

# *Algorithm Investigation of the Principles of Governance of Interactive Social Psychological Services at the Grassroots Level Based on Emotion Regulation*

Jing Zhao<sup>1,a,\*</sup>

<sup>1</sup>University of Sanya, Sanya 572022, Hainan., China

<sup>a</sup>[jing.zhao03@outlook.com](mailto:jing.zhao03@outlook.com)

\*corresponding author

**Keywords:** Grassroots Governance, Psychosocial Services, Interactive Service, Emotion Regulation

**Abstract:** Grassroots governance is an important cornerstone of comprehensive social governance, and it is of critical significance to the maintenance of social order, the expression of public opinion and public participation. Social emergencies have brought challenges to grassroots governance. In particular, the spread of the new crown pneumonia epidemic in the past two years has severely impacted social mentality, which has exacerbated social anxiety, anxiety and other negative emotions. The current grassroots governance principles lack innovation and pertinence, which also makes it extremely difficult to advance governance work and the satisfaction of the masses is not up to standard. Social psychological service is an important means to improve the psychological quality of the masses and cultivate a good social mentality. This paper applied the interactive social psychological service based on emotion regulation to grassroots governance, which aimed to promote the smooth progress of grassroots governance. By constructing an emotion regulation model, the role of emotion regulation in social psychological services was firstly analyzed. Combined with the current status of grassroots governance, some problems were put forward, and corresponding solutions were given to these problems. The final experiment showed that the governance method proposed in this paper promoted the efficiency of grass-roots governance, and increased the people's satisfaction with grass-roots governance by 6.33%.

## 1. Introduction

As an integral part of national governance, the importance of grassroots governance is self-evident. The current grassroots governance work generally has problems such as indifference to the rule of law, low participation, and unstable mentality. In recent years, the social psychological service system has developed rapidly, and it plays an important role in social service work such as

emotional regulation and mentality improvement. It is not enough for grass-roots governance to emphasize governance by law alone. It is also necessary to always pay attention to the psychological state of the people. The addition of social psychological services to grassroots governance is a transformation and an innovation.

Grassroots governance is an important part of the current government work, and many scholars have also joined the research ranks. Through observation and interviews on urban elections, Ake M preliminarily summarized the favorable changes and new challenges brought by direct elections to grass-roots governance, and put forward specific suggestions [1]. Edward pointed out the inadequacy of grass-roots governance and summed up the expected effects of poverty alleviation policies. Finally, it was concluded that poverty alleviation must focus on innovative grass-roots governance to better integrate poverty alleviation resources [2]. Prakash K discussed the role of governance system in urban grassroots governance, and finally pointed out that building a new urban grassroots governance system combining administrative system and community system was the link of urban grassroots governance [3]. Wang S analyzed the importance of government departments in grassroots governance, and finally proposed that the government should not be afraid to face the reality in the process of strengthening the comprehensive management of grassroots society and should have the courage to take responsibility [4]. Rodriguez-Ward D analyzed the relationship between the urbanization process and the rural grassroots governance model, and put forward specific suggestions for the development of grassroots governance in the context of urbanization [5]. Campbell A D proposed that the community was the cornerstone of the transformation of grassroots governance, and gave specific suggestions that grassroots governance needs to return to the community dimension [6]. Ali S S pointed out that there were serious land ownership disputes and many agricultural duty crime cases in rural grassroots governance, and gave specific solutions to these problems [7]. These studies on grassroots governance are relatively detailed, but they have not been applied to emotional regulation and social psychological services.

As an affective intervention, emotion regulation has been widely used in both social and psychological fields. Mark L explored the relationship between social support and emotion regulation. The results showed that perceived social support had a direct effect on positive regulation of emotion [8]. Russell B S proposed a model for analyzing emotion regulation in both Japanese and German cultures. The results showed that specific cultural differences had a great influence on the emotional state of people in society [9]. Zantinge G explored the relationship between emotion regulation and depression in middle-aged adults. The results showed that emotion regulation reduced the incidence of depression while altering mood [10]. Scult M A studied the role of emotion regulation in the psychological construction of teachers, and finally found that emotion regulation could help improve the teaching effect of teachers [11]. Sullivan S K applied emotion regulation to psychotherapeutic interventions. The results showed that emotion regulation could improve the psychological state of patients to a certain extent [12]. Pierro R D analyzed the importance of emotion regulation in women's psychological construction, and finally found that emotion regulation had a good effect in the treatment of mental diseases [13]. Jones S explored the psychological mechanism of emotion regulation at work based on control theory, and analyzed the relationship between emotion regulation strategies and job burnout through questionnaires [14]. The above research on emotion regulation in social and psychological aspects is relatively specific, but it does not involve grassroots governance.

Grassroots governance is the foundation of national governance. It includes township and rural grassroots governance and urban and rural community governance. It is an important policy for realizing national governance. From the perspective of social psychological service, this paper applied the interactive social psychological service based on emotion regulation to grassroots governance. It first introduced emotion regulation and its realization process, and then discussed the

role of emotion regulation in social psychological services. Finally, a new governance path was proposed for the problems in the current grassroots governance.

## 2. Emotion Regulation and the Process Model

Emotion regulation is a relatively cumbersome psychological process, which can occur at any time period [15], and its process model is shown in Figure 1. Emotion regulation occurs in each stage of emotion occurrence, and emotion regulation includes situation selection, situation modification, attention allocation, cognitive change, and response adjustment. Situation selection refers to the individual's choice of avoiding or approaching the person or object to be faced, so as to make a certain control for the possible emotional response. Situation modification is an effort and strategy to change emotions by changing or revising a certain aspect of the emotion-inducing situation. Attention allocation refers to the allocation of attention to multiple aspects in the consent context by shifting attention or selectively paying attention. Situation selection refers to the ability to selectively control possible emotional responses when an individual faces a person or object. Situational repair is a strategy that alters emotions primarily by altering or updating the situation that caused them. Attention allocation is the deployment of emotional situations through attention shifting. Cognitive change refers to cognitive changes that refer to attempts to control emotions in order to change cognition. For example, for an upcoming exam, it can be considered a test rather than an assessment of one's own efforts. Response adjustment refers to behavioral expressions that reduce or enhance emotional responses after emotions are stimulated. When a social group event stirs emotions and increases enthusiasm, that's an enhanced response adjustment.

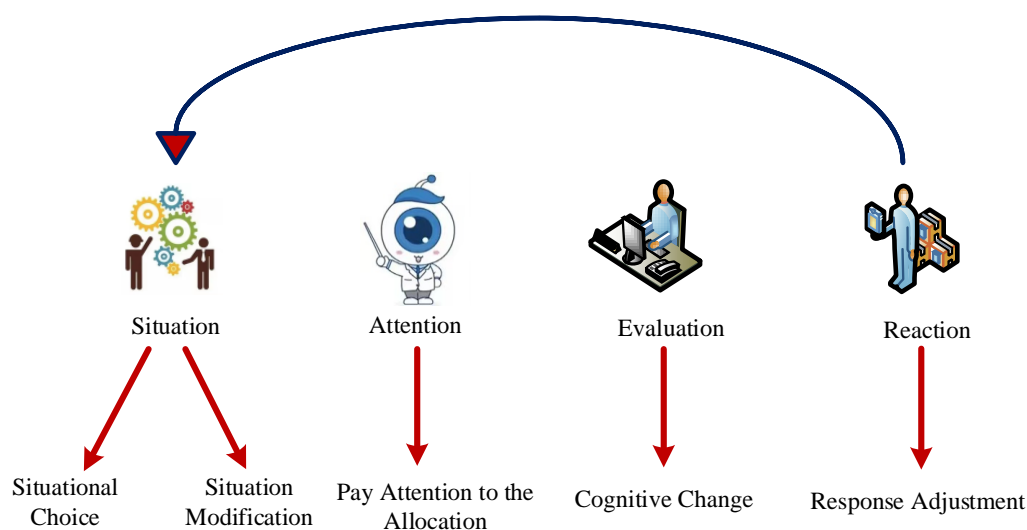


Figure 1. The framework of emotion regulation model

## 3. Role of Emotion Regulation in Interactive Psychosocial Services

The application of emotion regulation in social and mental health services is mainly manifested in work and life. As shown in Figure 2, in order to avoid distraction, people need to regularly perform some emotional regulation to enhance their attention and interest in work. Most of the work requires cooperating with colleagues and communicating with customers, so it is particularly important to consciously regulate emotions during this time. When in a bad mood, it is necessary to remind to smile and build and maintain positive relationships, so as to manage negativity effectively.

In life, an important basis for maintaining good interpersonal relationships is that both parties can communicate harmoniously. Whether it is family members or friends, it is necessary to maintain a basic balance between emotional giving and emotional harvesting. When the individual is completely alone, it is also necessary to fulfill and enrich the self in time, so as to maintain a healthy psychological state in society at all times.

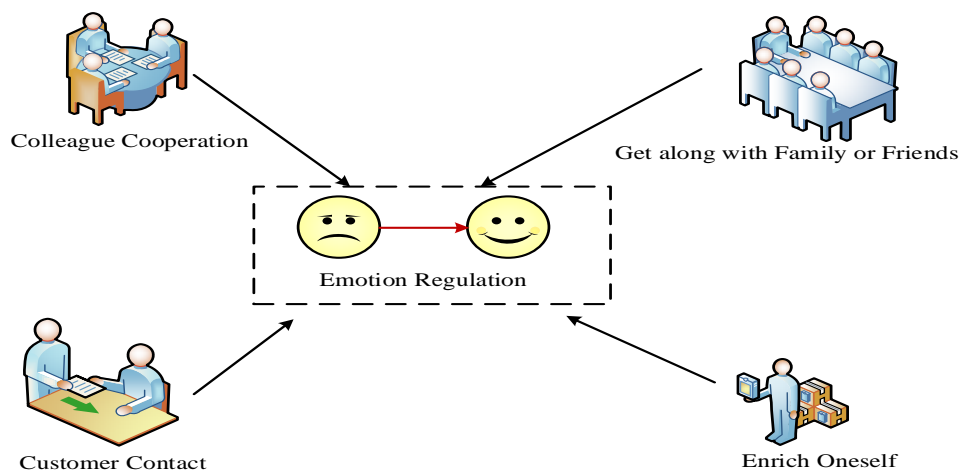


Figure 2. The role of emotion regulation in social and mental health services

#### 4. Problems of Social Psychological Services in Grassroots Governance

Social psychological service is a new service activity. Its application in grassroots governance is not yet mature, and there are still many problems.

##### A. Governance alienation brought about by cognitive dislocation

As shown in Figure 3, the cognitive dislocation of social psychological services in grassroots governance is mainly manifested in the cognitive dislocation of the public, the cognitive dislocation of local governments, and the cognitive dislocation of social psychological service organizations or individuals.

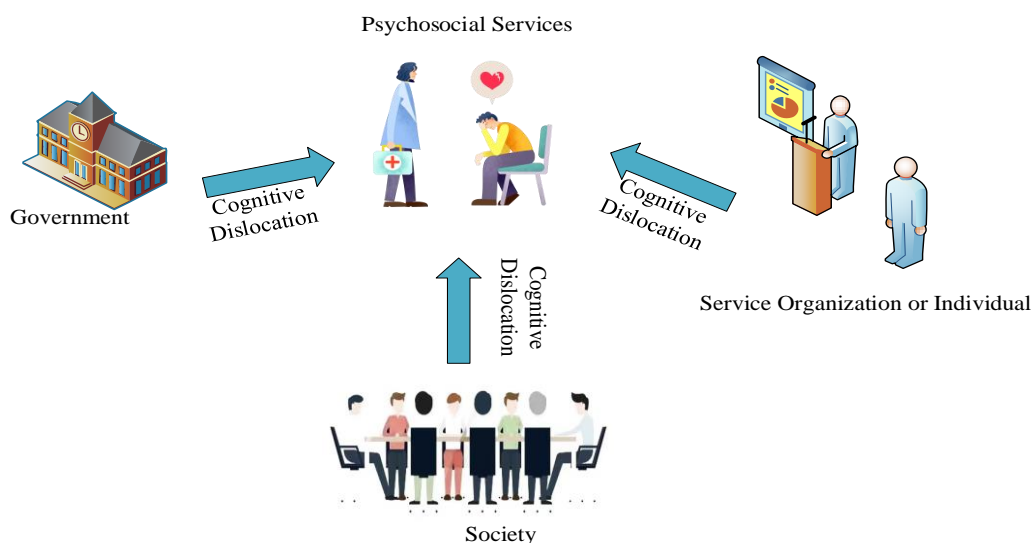


Figure 3. Cognitive dislocation of psychosocial services

Cognitive dislocation of the public: Influenced by traditional concepts, people have a lot of misunderstandings about social psychological services, and even regard psychological services as the treatment of mental illness and mental illness. This also leads to the subjective rejection of the social psychological service provider by the client, and the communication with the client becomes more difficult.

Cognitive dislocation of local governments: As an administrative unit, the government basically implements social psychological services under administrative guidance [16]. They do not follow the service process and service rules of social psychological services, and eventually social psychological services are too administrative.

Cognitive dislocation of social psychological service organizations or individuals: When social psychological service organizations or individuals do not know their own values and do not understand the values of governance subjects, it would lead to confusion in value cognition, which would affect the behavior choices between the subjects and objects of grassroots social governance.

#### B. Involution of governance due to lack of embedding

As a professional service, social psychological service requires professional social psychological service organizations or individuals to achieve [17]. In the process of grassroots governance, in most cases, the provision of social psychological services is determined by the leaders of local governments, and the service content is completed in the form of upper and lower distribution. Such social psychological services are not professional and cannot reflect the actual psychological needs of customers. In the end, there is an involution dilemma where the number of services increases and the service efficiency is not high.

#### C. Governance fragmentation caused by poor connection

In grassroots governance, local governments urgently need to understand and meet the public's psychological needs through social psychological services [18]. From the perspective of demand, as an applicant for social psychological services, local governments need to attract professional social psychological service providers to participate in grass-roots social governance to make up for the lack of social psychological service supply. However, in specific practice, local governments usually only focus on the results and ignore the real-time monitoring of social psychological service providers, which leads to the fragmentation of the entire grassroots governance process [19]. From the perspective of supply, as the main body outside the scope of grassroots governance, social psychological service organizations or individuals cannot form a clear understanding of the psychological service needs of grassroots social governance, and cannot be combined with grassroots governance. This ultimately leads to a decline in job satisfaction at the grassroots level.

### 5. Methods for Social Psychological Services to Participate in Grassroots Governance

#### (1) Cognition is changed, psychological services and grassroots governance are integrated

In grassroots governance, local governments must first reduce administrative intervention and provide a wider institutional space for social psychological service organizations or individuals, so as to establish a social psychological service system based on professional organizations or individuals and actively integrate with the principles of grassroots governance. In addition, the government should also disclose relevant information of social psychological services to the public, and provide theoretical support for the public to fully understand social psychological services. Secondly, social psychological service organizations or individuals should correctly understand their own role in grassroots social governance. It is necessary to pay attention not only to the service orientation of its own behavior, but also to actively exert its own governance orientation. In grassroots social governance, it is necessary to flexibly adopt appropriate service delivery methods to implement social psychological services and grassroots social governance according to the needs

of social governance and the actual conditions of service objects. Finally, the public must scientifically understand their own psychological needs and overcome the narrow understanding of social psychological services, so as to establish a correct concept of social psychological services and actively participate in grass-roots governance.

(2) Enhancement of the main body’s professional service capabilities and grassroots governance capabilities

In grassroots governance, the specialization of social psychological services provides a new governance concept for governance work [20]. In the governance work, through the continuous improvement of social psychological service technology and tools, the public is provided with more comprehensive psychological services in a more scientific and logical way. At the same time, in response to the problems of low comprehensive quality and weak professional skills of social psychological service institutions or individuals at this stage, cooperation with colleges and universities at all levels should be strengthened, and the improvement of professional skills of personnel within the institutions should be promoted. When the ability of social psychological service has been improved, social psychological service should be actively used as a tool for grassroots governance work in the new era, and its governance ability should be fully exerted to provide high-quality services to the public.

(3) Inter-subject linkage is strengthened and a new grassroots governance system is established

In view of the current fragmentation of grassroots governance, a grassroots social governance system based on social psychological services should be constructed through the linkage between subjects. The system framework is shown in Figure 4.

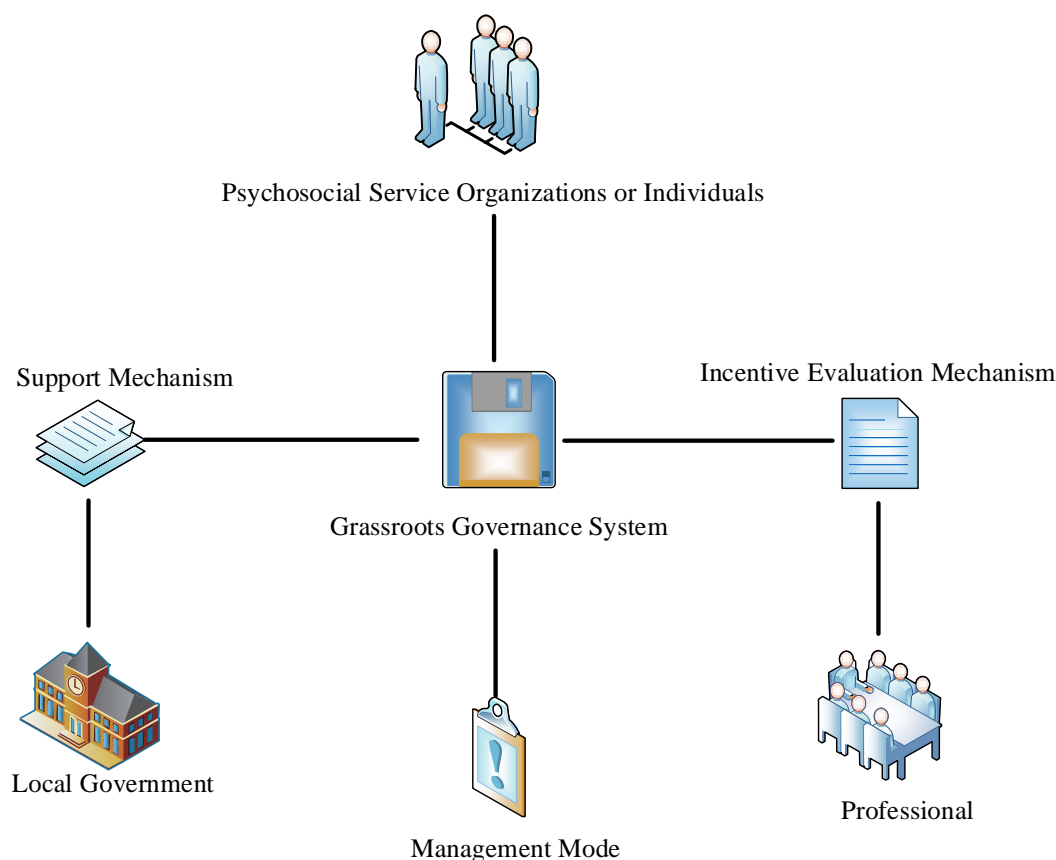


Figure 4. Grassroots social governance system based on social psychological services

Firstly, professional social psychological service organizations or individuals are nurtured and developed: The government should establish a support mechanism for social psychological service providers, increase training efforts, and provide them with sufficient financial and personnel guarantees to ensure that social psychological service organizations or individuals play a role in the early warning, disposal, and aftermath of social governance at the grass-roots level.

Secondly, the co-construction, co-management and sharing mechanism between the government and society is improved: As a key element of grass-roots social governance, local governments should cooperate with professional technical institutions or social psychological service personnel to build a grass-roots social governance system. It is necessary to integrate technical tools, ideas, methods, means and other resources with them, and give full play to the grass-roots governance function of social psychological services.

Finally, the incentive evaluation mechanism is constructed: A scientific and efficient social psychological service evaluation system should be established. In particular, it is necessary to comprehensively evaluate the entire process of participation in grassroots social governance by social psychological service organizations or individuals based on indicators such as the quality and effectiveness of their participation in grassroots governance. In addition, the evaluation results and daily management should be organically combined to form a grassroots governance work management model of "entrustment-management-evaluation-reward and punishment", and the incentive and punishment mechanism of the evaluation system should be strengthened through the financial support of the local government.

## 6. Experimental Results and Evaluation of the New Grassroots Governance

First of all, the experimental objects and experimental standards are determined: The public representatives of 5 communities in a city are selected as the experimental objects. There are 50 people in each community, and these 50 people are randomly selected. It is divided into three age groups: 20-35, 35-50, and above 50. The specific information distribution is shown in Table 1.

*Table 1. Specific information on representatives of the public in 5 communities*

community name	20-35 years old	35-50 years old	over 50 years old
Community A	15	19	16
Community B	11	17	22
Community C	17	14	19
Community D	21	13	16
Community E	14	21	15

This paper applies emotion regulation and social psychological services to grassroots governance, and finally a new grassroots governance method is formed. In order to understand the gap between the new grass-roots governance method and the traditional grass-roots governance method, the public in 5 communities is asked to rate the two governance methods by means of a questionnaire survey, with a full score of 10 points. Among them, the new grassroots governance method is represented by G1, and the traditional grassroots governance method is represented by G2. The specific scoring status is shown in Figure 5.

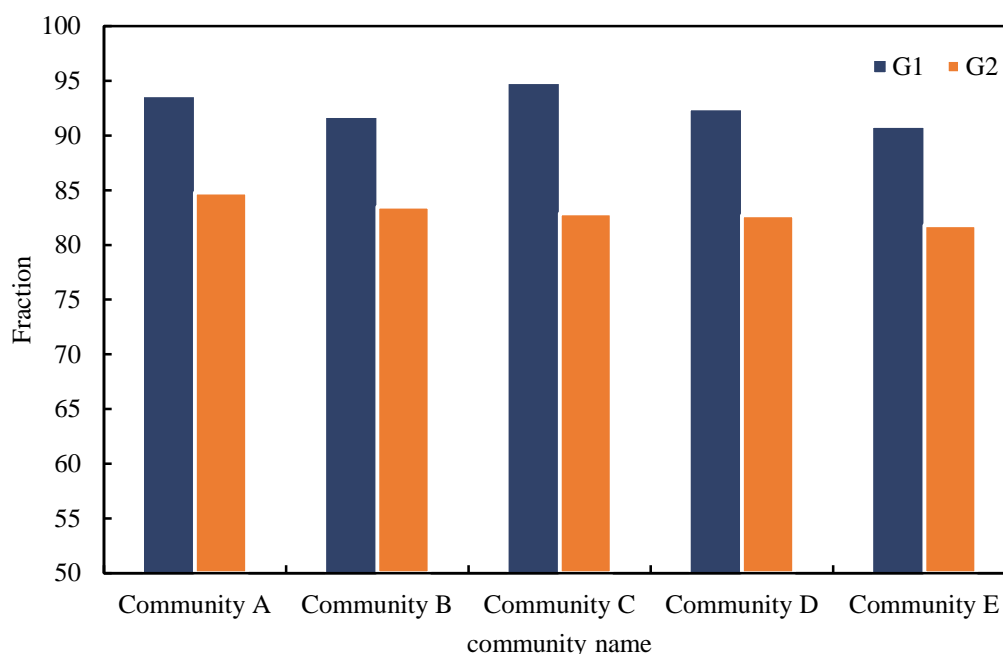


Figure 5. Scores of two grassroots governance methods by five communities

From the bar chart, it can be clearly seen that each community has different scores for the two governance methods. Five communities score more than 85 points for the new grassroots governance. Among them, community C has the highest score for the new grassroots governance method, which is about to reach 95 points. In contrast, the five communities' scores for traditional grassroots governance methods basically do not exceed 85 points. The difference between the scores of each community is very small, which also shows that the evaluation of traditional grassroots governance methods by the community is basically consistent. From the scoring situation, it can be concluded that the scores of the community for the new grass-roots governance method are significantly higher than that of the traditional grass-roots governance method, which also shows that the new grass-roots governance method has been recognized by people. In grassroots governance, the participation rate of community people is an important guarantee to ensure the smooth progress of governance work, and it is also the key to reflect the success of grassroots governance. Figure 6 shows the changes in the participation rate of community members in the governance work within 7 weeks under the traditional grassroots governance method and the new grassroots governance method. The survey objects are still the people of the five communities above.

It can be seen from the graph that there is a significant gap between the participation rates of the community members under the two methods, and the trends are also different. In the first two weeks, the participation rate is on a downward trend, and the traditional grassroots governance method is more obvious. From week 3 to week 5, the participation rate under the new grassroots governance shows an upward trend. It stays that way until week 7, with a peak engagement rate of nearly 90%. In contrast, the participation rate under the traditional grassroots governance method is on a downward trend from the 3rd to the 5th week. In the 6th week, there is a brief increase, and the last week begin to decline again. Overall, the participation rate under the new grassroots governance is much higher than that of the traditional grassroots governance.



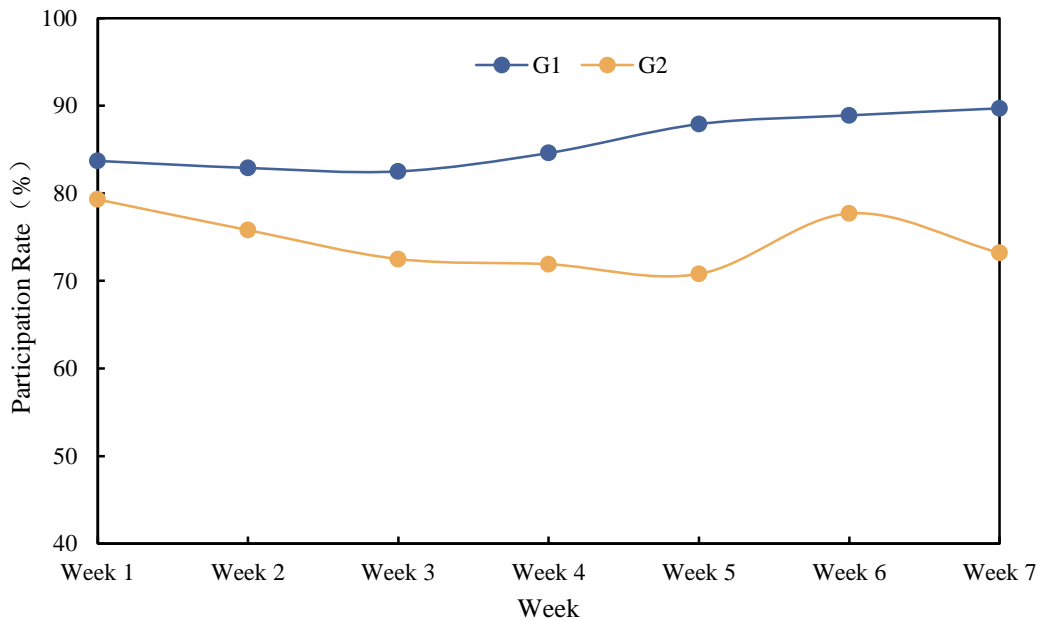


Figure 6. Changes in the participation rate of community members in governance work within 7 weeks under the two governance methods

The work of grassroots governance is inseparable from the hard work of the staff. This paper adds emotional regulation and social psychological services to the grassroots governance, and finally forms a new grassroots governance method. Regarding whether the new method can bring convenience to the grass-roots governance staff, the work efficiency of the grass-roots governance staff in a certain community for 7 weeks is investigated and compared with the traditional grass-roots governance method. The comparison results are shown in Figure 7.

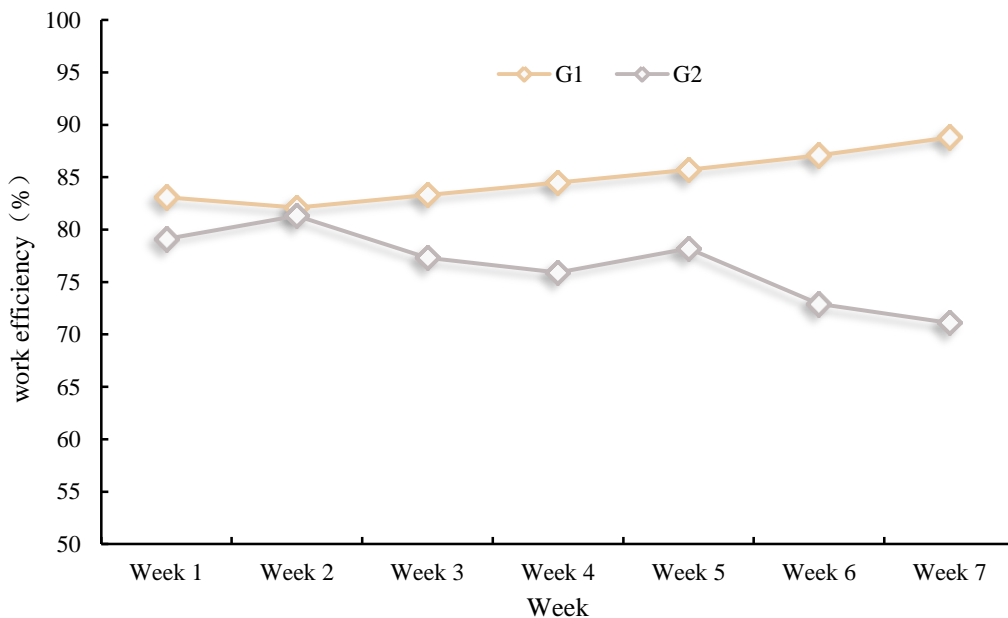


Figure 7. The seven-week work efficiency of grassroots governance staff under two grassroots governance methods

It can be seen that in the first week, the work efficiency under the traditional grassroots

governance method is below 80%, while the new grassroots governance method directly exceeds 80%. At week 2, the productivity of the two modes is close. However, judging from the trend from the first week to the second week, the work efficiency under the traditional grassroots governance method increases, while the work efficiency under the new grassroots governance method declines. From the third week, the change trend of work efficiency is more obvious. The work efficiency under the traditional grassroots governance has a continuous downward trend, and the volatility is relatively large. In contrast, the work efficiency under the new grassroots governance is soared and even reaches nearly 90% in the seventh week. From various data and the trend of the line chart, it can be concluded that the new grassroots governance method can improve work efficiency.

In the new era, the transformation and innovation of grass-roots governance methods must ultimately gain the support and satisfaction of the community. In order to understand whether the new grassroots governance methods can satisfy the public, a survey is conducted on the satisfaction of the public with the governance work within 12 months under the two governance methods. The survey results are shown in Figure 8.

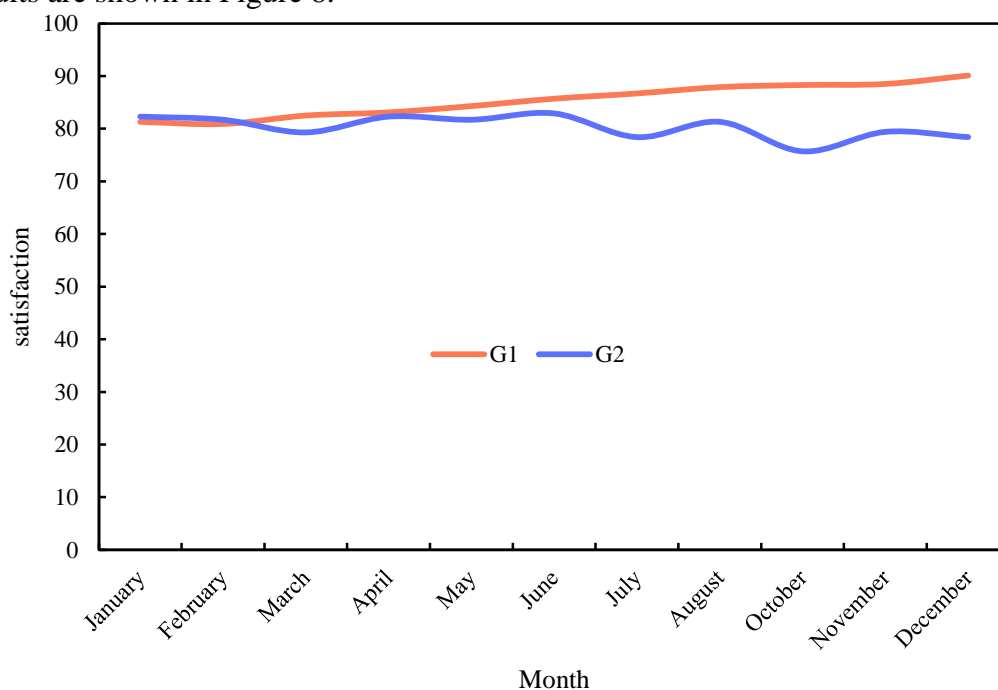


Figure 8. People's satisfaction with governance work within 12 months under the two governance methods

Judging from the trend of satisfaction, people's satisfaction with governance work under the new grass-roots governance method has maintained a steady increase in other months except for a slight decline in February. Under the traditional grassroots governance method, the public's satisfaction with governance work fluctuate in 12 months. In contrast, the overall satisfaction of the new grassroots governance method is 6.33% higher than that of the traditional grassroots governance method.

## 7. Conclusions

With the continuous progress of society, there are more and more requirements for grassroots governance. In the new era, people's mentality and psychological problems in grassroots

governance work have become extremely important. At present, many grassroots governance principles and strategies do not address this part. Social psychological service has an irreplaceable position in community management, and it can adjust people's mentality and appease people's emotions. The application of social psychological services to grassroots governance and the combination of emotion regulation models would inevitably promote the continuous update and development of grassroots governance.

## References

- [1] Ake M. *Economic Recession, Women, Grassroots Governance and Nigeria's Development Aspiration: Challenges from the Fourth Republic*[J]. *International Case Studies Journal*, 2019, 7(9):43-50.
- [2] Edward, Alice. *Governance perspectives*[J]. *CSJ:Company secretary*, 2017, 27(2):6-11.
- [3] Prakash K. *Grassroots Global Governance: Local Watershed Management Experiments and the Evolution of sustainable Development*[J]. *Perspectives on Politics*, 2018, 16(3):809-811.
- [4] Wang S, Yang F. *Adaptive Social Mobilization in Grassroots Policy Implementation: Administrative Control and Multiple Participation*[J]. *Social Sciences in China*, 2020, 41(4):85-104.
- [5] Rodriguez-Ward D, Larson A M, Ruesta H G. *Top-down, Bottom-up and Sideways: The Multilayered Complexities of Multi-level Actors Shaping Forest Governance and REDD+ Arrangements in Madre de Dios, Peru*[J]. *Environmental Management*, 2018, 62(1):1-19.
- [6] Campbell A D. *Lay Designers: Grassroots Innovation for Appropriate Change*[J]. *Design Issues*, 2017, 33(1):30-47.
- [7] Ali S S, Ariffin A S. *Grassroots Participation in Policy Formulation: Gaps and Challenges in the Developing Countries: Case of Malaysia and Zanzibar Grassroots*[J]. *Mediterranean Journal of Social Sciences*, 2017, 8(2):237-244.
- [8] Mark L, Dave D, Jacqui R. *Exploring the emotion regulation strategies used by adults with intellectual disabilities*[J]. *International Journal of Developmental Disabilities*, 2018, 64(3):204-211.
- [9] Russell B S, Park C L. *The Role of Emotion Regulation in Chronic Pain Self-Management*[J]. *Topics in Pain Management*, 2018, 33(6):1-10.
- [10] Zantinge G, Rijn S V, Stockmann L. *Physiological Arousal and Emotion Regulation Strategies in Young Children with Autism Spectrum Disorders*[J]. *Journal of Autism & Developmental Disorders*, 2017, 47(2):2648-2657.
- [11] Scult M A, Knodt A R, Swartz J R. *Thinking and Feeling: Individual Differences in Habitual Emotion Regulation and Stress-Related Mood are Associated with Prefrontal Executive Control*[J]. *Clin Psychol Sci*, 2017, 5(1):150-157.
- [12] Sullivan S K, Strauss G P. *Electrophysiological evidence for detrimental impact of a reappraisal emotion regulation strategy on subsequent cognitive control in schizophrenia*[J]. *J Abnorm Psychol*, 2017, 126(5):679-693.
- [13] Pierro R D , MD Sarno, Madeddu F. *Investigating the relationship between narcissism and emotion regulation difficulties: the role of grandiose and vulnerable traits*[J]. *Clinical Neuropsychiatry*, 2017, 14(3):209-215.
- [14] Jones S, Joyal C C, Cisler J M. *Exploring Emotion Regulation in Juveniles Who Have Sexually Offended: An fMRI Study*[J]. *J Child Sex Abus*, 2017, 26(1):40-57.
- [15] Wolgast M, Lundh L G. *Is Distraction an Adaptive or Maladaptive Strategy for Emotion Regulation? A Person-Oriented Approach*[J]. *Journal of Psychopathology & Behavioral Assessment*, 2017, 39(1):117-127.

- [16] Russell B S, Heller A T, Hutchison M. *Differences in Adolescent Emotion Regulation and Impulsivity: A Group Comparison Study of School-Based Recovery Students*[J]. *Substance Use & Misuse*, 2017, 52(8):1-13.
- [17] Shafir R, Sheppes G. *When knowledge is (Not) power- the influence of anticipatory information on subsequent emotion regulation: Neural and behavioral evidence*[J]. *Journal of Experimental Psychology General*, 2018, 147(8):1225-1240.
- [18] Farmani-Shahreza S, Ghaedniay-Jahromi A, Nasab M T. *Comparison of Cognitive Emotion Regulation Strategies and Emotional Schemas in People with Human Immunodeficiency Virus and Normal People*[J]. *Iranina Journal of Psychiatric Nursing*, 2017, 4(6):30-40.
- [19] Deak A, Bodrogi B, Biro B. *Machiavellian emotion regulation in a cognitive reappraisal task: An fMRI study*[J]. *Cognitive Affective & Behavioral Neuroscience*, 2017, 17(3):1-14.
- [20] Pocnet C, Dupuis M, Congard A. *Personality and its links to quality of life: Mediating effects of emotion regulation and self-efficacy beliefs*[J]. *Motivation and Emotion*, 2017, 41(2):1-13.