

# Research on the Quality of Community Nursing Service under the View of the Social Capital Theory

## -- Taking Chengdu as an Example

Yutian Yang<sup>1</sup>, Yaru Wang<sup>1</sup>, Jinxing Liu<sup>1</sup>, Xinyue Cheng<sup>1</sup>, Xiaoyan Zhang<sup>1</sup>

<sup>1</sup>School of Public Affairs & Law, Southwest Jiaotong University, Chengdu, 610031, China.

### Abstract

How to improve the quality of community nursing service under the condition of resource constraint is a difficult problem of community governance. This paper, supported by the theory of social capital, and based on 302 questionnaires in five urban areas in Chengdu, having studied the relationship between the stock of community social capital and the quality of community nursing service through relevant analysis as well as regression analysis. The study found that the denser the community social network, the higher the community trust and the higher the community reciprocity norms, the better the quality of community nursing service. The conclusion of this study provided a new perspective for improving the quality of community nursing service under the view of social capital theory.

### Keywords

Community Nursing Service; Social Capital; Community Nursing Service Quality.

### 1. Preface

Under the background of the weakening of function of traditional family nursing service and the poor development of institutional nursing service, the community nursing service has gradually developed, which takes the family as the core, the community as the basis, the elderly daily care, living nursing, domestic service and spiritual comfort as the main content, the door-to-door service and community daily care as the main form, and introduces the specialized service mode of the old-age care institutions. The community nursing service has attracted much attention because of its advantages of high resource integration, high service accessibility and low service cost. However, there are also many problems such as the shortage of funds, the shortage and the low quality of service staff, the single form of service items, the low consciousness of the old people on the concept of the community nursing service and other issues. Moreover, suggestions to improve the quality of community nursing services, such as introducing policies, improving relevant systems, guaranteeing financial supports, promoting the participation of non-governmental capital and social organizations and so on, are difficult to be adopted quickly due to the long operation cycle, high reform costs and other factors. With the continuous acceleration of Chinese aging of population, how to improve community nursing service at low cost and high quality has become a major issue in community governance.

The quality of community nursing service is not only affected by political and economic factors, its connotation emphasizes multi-subjects participate in cooperation, such as community residents, community organizations and government, which justifies using the perspective of sociology to analyze the development of community nursing service. Social capital in the sense of sociology, as the binder of the community, is closely related to the concept of "social community", and then it coincides with the concept of multi-subject interaction of community nursing service. Therefore, under the condition that it is difficult to improve the objective

conditions such as resource supply in a short time, this paper tries to take the theory of social capital as the guide and take Chengdu as an example to examine the possible links between the quality of community social capital and the community nursing service, then looks for a breakthrough to improve the quality of community nursing service from the perspective of social capital theory.

## 2. Literature Review and Research Assumptions

As for the concept of community nursing service quality, Xie Zhenjun and Ji Weibin summarized the domestic research (China) on the quality of nursing service [1], pointed out that many scholars often defined the quality of community nursing service as "the satisfaction of the elderly people with the current elderly care service" [2]. This paper also adopts this definition, and thus referring to the current research on "the quality of community nursing service" and "the satisfaction of community nursing service" when writing this paper. For the concept of social capital, although different scholars have defined it from different perspectives, its connotations were roughly the same. The academic circle generally think that Putnam's definition "Social capital is the feature of social organizations, such as social networks, trust, and norms that promote cooperation and improve social efficiency" [3] is the most representative. Generally speaking, social network, trust and reciprocity norms are the basic dimensions of social capital [4], this paper will also use the above three dimensions to define social capital.

Some scholars regarded social capital as a whole as a variable to study the relationship between community social capital and the quality of community nursing service. By analyzing the connotation of social capital and nursing service, some scholars pointed out their compatibility. Liubo believed that the development of community nursing service depends on the mutual cooperation between different groups, such as the elderly, government and social organizations, based on identity, trust and reciprocity. Because trust and other factors are the core elements of social capital, community social capital is closely related to the quality of community nursing service [5]. Wan Yina further pointed out that the rich social capital has promoted the elderly to help each others mutually in economy, spirit and daily services and other aspects, then enhanced the old people's perception of community nursing service [6]. In addition, the empirical research by some scholars has preliminarily verified the hypothesis that the connotation of the two is overlapped. For example, through a questionnaire survey of 100 communities, Zhang Wenhong and Zhang Junan came to the conclusion that the higher the social capital stock of the community, the higher the residents' satisfaction with the community service. Community nursing service is an organic part of community service, so there is an inevitable relationship between community social capital and community nursing service [7].

Some scholars also studied the relationship between social capital and the quality of nursing service from three different dimensions of social capital. In terms of social network, Zhang Quan pointed out that community social network is an important aspect that affects the happiness of the elderly's later years when living in the community [8]. Synthesizing some studies, it is not difficult to draw the conclusion that the development of community voluntary activities, the establishment of community recreational activities and the operation of elderly community activity center [9], by improving the social interaction of the elderly and providing the elderly with basic companionship [10], can enable the elderly to obtain important spiritual support from relatives, neighbors, community social organizations and other subjects [11], and then express the higher satisfaction and support for the elderly nursing service in the community. Some scholars have also adopted interdisciplinary methods to analyze the role of social networks in combination with the perspective of medicine, for example, Li Shuxing pointed out that the elderly with high levels of social support are often in better mental health

[12]. Yang Jingze studied the social interaction status of the elderly patients with stroke in the community, and found that the social network participation, network connection and network support of these patients were lower than those of the healthy elderly, which revealed the correlation between social communication and the quality of elderly care service [13]. In terms of trust, Li Shan et al. pointed out that community trust will promote the supply of public services such as nursing services from the perspective of service supply, and therefore it may help improve the community nursing service quality [14].

Other scholars paid more attention to the influence of community trust on the elderly's willingness to accept nursing services. For example, Yang Qi and others found that the distrust of the overall environment in the community was an important reason for the elderly to refuse to participate in the community nursing service and prefer the traditional family nursing service [15]. In Wang Cheng's opinion, the foothold for social organizations to continue providing home-based elderly care services is that as service recipients, the elderly have a positive evaluation (such as trust) on them [16]. Yi jing's research more deeply pointed out the mechanism of the role of community trust, that is, by promoting communications and cooperations of the public and community, and then community trust helps to restore the trust of the aged to the community, optimize their perception of the community, and ensure that the community nursing service as a "new thing" to carry out smoothly in the community [17]. In terms of reciprocal norms, the current research mainly emphasized that it is a conventional concept to ensure that community nursing service to be maintained continuously. Wang Cheng believed that in the process of the supply of community nursing services, the government, social organizations and the elderly formed a kind of "consensus norms" in their interaction and expectation, these invisible norms are beneficial to remind different groups to guarantee the elderly to be taken care of, promote the development of community nursing work. Li Chongzhi further pointed out that the reciprocal norms made the majority of people who demand nursing service and the majority of people who supply the nursing service have the consciousness of supporting each other, and then promote promoted the quality of the community nursing service. Moreover, the reciprocal norms would promote the community to establish a good nursing culture, and the good nursing culture atmosphere is the important premise to perfect the nursing service [18]. Fang Yaqin's research pointed out the way that the community reciprocal norms function, that is, the emergence of universal reciprocity promoted the community residents to provide "minor case services" [19], which is an important material and spiritual support for the elderly.

Overall, the above literature suggested that there might be a link between social capital (including social networks, trust and reciprocal norms) and community nursing services. However, in the existing literatures, there are few articles that has directly discussed the correlation between community social capital stock and community nursing service quality. And qualitative research method is often adopted, while research which adopted quantitative research method is relatively rare. In addition, the measurement of social interaction, mutual trust and reciprocity by many scholars usually does not use the scale based on the theory of community social capital, so it may not be perfect in the aspects of systematization and explanatory power. Last but not least, some of the literature mentioned above tend to measure "quality of community nursing service" by one item (such as "are you satisfied with the community nursing service" or "how satisfied are you with the community nursing service"), however, the evaluation of community nursing service quality by the elderly usually has multiple facets, so it is necessary to adopt a more systematic scale to study.

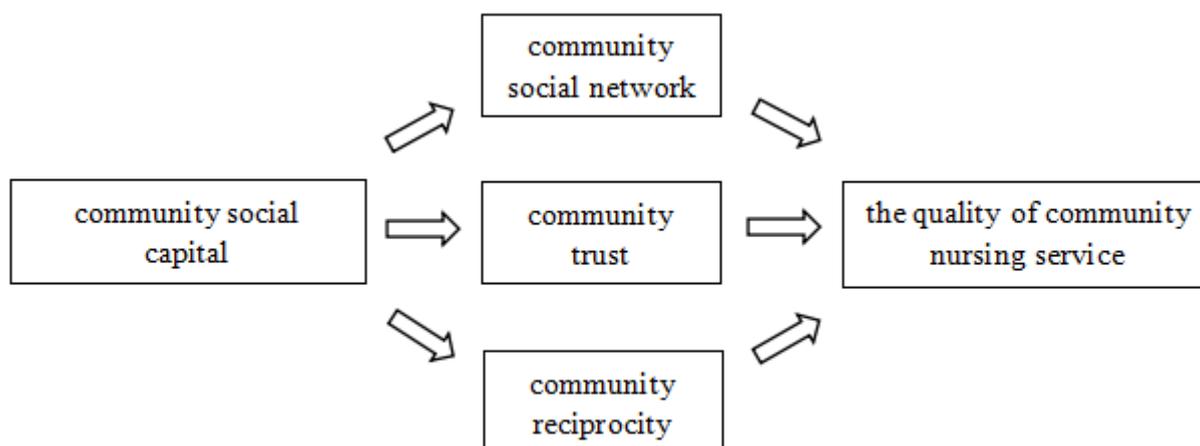
To sum up, this paper puts forward the hypothesis of the relationship between community social capital and community nursing service quality (Fig.1):

H: The larger the stock of community social capital, the better the quality of community nursing service.

H<sub>1</sub>: The denser the community social network, the better the quality of community nursing service.

H<sub>2</sub>: The stronger the community trust, the better the quality of community nursing service.

H<sub>3</sub>: The higher the norms of community reciprocity, the better the quality of community nursing service.



**Fig 1.** The hypothesis of the relationship between community social capital and community nursing service quality

### 3. Research Design

#### 3.1. The Object of Study

##### 3.1.1. Sampling Method and Sample Selection

This study adopted the method of stratified sampling and took the administrative division of Chengdu's five urban districts as the basis for division, finally, 50 communities were randomly selected in Jinjiang District, Qingyang District, Wuhou District, Jinniu District and Chenghua District. A total of 7 elderly people were surveyed in each community and 350 were surveyed by fielding sampling using the mapping method. In this paper, the missing values of the phase were removed, so the total number of samples included in the study was 302, and the recovery rate of the questionnaires was 86.2%.

##### 3.1.2. Sample Descriptive Analysis

The final sample included 302 cases in 50 different communities. Table 1 shows the distribution of the samples in Jinjiang District, Qingyang District, Wuhou District, Jinniu District and Chenghua District. Table 2 shows the characteristic distribution of the samples in terms of sex, age and academic qualifications.

**Table 1.** Spatial distribution of sample size

City proper	Sample ratio(%)	Sample size
Jinjiang District	20.2%	61
Qingyang District	19.2%	58
Wuhou District	21.5%	65
Jinniu District	18.2%	55
Chenghua District	20.9%	63
Total	100.00	302

**Table 2.** The characteristic distribution of the samples

Variable	Category	Sample size	Sample ratio(%)
Sex	Male	129	42.7%
	Female	173	57.3%
	Total	302	100.0%
Age	60 and under	20	6.6%
	61-65	38	12.6%
	66-70	59	19.5%
	71-75	49	16.2%
	76-80	46	15.2%
	81 and above	85	28.1%
	Total	297	98.3%
Missing	System	5	1.7%
	Total	302	100.0%
Education	Primary and below	114	37.7%
	Junior high school	81	26.8%
	Senior high school	57	18.9%
	Junior college	22	7.3%
	Bachelor degree or above	28	9.3%
	Total	302	100.0

### 3.2. Research Variables

In order to ensure the reliability and validity of the variable measurement tool, this study referred to the relatively mature scale in the design of the questionnaire, only according to the particularity of this study to modify and adjust the text. The questionnaire was measured by using the Likert five-level scoring method, of which 1~5 indicated "very disagree" to "very agree".

#### 3.2.1. Quality of Community Nursing Services

At present, there are many ways to measure the quality of community nursing service in academic circles, but the most comprehensive and relatively mature scale is the relevant scale revised by many scholars in China, which based on SERVQUAL model. The scale measures the quality of community nursing service from five dimensions. Combined with the actual community, we make a revision and plan to investigate from the following five aspects: (1) Tangibility: mainly refers to the physical facilities of community nursing service, including hardware facilities, venues, the number of nursing services, the number of nursing services personnel etc. Based on this, four questions are set, for example "the community provided a wealth of nursing facilities and venues", "the community provided a substantial number of nursing services" and so on. (2) Reliability: the ability of community nursing service organizations and their service personnel to deliver the promised services with trust and accuracy. Based on this, four questions are set, for example "the community nursing service staff will try their best to solve the problems you have encountered", "nursing service facilities and venues provided by the community are open to use in most cases" and so on. (3) Responsiveness: refers to the willingness and agility of the nursing service personnel to provide real-time services. Based on this, four questions are set, for example "the community can provide you with a timely and prompt nursing service", "the community nursing service staff or related personnel are always willing to provide you with service or help" and so on. (4)

Assurance: the nursing service personnel are knowledgeable, polite and able to obtain the trust of the elderly. Based on this, four questions are set, for example "a variety of nursing service provided by the community is trustworthy "," the staff members who provide nursing services in the community are trustworthy" and so on. (5) Empathy: it emphasizes that community service personnel can give care and personalized service to the elderly, communicate effectively with the elderly, and try their best to understand the individual needs of the elderly. Based on this, four questions are set, for example "the community nursing service staff can give you special attention "," the nursing services' content and time provided by the community can be based on your needs" and so on.

### 3.2.2. Community Social Capital Stock

This variable measure synthesizes the revised Community Social Capital Stock Scale designed by Fang Yaqin, Gui yong and Huang Ronggui. There are differences in academic circles about the dimension of social capital, but most scholars agree that "social network "," trust" and "reciprocal norms" are the three basic dimensions of social capital. Synthesizing the consideration on actual research, In this study, the three dimensions of the scale designed by the above scholars were selected as tools to measure the stock of community social capital. In terms of community social capital, there are four questions, for example "when you meet a neighbor in a community, you will say hello to each other " etc. In terms of community trust, there are four questions, for example "to what extent do you trust property companies". In terms of community reciprocity, there are three questions, for example "you can borrow something from your neighbor's house " etc.

## 4. Findings

### 4.1. Reliability and Validity Analysis

#### 4.1.1. Reliability Analysis

In this study, Cronbach  $\alpha$  coefficient was used as the criterion for reliability judgment. The Cronbach  $\alpha$  coefficient, the five dimensions of measuring the quality of community nursing service are 0.803, 0.726, 0.795, 0.831, 0.817 respectively, all higher than 0.7, which represents the reliability of the measured indicators selected in this study is relatively high. In measuring the stock of community social capital, the  $\alpha$  coefficient reliability of community trust and community reciprocity norms are 0.736, 0.738 respectively, all above 0.7. And the  $\alpha$  coefficient of social community network is 0.67, whose reliability is moderate but acceptable. At the same time, in the overall reliability analysis of community nursing service quality and community social capital stock, both  $\alpha$  coefficients are higher than 0.8, indicating good internal consistency. In general, the reliability of the measurement index of community nursing service quality and community social capital stock designed by this study is high, which can support the further research in this paper.

#### 4.1.2. Validity Analysis

In this study, the structural validity was tested by factor analysis, and the KMO value was used to judge the structural validity. The results showed that the KMO values of the five dimensions of community nursing service quality are 0.788, 0.757, 0.707, 0.797 and 0.805 respectively, all high than 0.7, then it can be judged that the structure validity of the model is better. However, in the three dimensions of measuring community social capital stock, the KMO values of community trust, community social network and community reciprocal norms are 0.767, 0.677, 0.631 respectively. All three values are between 0.6-0.8, which revealed the structural validity is general but acceptable. From the overall validity point of view, the KMO values of the two models in this study are both greater than 0.7 and are in a higher range of values, indicating that the structural validity of the measurement index in this study is better.

## 4.2. Correlation Analysis and Regression Analysis

### 4.2.1. Correlation Analysis

To test the hypothesis proposed in this study, we first need to determine whether there is a significant positive correlation among community social capital stock and its various dimensions and community nursing service quality. In examining the relationship between community social capital stock and community nursing service quality, this study treats the three dimensions of community social capital stock as the value of total stock, and the quality of community nursing service is also expressed as the value after the five dimensions are treated. The results show that the three dimensions of total stock of community social capital and the correlation coefficient between total stock and quality of community nursing service are 0.545, 0.661, 0.568, 0.690 respectively, all greater than 0.5, then there is a positive correlation between the three dimensions of community social capital stock and the total stock and the effect of community nursing service respectively. This result supports the further test of hypothesis in this study.

**Table 3.** The correlation analysis between community social capital stock and community nursing service quality

		Community social network	Community trust	Community reciprocal norms	Community social capital total stock
Community nursing service quality	Pearson correlation	0.545**	0.661**	0.568**	0.690**
	Significance (double tail)	0.000	0.000	0.000	0.000
	N	302	302	302	302

### 4.2.2. Regression Analysis

The above analysis shows that there is a positive correlation between the stock of community social capital and the quality of community nursing service, but it is still insufficient to explain the quantitative change relationship among the variables in the hypothesis. Based on this, this study has made regression analysis on variables on the basis of relevant analysis, and in order to test the correctness of the hypothesis, we confirmed the relationship between the various dimensions of community social capital stock and the quality of community nursing service by establishing a multivariate linear regression model. In this study, the quality of community nursing service was taken as a dependent variable, the three dimensions of community social capital stock: community social network, social trust, social reciprocity norms were included in the independent variable, and established a multivariate linear regression model:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \mu \quad (1)$$

"Y" denotes the quality of community nursing service,  $\beta_0$  is the intercept item of the model,  $\mu$  is the random interference term,  $X_1$  is the community social network,  $X_2$  is the community social trust,  $X_3$  is the community social reciprocity norms, and  $\beta_1$ ,  $\beta_2$ ,  $\beta_3$  are the coefficients corresponding to these three independent variables respectively.

To test whether the model is collinear, this study examined the magnitude of VIF, the variance expansion factor and obtained that the VIF of all variables is less than 5, then it showed that there is no obvious collinearity problem in the model. From table 4, it can be seen that in the multivariate linear regression model of community home nursing effect on community social capital stock, the regression coefficients of community social network, community trust, and social reciprocity norms are 0.203, 0.435, 0.175 respectively. They are all positive, and also

significantly representative. It shows that community social network, community trust and community reciprocal norms have significant positive effects on the quality of community nursing service. The regression equation is  $Y = 0.806 + 0.203X_1 + 0.435X_2 + 0.175X_3$ , which assumes that the greater the three dimensions of community capital stock, the better the quality of community nursing service is verified. In addition, the regression coefficients of the three dimensions of community social capital stock are different, among which the coefficient of community trust dimension is the largest, followed by the social network, and the least is the social reciprocity norms. This means that the three dimensions have strong and weak differences on the positive influence of community nursing service quality. It provides reference for this article to further explore the impact of community social capital on the quality of community nursing service and brings enlightenment for making reasonable suggestions.

**Table 4.** Regression model analysis

Model	Nonstandard coefficient		Standard coefficient	T	Significance	Collinearity statistics	
	B	Standard error	Beta			Franchise	VIF
(Constant)	0.806	0.175		4.619	0.000		
Community social network	0.156	0.040	0.203	3.879	0.000	0.617	1.620
Community trust	0.430	0.056	0.435	7.732	0.000	0.532	1.880
Community reciprocal norms	0.179	0.058	0.175	3.110	0.002	0.531	1.884

a. Dependent variable: the quality of community nursing service

### 4.3. Community Mutual Assistance for the Aged under the Theory of Social Capital: A Case Study of L Community in Wuhou District

The above data analysis shows that community social network, community trust, community reciprocal norms may promote the improvement of community nursing service quality. In the process of community investigation, the authors noticed that the community nursing care model of L community in Wuhou District (Chengdu) was more unique, and it had a great fit with the theory of social capital, so the authors made a brief summary of the practice of the L community in order to provide a feasible way to construct a new community nursing service model from the perspective of social capital.

The L community in Wuhou District of Chengdu, relying on the community day care center, had set up a mutual aid platform for the elderly on the basis of the traditional day care center which provided basic services such as meals, health care and rehabilitation, leisure and entertainment, thus greatly improved the quality of community nursing service under the social capital theory. Generally speaking, the social worker's enthusiasm, interest orientation, "snowball" pattern and concept of mutual aid are the four major elements of the community's mutual-support model for the old.

#### 4.3.1. Social Worker's Enthusiasm: the Motive Force that Fosters Community Old People's Social Capital

Established in 2014, the L Community Day Care Center is only a day-care centre, which provided basic services for the elderly in community under the traditional model. In the process of its operation, the social workers who are responsible for the operation of the Centre gradually found that the number of elderly people attending the Centre was relatively small and there was no common topic among the elderly who did not know each other, they usually left in a hurry after enjoying meals or a simple rest, and the life quality of the elderly in the community

was not substantially improved. Based on the actual conditions, the nursing service staff of L community actively led the day care center team to communicate with the old people in the community with the combination of their professional knowledge in the training, convened some olds who were interested in community affairs to learn about their core needs for community nursing services in the form of interviews and encouraged them to proactively contact other seniors in the community to understand the service needs of more seniors. Several rounds of interviews prompted more elderly people to participate in the survey, based on this, the center staffs thought that chess and card activities could meet the requirements of this part of the elderly. In 2015, the L community launched the "Make friends through the chess competition" campaign, which attracted dozens of community elders to watch, despite just about 10 seniors participated in the competition. In this process, the elderly people in the community knew each other and established a certain kind of society network, trust and reciprocal norms, which became a beginning of social capital stock accumulation for the community elderly in the future. It could be seen that motivated motivating social workers is an important driving force to cultivate community capital for the elderly.

#### **4.3.2. Interest Orientation: The Starting Point for Building Social Trust for the Elderly in the Community**

In the development of current urban community nursing service, the most obvious dilemma is that community residents do not understand each other, lack of communication with each other, there is a great sense of strangeness and distance, so they are often indifferent with community affairs such as community nursing service. Strengthening the social trust between the elderly is an important way to promote their communication, and is also an important part of community nursing work. The L Community Nursing Service Centre takes interests of the elderly as a starting point to attract the elderly to the centre by conducting a wide range of interest activities (e.g. taichi, calligraphy, chorus, etc.). With the center entertainment activity carrying out one after another, the social trust between them increased as the elderly gathered to discuss topics related to interest, to study and to engage in activities related to their hobbies, and to establish connections in multiple forms of communication. On the basis of the improvement of social trust, the elderly are more active in the development of nursing activities, and voluntarily provide services for other old people, thus forming a broader social trust.

#### **4.3.3. "Snowball" Model: The Way to Construct Community Social Network for the Elderly**

In the construction of community nursing service, the voluntary initiative of the elderly mobilized by social trust have become an important factor for L community to attract more elderly people and promote the expansion of community old people social network. On the one hand, the elderly who have participated in the nursing service provided by the centre recommended other elderly to participate in the nursing service on the basis of the satisfaction of the centre. On the other hand, the elderly who are willing to become volunteers entered the community in the form of providing services (e.g. teaching Taichi in the community) to send warmth and care to other elderly people in the community. In this "snowball" pattern, community nursing service activities for the elderly, which only the minority was initially involved at first, could cover more elderly people. The elderly could establish links with more other elderly people involved in the activities while enjoying the nursing service, and the social network of the elderly in L community had been greatly expanded.

#### **4.3.4. The Concept of Mutual Assistance: Expanding the Core of Reciprocity Norms in Community for the Elderly**

With the continuous increase of activities and services for the elderly in L community, it was difficult for the limited community social work team to assume more and more heavy responsibility for the aged. So with the help of the elderly themselves, promoting mutual help

among the elderly had become a breakthrough to solve the problem of expanding the scale of nursing service. Under the guidance of community social workers, the L community formed two main forms of mutual assistance. First, in various community self-organizations based on the interests of the elderly, senior citizens with advanced abilities and enthusiasm to serve others voluntarily undertake the responsibility of the management of the club and actively serve other senior citizens. Second, planned by the community nursing staff, to call on the younger elderly people to volunteer for the older people. For example, L community had carried out a "nutrition breakfast for those old people who live alone" campaign, called on the younger elderly people who can care themselves to help to deliver the food to those old people who were relatively unable to take care of themselves. In addition, L community also held "birthday party" activities in the day care center, called the community old people to celebrate the birthday for the other old people, transmit love and care, which brought great spiritual comfort to them. The above measures not only made full use of the resources of the community and saved manpower cost, but also created a warm atmosphere of mutual help in the community and a kind of reciprocal form, which promoted the development of community nursing service and improved the life quality of the elderly.

Up to now, it is not difficult to find that because of the establishment of community trust, the formation of community social network and reciprocal norms, more and more elderly people in the community participate in community activities, and enjoy high-quality nursing service under the mode of mutual aid of the elderly. The model of mutual support in L community realized a virtuous circle.

## 5. Conclusions and Discussions

The results of this study showed that community social capital, including community social network, community trust and community reciprocity norms have a positive effect on the quality of community nursing services. Based on this, the authors took the L community of Wuhou district as an example, analyzed the fit of its mutual nursing service model and social capital theory, and showed the important role of community social capital in improving the quality of community pension service with the form of practical cases.

The new community nursing service model should rely on the day care center to build a mutual aid platform for the nursing service, focus on the core purpose of promoting the improvement of the elderly's community social network, community trust and community reciprocity norms, take the concept of mutual aid as the guidance, the hobbies of the elderly as the starting point, the cultivation of the elderly community self-organization as the main method, and the development of the spontaneous entertainment activities and mutual aid service as the main form to improve the elderly's perception of the quality of community elderly care services. In this process, the community nursing center will continue to expand the service scope of the elderly, and the concept of mutual support for the aged will continue to be deeply accepted by people. Finally, the goal of building a self-developing and self-improving participatory mutual-aid community nursing service system will be realized. In conclusion, this study provided a guidance for revising the community nursing service model and improving the quality of community nursing service based on the theory of social capital

However, there are still defects in the design of this study. The measurement of "community social capital stock" was slightly insufficient for merely the three dimensions, "community social network", "community trust" and "community reciprocity norms" were taken into consideration, and the reliability as well as validity level was not very good due to the few set items, so the future research could further optimize the measurement of this variable. When talking about the sampling method, because of the constraints of practical conditions, this study adopted the method of random sampling to choose the old in the community, and its accuracy

was still inferior compared to the restrict scientific random sampling, so carrying out more accurate and scientific research is worthwhile in the future. In general, this study is merely a preliminary exploratory work for the future research, there is no doubt that the research prospect of examining the quality of community nursing service under the view of social capital theory is still very broad.

## References

- [1] Xie Zhenjun Ji Weibin, Chen Shuangqun, et al: Indicators for community care quality for older people: A systematic review, *Journal of Yunnan Institute of Administration*, 21(2019) NO.2, p.147-15
- [2] ZHANG Xiao-yi, MEI Qiang: The factor study on the Quality of Elderly Home Care service in Communities: a Perspective of Individual Difference, *Journal of SJTU (Philosophy and Social Sciences Edition)*, 19(2011) NO.6, p.23-30.
- [3] Patnam: *Functioning democracy* (People's University Press, China, 2015).
- [4] Yang Xiuyong, Gaohong: The performance study on the community type, social capital and community governance, *Social Science of Beijing*, 2020(03):78-79
- [5] LIU Bo, *The Research on the Problem of Family-Based Care from the Perspective of the Social Capital Theory—A Case Study In Harbin KA Community*, (MS. Harbin Engineering University, China 2011), p.67.
- [6] WAN Yi-na: *The Approach to Build Social Capital in Mutual-aid Elderly Care Model from the Perspective of Community Governance: Based on the Practice of "Village Movement" in the U.S.* *Journal of Northwestern University (Philosophy and Social Sciences Edition)*, 49(2019) NO.4, p.104-113.
- [7] Zhang Wenhong, Zhang Jun'an: The influence of community social capital on residents' satisfaction, *Journal of Jiangsu Administration Institute*, 2019(03):70-77
- [8] ZHANG Quan, XING Zhan-jun: Analysis of the influencing factors of community social network of the elderly: based on the whole network perspective, *Social Sciences Research*, (2016) NO.3, p.115-120.
- [9] WU Ke-chang, Yang Fang: The Influencing Factors and Promotion Paths of Day Care Pension Service Satisfaction —— Taking Two Typical Communities in Guangzhou as the Objects, *Journal of South China Normal University (Social Sciences Edition)*, (2016) NO.2, p.17-21.
- [10] LI Cong-rong, Liu Fan: The quality of home-based care service in Xi'an from the perspective of supply side, *Chinese Journal of Gerontology*, 39(2019) NO.12, p.3059-3062.
- [11] YAN Bing-qiu, GAO Xiao-lu, YUAN Hai-hong: A Structural Equation Model of the Satisfaction of home-based care for the elderly, *Chinese Journal of Gerontology*, 35(2015) NO.21, p.6211-6215.
- [12] LI Shu-xing, CHEN Chang-xiang: Social Support for Maintaining the Elderly's Health, *Medicine and Philosophy: Humanities and Social Medicine*, 35(2014) NO.7, p.41-45.
- [13] YANG Jing, CHEN Xin, BAI Zhongliang, et al: Social network status and influencing factors of the stroke patients of the elderly in community, *Chinese General Practice*, 22(2019) NO.10, p.1243-1246.
- [14] LI Shan, WU Li-cai: Cultivation and Utilization of Social Capital in the Process of Community Building, *Journal of Hubei University (Philosophy and Social Science)*, 41(2014) NO.3, p.92-99.
- [15] YANG Qi, LUO ya. Research on Issues of Governmental Purchase on Home Care Service —Based on the Perspective of New Public Service Theory, *Journal of Changchun University*, 24(2014) NO.5, p.17-20.

- [16] WANG Cheng, ZHOU Yu-ping: A Study on the Dilemma and Cultivation of Social Capital in the Supply of Home Pension Service, *Jiang Han Academic*, 38(2019) NO.5, p.25-34.
- [17] YI Jing, LU Dong, LV Chan, QU Xihua: Research on the effect of the community trust on the resident's intention to take part in the community elderly care service: From the individual behavior perspectives. *Journal of Chongqing University( Social Science Edition)*, 22(2016) NO.4, p. 186-193.
- [18] LI Chong-zhi. A Study on Pension Service from the Perspective of Social Capital Theory, (MS. Heilongjiang Academy of Social Sciences, China 2016),
- [19] FANG Ya-qin: Community reciprocity norms: forming mechanisms, types and characteristics, *Learning and Practice*, (2016) NO.1, p.98-107.