

The construction path of social psychological service system under the guidance of positive psychology

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Abstract. Positive psychology can provide strong theoretical support and method guidance for the construction of social psychological service system, and can innovate the practice path of the current construction of social psychological service system. At present, there are some problems in the construction of social psychological service system, such as outdated views of mental health service, shortage of professionals qualified for social psychological service, inadequate utilization of social psychological service system construction resources, and insufficient consideration of the psychological needs of special groups. Under the guidance of positive psychology, the construction of social psychological service system can take the following paths: change the focus of attention to beautiful things; Change the construction of single subject and promote the pattern of multi-subject participation; Strengthen the construction of network platform and expand the scope of service; Build a grassroots service platform and pay attention to special groups.

Keywords. Positive psychology, social psychological service system, construction path.

1. The guiding role of positive psychology

The report of the 19th National Congress of the Communist Party of China clearly pointed out that the construction of the social service system should be strengthened to cultivate self-esteem, self-confidence, rational peace, and positive social mentality. [1] Social psychological service system is a kind of social governance mechanism, which is a series of intervention activities carried out by specific organizations and social forces to help individuals and groups solve social psychological problems. [2] The social psychological service system is not the same as the mental health service system, the former is to solve the problem of social macro construction, the latter is to solve the individual mental health problem from the perspective of pathology or medicine. [3] The social psychological service system consists of three modules: mental health service, social mentality cultivation and community identity construction, and it is more appropriate to define its name as the construction of public psychological service system. [4]

In recent years, the trend of positive psychology led by Seligman has gradually entered the field of vision of researchers, and people have gradually shifted their attention from the past preference for mental illness to positive and beautiful things, and helped individuals tap potential positive psychological qualities and powers to obtain a better social life. To date, positive psychology has identified at least four basic intervention strategies that can help individuals, families, organizations, and societies enhance positive mindsets, including the recognition and use of positive traits, the perception and appreciation of positive experiences, the training and cultivation of positive thinking, and the establishment and maintenance of positive relationships. [5] It can be said that positive psychology has important guiding value for the construction of social psychological service system.

2. Problems in the construction of social psychological service system

(1) Outdated views on mental health services

Although the report of the 19th National Congress of the Communist Party of China clearly proposed to shift the focus of mental health services to cultivate a positive social mentality, but throughout the actual situation of the construction of social psychological service system in China, there are still relatively old mental health service concepts, that is, focus on the diagnosis and treatment of mentally unhealthy or problematic individuals. The society has not been targeted to help the whole society solve the social psychological problems. This problem is manifested in three aspects: facilities and equipment construction, personnel training and work mechanism orientation. From the point of view of the construction of facilities and equipment, the construction of mental health service institutions focusing on the correction and treatment of individual psychological problems. For example, the psychological counseling service centers in all kinds of schools at all levels provide psychiatric outpatient clinics, psychological counseling and treatment, psychological assistance, and mental health education provided by the government, society, enterprises and institutions. Both in terms of resource allocation and service content, these institutions focus on individual mental health services and correction, deviating from the connotation of social mental health services. [6]

From the perspective of talent training, it focuses on the training of individual psychological counseling, diagnosis and treatment of psychological problems. Most of the subject professional knowledge that students receive at school focuses on the maintenance and guidance of mental health, involving psychological counseling, psychological counseling, correction and treatment of mental diseases, etc. The lack of systematic knowledge training of social psychological services leads to the problem of theoretical knowledge gaps among relevant personnel of social psychological services, which is far from the practical work needs of social psychological services.

From the perspective of working mechanism orientation, it focuses on the mechanism construction of individual or group psychological health. The early warning mechanism of social mentality, the psychological counseling mechanism and the protection mechanism of the disabled are all services to carry out psychological correction and psychological treatment for the special population. [7] The life course plan of serving the general public in individual regions and the psychological counseling project of serving students are all actions that pay attention to individual mental health. However, how to relieve social anxiety and improve unbalanced social values and other social psychological and social mentality problems are less mentioned and paid attention to.

(2) The shortage of professionals qualified for social psychological services

The social psychological service system is a huge systematic project, which has high professional requirements for practitioners. The social psychological service system needs to be jointly constructed by a team of personnel who are well acquainted with the professional knowledge of psychology, sociology and social work, and there is a shortage of psychology professionals in our country, which will hinder the construction of the social psychological service system and its professional development process to a certain extent. Specifically, the shortage of social psychological service professionals in our country mainly has the following three reasons. First, there is only a reserve of talents with individual psychological counseling ability in our country, and these talents lack the skills to deal with universal and collective macro social psychological problems. Second, professionals working on government platforms, including full-time staff, part-time staff and volunteer service workers, are often only able to participate in service activities after short-term training, resulting in insufficient professional qualifications and low skill levels. Third, the scope of employment of psychology is limited, and there is a lack of corresponding professions and jobs for social psychological services, resulting in the inflow of professional talents into other industries.

(3) The resources for the construction of the social psychological service system are not fully utilized

The social psychological service system mainly includes three main bodies: medicine, education and society. Medical and educational resources are constantly developed and utilized, but various social resources are not fully integrated and utilized. Problems such as the imperfect mechanism of social psychological service Internet platform and the narrow network radiation of online service platform cause that the construction resources of social psychological service system cannot be fully utilized. Taking psychological aid hotlines under the epidemic as an example, local health, education, civil affairs, civilization offices, trade unions, the Communist Youth League, women's federations, disabled persons' federations and other departments and social organizations such as psychology related societies and associations are in action, and hundreds of psychological aid hotlines have been built, but there is a lack of unified management, duplication of construction and waste of resources. [8] Relevant responsibilities are not decentralized to all departments, resulting in unreasonable allocation and management of resources to a certain extent, and reducing the integration degree of social resources and resource utilization. For the construction of social psychological service system, there is still room for exploring various resources in society.

(4) Insufficient consideration of the psychological needs of special groups in social psychological services

Although China is vigorously promoting the integration of urban and rural construction and eliminating the gap between urban and rural areas, the development speed of urban and rural areas is inconsistent, and there are still significant gaps. The lack of fairness and justice caused by the gap between the rich and the poor has become an important reason affecting the social mentality. [9] The changes of the social and economic system and the upgrading of the industrial structure have led to the emergence of special groups such as left-behind children, women staying in the countryside to work in agriculture, and lonely elderly people after family division of labor negotiation. The lack of psychological care for these special groups, especially the rural grassroots people, is an urgent problem to be solved. In the process of building a grassroots psychological service platform, the lack of professional personnel and professional institutions will also become the biggest difficulty and challenge. [10]

3. The path of social psychological service system construction

The construction of social psychological service system should not only solve the problems of negative events and negative social mentality that have occurred, but also cultivate a rational, peaceful and positive social mentality from a positive and positive perspective, so that people can get a sense of happiness and security.

(1) Change the focus of attention to beautiful things

At present, the social psychological service system emphasizes the diagnosis and treatment of unhealthy psychology, pays too much attention to negative things, and ignores the formation of positive personal qualities, the realization of self-worth, and the development of society to a certain extent. Under the guidance of positive psychology, the construction of social psychological service system should emphasize people's pursuit of good things and how to achieve a good life. In the abstract sense, a good life is a progressive life situation in which one's sensibility and reason, material and spirit, body and soul develop in harmony, including an abundant material life, a peaceful life in which one's rights are effectively

protected, an equal life in which one's personality is respected, a moral life in which one's virtues are respected, and a free and all-round life in which one's personality is perfected. [11] The construction of social psychological service system should guide individuals to pay attention to the good things in society and build a positive personality, so as to promote the new outlook of the positive attitude of the whole society. For example, in community management, it is necessary to fully stimulate the positive emotions of residents, cultivate the positive mentality of residents, and enhance the sense of contribution, gain and happiness of residents. [12] For another example, schools at all levels and of all kinds should cultivate students with positive qualities such as empathy, self-control, kindness, altruism, courage and perseverance, so that they can develop a positive personality, and then contribute to the formation of a positive social mentality.

(2) Transforming the construction of a single entity and promoting the participation of multiple entities

The overall goal of the construction of social psychological service system is to create a positive social mentality, which requires all individuals to participate in and form a clear understanding of the society to achieve "governance with heart". Under the guidance of positive psychology, the construction of social psychological service system should pay attention to the participation of individuals, but also pay attention to the impact of society, school, family and other subjects on the positive quality of individuals, truly realize the pattern of multi-subject participation, and jointly promote the construction of a good social mentality and the cultivation of a social community.

From the point of view of social subjects, it is necessary to scientifically integrate all kinds of effective resources, give full play to the role of social organizations, and achieve synergy and co-governance. For example, at present, there are fewer professionals engaged in social psychological services in our country, which cannot fully meet the actual needs of the construction of social psychological service system. In practice, the team of social psychological service professionals can be expanded through voluntary services or the purchase of services. For another example, the community can organize forces to count people's psychological troubles. For people with the same troubles, group counseling can be used to help them alleviate negative emotions and cultivate a positive attitude.

From the point of view of the main body of the school, the vocational competence of the social psychological service practitioners can be improved with the help of the mental health education service resources in colleges and universities. For example, colleges and universities can often carry out academic salon activities, with the help of mental health counseling lectures, symposiums, symposiums and other forms of knowledge popularization and skills training for social psychological service practitioners.

From the point of view of the family subject, we should build a good family education and growth environment to promote the formation of individual positive personality. The shaping of individual positive personality is not only related to their own positive emotional experience, but also influenced by the surrounding environment. Family is the most closely connected with the individual ecological environment, warm family atmosphere and good family education help individuals to form a good character and positive psychology, such as frustration, family happiness, and so on, so as to form a positive social personality.

(3) Strengthen the construction of network platforms and expand the scope of services

The construction of social psychological service system should focus on solving the common psychological problems that people may encounter, which requires it to pay attention to the construction of social network platforms and make reasonable use of various network resources. On the one hand, the network platform can realize online and offline services at the same time, and can carry out various forms of psychological counseling such as telephone consultation and video communication, which expands the scope of service and improves the utilization rate of resources. On the other hand, the network platform can realize statistical analysis and tracking records of data, effectively pay attention to changes in people's psychological states, and better provide follow-up tracking services for them.

(4) Build a grassroots service platform and pay attention to special groups

With the development of urbanization process, the rural population has moved to the city greatly, and there have been special groups such as floating population, left-behind children and left-behind elderly people. The construction of social psychological service system needs to pay attention to the psychological state of special groups, provide them with diversified service contents and ways, and prevent sudden, urgent and private mental health events. For example, psychological service rooms can be set up in rural areas to face the psychological obstacles, psychological confusion, mental imbalance and other problems of special groups. [2]

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