

# Research on the Intervention of the Ideological and Political Education in Petition Work in the New Era

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## Abstract

Since entering the new era, diverse social participants, diverse interest demands, and multi-dimensional information channels have become the operational difficulties faced by the current petition work. As the "lifeline" of all work, ideological and political education should promptly intervene in petition work, optimize the petition system, innovate the petition work path, guide the people to correctly protect their rights through the petition channel, cultivate a rational view of interests, promote social governance, and accelerate the process of socialist modernization.

## Keywords

Petition Work; The Ideological and Political Education; Interest; Social Governance.

## 1. Introduction

Petition is an important work of the Communist Party of China in close contact with the masses, carrying the work function of gathering public opinion, power supervision, political participation and right relief. On the new journey of building a modern socialist country in an all-round way and marching towards the second centenary goal, with the enhancement of the people's awareness of the main body of state governance and the rising awareness of the right to pay attention to their own development, the petition work is facing new difficulties. As an important starting point for national governance, ideological and political education should proceed from time to time, take advantage of the trend, effectively shoulder the responsibility of the times, educate and attract the people to reshape the correct value orientation and evaluation criteria, help people to protect their rights and interests legally and reasonably, and lay a very important ideological foundation for the creation of a high-quality development pattern of petition work in the new era.

## 2. The Social Dilemma Faced by The Petition Work in The New Era

### 2.1. Multiple Social Subjects

General Secretary Xi Jinping said, "Building a community of social governance with responsibility, responsibility and enjoyment for all"[1] in the Report of the 20th National Congress of the Communist Party of China. The so-called "community" is a collective composed of several individuals. The fundamental reason is the common interests of all parties. At present, the process of modernization of social governance continues to advance, and our society is ushering in an unprecedented stage of rapid development. With the continuous improvement of the social and economic level, members of all sectors of society have also achieved frequent differentiation and mobility to varying degrees, which in turn has led to the adjustment and improvement of the social structure. In addition, modern society pays more and more attention to the improvement of humanistic quality and the cultivation of citizen consciousness, which makes people's cognition and pursuit of their own interests more and more obvious, and begins to pay more attention to their social role and social status. This strong sense of rights and increasing political demands have driven people to actively explore various ways to participate

in public management in order to obtain more personal interests. "Everything that people struggle for is related to their interests." [2] In the process of participating in public management, interest subjects instinctively transform their own appeals into political opinions. Individual citizens, government agencies, business organizations, non-profit organizations, social groups and other stakeholders in the pursuit of maximizing their own interests, inevitably there will be interest game, interest negotiation, win-win interests and so on, the resulting contradictions and conflicts, has become an important issue of petition work.

## 2.2. Diverse Interests and Demands

The diversification of subjects will inevitably lead to the diversity of demands, which is reflected in the interest categories at different levels and in different fields. A variety of demands cover the desires and expectations of various subjects in many aspects of society.

For example, economic interests, including wages, benefits, employment, etc., are the people's requirements for living standards and quality of life; ecological benefits, including air quality, water cleanliness, soil safety, etc., are the people's yearning for a better environment; medical interests, including the adequacy of medical resources, the convenience of medical services, the rationality of medical expenses, etc., are the people's concern for life safety and physical health; educational interests, including the allocation of educational resources, the balance of educational quality, and the guarantee of educational equity, are the people's expectations for personal development and social progress...In daily life, there are countless problems and disputes caused by these interests, such as housing demolition and resettlement or compensation, urban planning, endowment insurance, unemployment security, employment promotion, basic education, cadre style and so on. In summary, it is a process of interest contradiction between multiple stakeholders. At the same time, the diversity of demands is also reflected in the crisscross of interests. In a complex social environment, interest relations exist between different subjects and groups. Different interests are linked together, which will have factors that affect decision-making, cooperation, competition and conflict. The interest relationship between individuals and individuals, between individuals and groups, between individuals and society, between different classes of society and between different groups of the same class of society, the differences and oppositions of stakeholders are bound to cause contradictions and conflicts.

## 2.3. Multidimensional Information Channels

With the rapid rise of new media, especially the unprecedented activity of self-media, we have witnessed the great change of information dissemination in the Internet era. Since the media platform, including WeChat, Weibo, Tik Tok, Kuaishou, etc., its content form has already broken through the limitations of text, audio, video, atlas and other forms. Due to the low threshold of creation, strong interaction and wide dissemination, the self-media platform can meet the needs of different creators in a short period of time. Therefore, it has gradually become the main channel and carrier for people to make comments, put forward opinions, vent their emotions and release their emotions. This means that the information monopoly of traditional media has been broken, and the new information dissemination pattern has made everyone a powerful 'tool' for transmitting voices and spreading opinions. In this highly interconnected society, each social subject has the opportunity to participate in social topics with their own unique voices, and then spread to a wider audience through the platform of self-media. This open environment not only promotes the collision and communication of multiple voices, but also makes the discussion of social issues more extensive and in-depth, which not only helps to promote the awakening of social consciousness and social progress, but also brings inevitable challenges. The widespread dissemination and fragmentation of information may lead to the authenticity and credibility of information being questioned, and the spread of bad information may also lead to social panic and anxiety. Some petitioners are prone to opportunism, adhering to the

wrong concept of " petitioning is not as good as surfing the Internet, " arbitrarily distorting the facts, creating gimmicks with the help of social media and network platforms, guiding the public to have a specific view of public events or political issues, and using group effects to establish social identity, thereby expanding influence. These " eye-catching " events can easily render public sentiment, weaken public rationality, shake the credibility of the government, and trigger a chain reaction, which not only aggravates the difficulty of handling petition matters, but also hinders social stability and public safety.

### **3. The Function of Ideological and Political Education in Petition Work in The New Era Is Presented**

In the face of the new situation in the new era, ideological and political education uses the world outlook and methodology of Marxist theory. On the basis of the joint action of education law and acceptance law, it runs through all aspects of petition work, and intervenes in the handling and implementation of petition matters throughout the process. Through the "flexible governance" method, listen to the voice of petitioners, guide and help petitioners to examine themselves, reshape value rationality, and make correct and scientific value judgments. This is a process of relieving contradictions and conflicts from the ideological field, and ultimately promote the solution of petition problems.

#### **3.1. Restrain Social Behavior and Stabilize Social Order**

The human nature is "for me". The interests of each subject cross and collide in social life. The pursuit of maximizing their own interests is the principle of communication between each other, which profoundly affects their social behavior. In the practice of letters and visits, it can be seen that some petitioners, in order to maximize their own interests in the process of letters and visits, illegally gather, block and cajole in public places, destroy public order, endanger public safety and increase the risk of social governance. These petition chaos reflect that the petition work is not only an important window for the party to understand the social situation and public opinion, but also a key section that objectively reflects the defects and deficiencies in social governance. General Secretary Xi Jinping said, "On the issue of maintaining stability involving rights protection, we must first solve the legitimate and legitimate interests of the masses. Simply maintaining stability does not solve the problem of interests, which is put the cart before the horse, and finally it is difficult to stabilize." [3] Different from the traditional social management, social governance highlights the subjectivity of the people 's social status, pays more attention to the establishment of benign interaction and in-depth cooperation between the government and the people in social life, and emphasizes the joint participation and collaborative governance of multiple social subjects under the guidance of the party and the government. As the "lifeblood" of all work, ideological and political education focuses on people, acts on people and shapes people. The instability and plasticity of human ideology determines that ideological and political education plays an irreplaceable key role in the field of social governance. In the new era, the work of letters and visits takes ideological and political education as an important starting point, breaks through the work dilemma in mediating the contradictions of petition works, coordinating interest relations...improves the effectiveness of petition works, and innovates grassroots social governance. Compared with the traditional legal regulations, rules and regulations and other rigid means, the social governance mode of ideological and political education is more practical and effective. Ideological and political education can not only help petitioners better understand the principles and policies, but also guide them to look at problems more rationally and balance the interests of stakeholders. In this way, petitioners can more deeply understand the collective interests and common interests, form a positive and responsible social consciousness, and thus tend to solve problems through cooperation, compromise, abandonment and other more appropriate ways in the process of

petition. Embedding ideological and political education into the petition work mechanism, guiding and optimizing people's ideals and beliefs, values and profit-seeking concepts, so as to achieve the purpose of regulating social behavior, will inevitably promote the connotative development of social governance and open a new situation of modernization and innovation.

### **3.2. Take the Mass Line, Close the Relationship Between the Party and the Masses**

"Petition work is an important part of the party's mass work." [4] In recent years, although the total number of letters and visits has been declining, the chaos caused by letters and visits has been increasing, and the environment of petition works is still in a high-pressure situation. On the one hand, the previous normal and peaceful petition speech and behavior have gradually evolved into sudden and radical petition speech and behavior, and even destructive and harmful extreme behaviors such as containment of leading cadres and series of troubles have made the relationship between the party and the masses increasingly tense. On the other hand, some petition staff's work style is not strict and accurate. In dealing with the problem of petition, there are some problems such as flexible law enforcement and perfunctory responsibility, which can not effectively solve the people's "anxiety and hope", leading to the alienation of the relationship between the party and the masses, the intensification of conflicts of interest, and the serious deviation from the mass line. To give full play to the effectiveness of ideological and political education in petition work, from the perspective of petitioners, we can help them correctly understand the relevance and synergy between the interests of the party, the state, the society, the collective and the individual, strengthen humanistic care and psychological counseling, appease hostility, promote benign communication between stakeholders and petition workers, and guide petitioners to express their interests reasonably and legally. From the perspective of petition staff, General Secretary Xi Jinping said, "The Communist Party of China has always represented the fundamental interests of the overwhelming majority of the people, shared solidarity with the people, and depended on life and death. It has no special interests of its own, and never represents the interests of any interest group, any power group, or any privileged class." [5] This is also the key to maintaining the vitality and advanced nature of the Communist Party of China for a hundred years. It can be said that the century-old struggle history of the Communist Party of China is a process of continuously improving the people's sense of gain and happiness, and a process of continuously meeting the people's growing demands for reasonable and legitimate interests. In the context of the new era, the Communist Party of China can only complete self-innovation by always adhering to the people's position, consistently following the mass line, and maintaining the relationship between the masses and the fish. Therefore, ideological and political education is involved in the work of petition works, helping the staff of letters and visits to establish a correct view of power, guiding them to firmly support the value position and value orientation of the supremacy of the people's interests, dealing with the matters of petition works calmly and wisely, strengthening the party spirit and party discipline, firmly establishing the purpose consciousness of serving the people, truly benefiting the people, eliminating the gap between the interests of cadres and the masses, and improving the relationship between the party and the masses.

### **3.3. Promote Policy Interpretation and Enhance Government Credibility**

Petition work is an important channel for the people to express their demands, coordinate their interests, and protect their legitimate rights and interests. It is also an important working mechanism for the party and the state to correctly handle contradictions among the people under the new situation. This bottom-up and top-down information interaction is the communication and exchange between the government and the public. The smoothness of this two-way communication determines the safety and stability of social development. From the

practice of petition work, it can be seen that some petitioners are limited by their own cultural level and the source of information is single, which leads to the ambiguity or one-sided understanding of the political concepts, principles and policies of the party and the country. The value misjudgment caused by the asymmetry of information will lead to contradictions and conflicts. Over time, the credibility of the government began to weaken, the public resentment of government agencies, policy implementation and political participation enthusiasm will be reduced, seriously affecting the process of social governance. Ideological and political education is highly appealing and persuasive. To effectively play the role of ideological and political education in the process of petition work is to enhance the trust and sense of belonging of the petitioners to the party and the country by clarifying and explaining the national policy guidelines and government information, so as to enhance the credibility of the government. General Secretary Xi Jinping said, "We should increase the intensity of policy disclosure, so that the masses know the policy, understand the policy, and cooperate with the implementation of the policy." [6] Only by properly conveying and interpreting the ideological and political concepts of the Party and the country, and guiding people to correctly implement the thought of socialism with Chinese characteristics, can we guarantee the support and recognition of the petition people to the Communist Party of China. The essence of ideological and political education is to do the work of "people." Its people-oriented emotional education can give priority to appeasing the psychological shock of petitioners, and carry out political theory propaganda on the basis of influencing people's hearts, which is more deeply rooted in the hearts of the people. In the petition work, we should give full play to the actual effect of ideological and political education, actively respond to social conditions and public opinion, guide people to continuously improve and improve their ideological realm, rationally participate in political life, stand firm to make scientific and correct interest choices and value judgments, improve the quality and efficiency of policy interpretation, promote the dismantling and elimination of interest conflicts in the bud, and achieve excellent and stable two-way communication between the government and the public.

#### **4. An Analysis of the Path of Ideological and Political Education in Petition Work in the New Era**

The function of ideological and political education in the new era of petition work is not to educate and guide the handling of petition matters alone, but to broaden the pattern of petition work from the workflow and focus on the effectiveness of petition matters, so as to extend the depth of petition work.

##### **4.1. Ideological and Political Education "Priority Intervention", Extending the Tentacles of Petition Work**

"The Regulations on Petition Work" state that, "Adhere to the source of governance to resolve contradictions. Multiple measures and comprehensive measures should be taken to focus on source prevention and front-end resolution, so as to resolve the contradictions and disputes that may lead to letters and visits at the grass-roots level and in the bud." [7] Some petitioners regard petition as the primary choice for safeguarding rights, and believe that petition is the most direct and explicit channel for expressing interest demands, forming the wrong concept of "petition if things are not resolved," and stubbornly adhere to "believe petition does not believe in the law," "replace the law with petition" and "abandon the law and choose petition." These cognitive biases have alienated the function of letters and visits to a certain extent, resulting in a backlog of social problems in the channels of letters and visits, and the pressure of social governance has become prominent. This requires us to pre-position the ideological and political education work, continuously consolidate the "baton" of Marxism at the ideological level, and firmly grasp the initiative and dominance in the ideological field. Petition

workers should do a good job in the publicity and popularization of relevant policy theories, help people correctly understand the relationship between letters and visits and other legal ways of safeguarding rights, guide people to choose the correct way of safeguarding rights, and divert letters and visits in advance. At the same time, it is necessary to strengthen the predictability and pertinence of social risks, keenly capture tendentious information that may lead to social unrest, actively coordinate the interest cognition of stakeholders in petition activities, help people establish rational interest cognition and scientific values, correct bad profit-seeking consciousness, take the lead in curbing the intensification and spread of social risks in the ideological field, and effectively enhance the forward-looking nature of petition work, from controlling accidents to controlling risks.

#### **4.2. Ideological and Political Education “Process Penetration”, Enhance the Effectiveness of Petition Work**

As the main body of petition activities, petitioners play a decisive role in petition activities. A rational petitioner is able to calmly express interest demands under the situation of damaged interests, fight for personal interests reasonably and legally through petition channels, and actively cooperate with state organs to seek a balance between the interests of the other parties, so as to solve contradictions and disputes. On the contrary, a petitioner with a distorted view of interests and values, often pays too much attention to personal interests, ignores the consideration of other people 's interests, collective interests, social interests, national interests, etc., and is very easy to break the normal petition order in a state of emotional out of control, and make a petition that hinders public safety and social harmony and stability, such as entangled visits, noisy visits, etc., which will become the government 's credibility and social governance Direct impact. Therefore, in solving the problem of petition, how to educate and guide the petitioners to safeguard their rights according to law and pursue profits rationally is directly related to the quality of petition work. The “process infiltration” of ideological and political education refers to the silent and implicit ideological and political education carried out in the communication between the petition staff and the petitioners, so that the petitioners unconsciously infiltrate the influence of correct values, with the purpose and tendency to guide the petitioners to rationally understand the interests of all parties, calmly view the contradictions and conflicts of interests, balance and take into account the intertwined interests of each other, and strive for or safeguard personal interests in a reasonable and legal way.

#### **4.3. Ideological and political education “terminal implementation”, feedback adjustment petition work**

According to "The Regulations on Petition Work, " the end of petition work is subject to reexamination and review. If the results of dissatisfaction are still appealed, the relevant state organs will no longer accept them. The end is the policy level to take the necessary measures to terminate the behavior, but this does not mean that the petition activities can end. If the petitioners have objections or are still dissatisfied with the review opinions, and the petition authorities have not intervened in time, they will breed resentment, resulting in a surge in the number of re-petitions, difficulties in resolving conflicts, long duration, deep burial of bad emotions, and more intense petition behavior. A series of problems. Based on this, after the completion of the petition matters, the ideological and political education work can not be synchronized stagnation, but will continue to implement the humanistic care, assistance and assistance to the ideological “last mile”. The ideological and political education work can track and monitor the emotional ups and downs, ideological trends and behavioral trends of the petitioners through the combination of online and offline methods, with the help of on-site activities or conversations, and timely prevention and guidance. The ideological level of the dredging solution is done in depth, breaking the ideological curing barriers of the petitioners.

At the end of the petition work, we should give full play to the function of ideological and political education, focus on people-oriented, dynamically study and judge the fluctuation of the ideology of the petition masses, respect people, understand people, pay attention to people, improve people, lead the interests of the petition masses with socialist core values, solidify the correct criteria for value selection and decision-making judgment from the root, and optimize the petition environment. Only by organically integrating ideological and political education into the pattern of petition work in the new era, deeply cultivating and continuously empowering, can we open up a new pattern of petition work in the long run.

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