intentionally injure women migrant workers. Training workshops should be organised for management and service staff and migrant workers respectively to enhance their gender sensitive and self-protection awareness and skills.

## **6. Outlook of one-stop service for migrants**

*The resolution on strengthening the efforts of urban-rural coordinative development to further consolidate the basis of agricultural and rural development* promulgated in January 2010 by the CPC Central Committee and the State Council (the document No. 1 of the year) have laid the foundation for the protection of the rights and interests of migrants and the sustainable development of our project. The document specially mentioned to improve services for migrants. It will guarantee the practice and sustainable development of "one-stop" services. The articles related to "one-stop" services in this document are:

1.3 Improve employment of migrants and create better environment for them to start a business. We shall establish a rural-urban coordinative public employment system and concordance training resources for vocational training for rural people in both agriculture and industrial skills. We shall upgrade the industry structure adjustment and support and develop agricultural products processing industry, recreational agriculture, rural tourism and rural service industry to expand non-agricultural employment in rural areas. We shall perfect the policy measures of increasing employment through creation of better environment of starting a business to support the migrant workers returned to their home village and other rural people to start local business and rural people. We shall strengthen guidance and services for employment of rural-urban migrants and safeguard the legal rights and interests of migrants to improve the smooth transformation of surplus rural labourers. We shall perfect the social security system for migrants through making the work injury insurance system cover all employees including the migrant workers. We shall

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strengthen the prevention and cure of occupational diseases and improve services for the health of migrant workers through bringing migrant workers into the basic medical insurance for urban employees system. We shall work out measures to ensure the basic urban enterprise employees to transfer their basic endowment insurance inter-provincially in a national unified system. We shall practice the policy to ensure that most migrant children to enter urban public schools and, at the same time, care for education for children left behind by migrant workers.

#### 1.4 Strengthen and innovate birth control service and management of migrants

#### 2.3 institutional innovations to speed up urbanization

We shall allow eligible workers who have left agricultural work to gradually become urban residents and enjoy equal rights with local residents. We shall improve the housing condition of migrants and encourage cities with condition bring migrants with a stable occupation and has lived for a number of years into the urban housing security system. We shall take corresponding measures in solving problems of the new generation of migrant workers. We shall study the new problems arising from rural-to-urban migrants settling their families in urban communities.

To follow the spirit of the above document, the China Adult Education Association will further explore and improve the protection of the rights and interests of migrants in our services for them. We shall stand from the actual needs of migrants and be an attentive listener to them.

In short, the survey, analysis and report by UN-Spain MDG Achievement Fund Joint Program on Protecting and Promoting the Rights of China's Vulnerable Young Migrants, China Adult Education Association and the 3.2 social services project team on the present situation of community services for migrants has laid good foundation for the preparation of the Standard Operating Procedure. The project team will improve the task in the following preparation of SOP and training based on the findings according to practical situations.

Annex:

## 2. Instruments

### 1) Community manager and community centre staff interview outline

#### 社区管理者和社区中心工作人员访谈提纲

您好！我们在进行一项有关社区开展农民工服务现状的调查，通过调查旨在了解社区开展农民工服务的实际情况，为进一步改善社区服务，促进农民工就业、培训、权利保护及提高生活能力提供依据。因此，您的参与对我们的调研非常重要。**我们郑重承诺：我们会对您的回答严格保密。**本调查仅限于课题研究，而您提供的信息对本研究结果的准确性具有重要价值，希望您能把实际的情况和真实的想法告诉我们。

#### 1. 您了解社区中农民工的情况吗？

本社区农民工的数量和结构特征（年龄、性别、文化程度、技能水平、主要从事的行业、职业）；本社区农民工生活状态、与社区、与社区居民的人际交往、是否参与社区的活动

#### 2. 社区对农民工的管理和服务情况

社区是否有对农民工的管理机构？是否出台相关的政策措施？如何实施管理和服务的？

#### 3. 目前社区为农民工提供哪些方面的服务

办证、租住房、计划生育、卫生保健、子女入托上学、技能培训、就业咨询、生活救济、法律援助、保险、文化娱乐等

#### 4. 社区服务机构能力建设

社区是否有为农民工提供服务的社区服务机构、社区服务组织、社区服务社团；这些机构的资金来源、人员构成、基础设施和硬件条件；采取怎样的工作模式和运行机制；是否建立广泛的社会联系，形成社会服务网络

#### 5. 社区服务机构服务内容、服务方式、组织开展哪些活动

#### 6. 您从事社区工作多久了，谈谈自己对开展农民工社区服务的认识、工作热情、体会和

经验；在开展农民工社区服务中面临的困难和问题是什么

## 2) Migrant workers interview outline (conducted by the study group)

### 农民工访谈提纲（由课题组直接进行）

今天召开座谈会，主要是和大家一起聊一聊来到城市后的生活工作状况，遇到什么困难。希望今后在那些方面得以改进。目前联合国正在中国开展大规模的“改善青年农民工权益”的大型项目，我们这次座谈会的内容将有望把大家希望和困难反映进去，以便使在座各位和其他农民工的城市生活得到改善和更加幸福。

希望大家能就以下方面谈谈各自的经历。

#### 一、基本情况

- 从哪里来（省、县、乡或村）
- 怎么出来的，老乡、亲戚、招工、同伴……
- 进城几年了（包括在其它城市）
- 是否已结婚
- 目前在单位工作还是个人干

#### 二、工作情况

- 现在的活是怎么找到的（老乡、同伴、亲戚或熟人介绍、看到招工启事、……）
- 换过几次工作，为什么换
- 每次签合同吗，单位给上保险吗
- 有安全教育、保护措施吗？
- 听说过工伤吗？
- 以招工为名的拐骗、或求职中受骗过吗？
- 病假、加班的工资支付情况？
- 发生了劳动争端怎么办？
- 不得使用童工？
- 知道应“同工同酬”吗？

#### 三、个人和家庭生活

- 小孩上学或上幼儿园了吗？怎样找到这家幼儿园？（别人介绍、招生广告……）（三岁以上）没上幼儿园的为什么没去呢？回家以后谁照料？
- 孩子打了预防针吗？
- 上的公立还是私人学校（幼儿园），还是没有注册的
- 节假日或下班以后都干什么？到什么旅游点玩过吗？
- 家庭成员自己上了保险吗
- 生病到哪去看，还是自己买药？常见病预防常识
- 家里有水、电、气吗？是公用的还是家用的？自己安装的还是原有的？安全使用水、电、煤气知识有吗？家庭怎样防火、防盗和消除隐患？
- 家里的开支有计划吗
- 会使用银行的存取款机吗？怎样给家里寄钱？遇到过假币吗？
- 一般在哪买东西
- 你了解怎样预防毒品、怎样预防艾滋病吗？
- （女性）四期保健知识（经期、孕期、哺乳期、更年期）、妇科检查、癌症筛查
- 上网吗？多长时间上一次？每次多长时间？在网上聊天吗？有网友吗？与网友见面吗？

#### 四、公共生活

- 有城市朋友吗？怎样认识的？
- 住在哪里（居民小区、农民工小区、集体宿舍、临时房屋），治安、卫生、环境、邻里关系好吗？
- 房子是怎样找到的？是单独居住还是合租？
- 采用什么交通工具上班？自行车、公共汽车等？遭遇过麻烦吗（被偷、碰撞等）
- 参加过社区活动吗？

#### 五、困难与问题

你到城市之后，遇到的最大困难是什么，最棘手的问题是什么？在城里被骗过吗？流动到城里你最希望得到的帮助是什么

### 3) Migrant workers interview outline (conducted by local community staff)

#### 农民工访谈提纲（由当地社区工作人员进行）

大家好，我们在做一项关于社区为农民工提供综合服务的调研，旨在了解你们对社区服务的需求、对社区服务的利用等情况，希望大家能够介绍自己的真实情况和想法。大家所提供的信息是我们今后制定社区服务政策、开展社区服务工作的重要依据。希望大家不要有顾虑，能畅所欲言。可以简单解释一下什么是社区

#### 1.请简单做一个自我介绍

姓名、性别、年龄、文化程度、从哪儿来的、进城务工年限、进城务工动机、进城务工的渠道、进城前对城市生活了解多少

#### 2.对工作环境的认识和描述

目前从事什么工作、工作条件和环境、工作时间和业余时间、工资待遇，至今变动工作的次数，变动的原因

#### 3.对生活状态的认识和描述

居住状况（员工集体宿舍、出租房、借住亲友房、临时工棚、工作场所、居无定所、自购房）

是否与周围社区居民打交道、是否知道周围社区服务机构、公共服务设施、会不会利用公共服务设施，遇到困难和问题需要帮助会去向谁求助

#### 4.对教育培训认识和描述

进城前是否参加过政府提供的职业技能和生活技能培训？未参加培训的原因？进城后是否接受过技能培训？进城后生活知识、就业信息等获取的主要渠道（电视、广播、书刊、社区宣传栏、同乡、同伴、亲戚）？是否愿意参加培训？更愿意参加哪类培训？

#### 5 对社区服务的认识和期待

进城务工遇到最大的困难是什么？最迫切希望社区服务帮助解决的问题是什么（迁户

口、提供住房、医疗、保险服务、解决子女入托上学、提供相应职业技能培训、生活救济、法律援助、降低各种收费）？合法权益受侵害选择如何解决？社区中哪些服务对你更适宜、更有效？对社区服务人员有什么期望？

## Statistics

Statistics 1: Statistics on migrants in *Jiangganqu* District of Hangzhou

### 杭州江干区农民工问卷调查统计数据

#### 性别

	频次	百分比	有效百分比	有效百分比
Valid 男	52	50.5	50.5	50.5
女	51	49.5	49.5	100.0
Total	103	100.0	100.0	

#### 婚姻

	频次	百分比	有效百分比	有效百分比
Valid 未婚	51	49.5	49.5	49.5
已婚	52	50.5	50.5	100.0
Total	103	100.0	100.0	

#### 出生年份

	频次	百分比	有效百分比	有效百分比
Valid 1966年	1	0.9		
1970-1979	32	31.1		
1980-1989	60	58.3		
1990及以后	10	9.7		
Total	103	100.0	100.0	

#### 进城务工多少年

	频次	百分比	有效百分比	有效百分比
Valid 三个月	2	1.9	1.9	1.9
半年	4	3.9	3.9	5.8

一年	10	9.7	9.7	15.5
两年	18	17.5	17.5	33.0
三年及以上	69	67.0	67.0	100.0
Total	103	100.0	100.0	

## 文化程度

	频次	百分比	有效百分比	有效百分比
Valid 小学毕业	5	4.9	4.9	4.9
初中未毕业	18	17.5	17.5	22.3
初中毕业	27	26.2	26.2	48.5
职业中学毕业	28	27.2	27.2	75.7
其他	25	24.3	24.3	100.0
Total	103	100.0	100.0	

## 进城打工原因

	频次	百分比	有效百分比	有效百分比
Valid 多挣钱	48	46.6	47.5	47.5
见世面	27	26.2	26.7	74.3
离开农村	8	7.8	7.9	82.2
找好工作	18	17.5	17.8	100.0
Total	101	98.1	100.0	
Missing System	2	1.9		
Total	103	100.0		

## 目前从事工作

	频次	百分比	有效百分比	有效百分比
Valid 服务员杂工	10	9.7	11.1	11.1
收银员	2	1.9	2.2	13.3
保安	3	2.9	3.3	16.7
导购销售	23	22.3	25.6	42.2
商贸	20	19.4	22.2	64.4
投递送货	2	1.9	2.2	66.7
技术	29	28.2	32.2	98.9
运输	1	1.0	1.1	100.0
Total	90	87.4	100.0	
Missing System	13	12.6		

Total	103	100.0		
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### 以您的能力，能适应城市生活吗

	频次	百分比	有效百分比	有效百分比
Valid 能	95	92.2	92.2	92.2
不能	8	7.8	7.8	100.0
Total	103	100.0	100.0	

### 哪方面难以融入城市生产和生活

	频次	百分比	有效百分比	有效百分比
Valid 普通话	8	7.8	16.0	16.0
专业技能	25	24.3	50.0	66.0
生活技能	7	6.8	14.0	80.0
其他方面	10	9.7	20.0	100.0
Total	50	48.5	100.0	
Missing System	53	51.5		
Total	103	100.0		

### 就业前后是否参加过就业方面的技能培训

	频次	百分比	有效百分比	有效百分比
Valid 是	43	41.7	41.7	41.7
否	60	58.3	58.3	100.0
Total	103	100.0	100.0	

### 如何获得培训信息的

	频次	百分比	有效百分比	有效百分比
Valid 学校推荐	4	3.9	9.3	9.3
亲友介绍	6	5.8	14.0	23.3
报纸广播电视	5	4.9	11.6	34.9
自己寻找	8	7.8	18.6	53.5
所在单位指定	19	18.4	44.2	97.7
其他	1	1.0	2.3	100.0

Total	43	41.7	100.0	
Missing System	60	58.3		
Total	103	100.0		

## 接受过下面哪些内容的培训

	频次	百分比	有效百分比	有效百分比
Valid 专业技能	32	31.1	74.4	74.4
城市生活常识	4	3.9	9.3	83.7
进城务工知识	1	1.0	2.3	86.0
维权知识	2	1.9	4.7	90.7
求职技巧	3	2.9	7.0	97.7
社会基本常识	1	1.0	2.3	100.0
Total	43	41.7	100.0	
Missing System	60	58.3		
Total	103	100.0		

## 月工资收入

	频次	百分比	有效百分比	有效百分比
Valid 800元	6	5.8	5.9	5.9
1000元	22	21.4	21.6	27.5
1500元	51	49.5	50.0	77.5
2000元及以上	23	22.3	22.5	100.0
Total	102	99.0	100.0	
Missing System	1	1.0		
Total	103	100.0		

## 我有很多优点和好品质，我很自信

	频次	百分比	有效百分比	有效百分比
Valid 非常不符合	1	1.0	1.0	1.0
不符合	15	14.6	14.9	15.8
符合	68	66.0	67.3	83.2
非常符合	17	16.5	16.8	100.0
Total	101	98.1	100.0	
Missing System	2	1.9		
Total	103	100.0		

## 我能像大多数人一样把事情做好

		频次	百分比	有效百分比	有效百分比
Valid	非常不符合	2	1.9	2.0	2.0
	不符合	9	8.7	8.9	10.9
	符合	72	69.9	71.3	82.2
	非常符合	18	17.5	17.8	100.0
	Total	101	98.1	100.0	
Missing	System	2	1.9		
Total		103	100.0		

## 我希望能受到更多的尊重

		频次	百分比	有效百分比	有效百分比
Valid	不符合	4	3.9	4.0	4.0
	符合	79	76.7	78.2	82.2
	非常符合	18	17.5	17.8	100.0
	Total	101	98.1	100.0	
Missing	System	2	1.9		
Total		103	100.0		

## 我总觉得自己一无是处

		频次	百分比	有效百分比	有效百分比
Valid	非常不符合	14	13.6	13.9	13.9
	不符合	68	66.0	67.3	81.2
	符合	11	10.7	10.9	92.1
	非常符合	8	7.8	7.9	100.0
	Total	101	98.1	100.0	
Missing	System	2	1.9		
Total		103	100.0		

## Statistics 2: Questionnaires

## 问卷调查汇总

共收到问卷103份。

## 人员情况

**性别：**男：52人 50.5% 女：51人 49.5%

**出生年月：**1970年前出生 1人 0.9%

1970~1979年 32人 31.1%

1980~1989年 60人 58.3%

1990年及以后 10人 9.7%

绝大多数是80后出生，有70人，占68%。

**文化程度：**初中以下 23人 22.3%

初中毕业 27人 26.2%

职业中学毕业 28人 27.2%

其他 25人 24.3%

**进城务工时间：**一年及以下 16人 15.5%

两年 18人 17.5%

三年及以上 69人 67%

**从事职业：**（有效90人）

服务员及杂工 10人 11.1%

收银员、导购、销售 25人 27.8%

商贸 20人 22.2%

投递、送货、保安 6人 6.6%

技术、操作工 29人 32.2%

**进城务工**

多挣钱： 48人 47.5%

见世面 27人 2.2%

离开农村 8人 7.9%

找份好工作 18人 17.8%

**适应城市生活**

95人能适应城市生活，占92.2%；8人不能适应城市生活，占7.8%。

难以融入城市生活的原因：

不会说普通话	8 人
缺少专业技术	25 人
生活技能	7 人
其他方面	10 人

43 人就业前后参加过就业方面的培训，占 41.7%

60 人未参加就业方面的培训，占 58.3%

### 月工资

800 元	6 人	5.6%
1000 元	22 人	21.4%
1500 元	51 人	49.5%
2000 元	23 人	22.3%

	非常符合	符合	不符合	非常不符合
我有很多优点和好品质,我很自信	16.9	67.3	14.9	1.0
我能像大多数人一样把事情做好	17.8	71.3	8.9	2.0
我希望能受到更多的尊重	17.8	78.2	4.0	
我总觉得自己一无是处	7.9	10.9	67.3	13.9