The Construction of University Safety and Security System in the Context of Normalized Epidemic Prevention and Control From the Perspective of Total Quality Management*

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ABSTRACT

At present, the positive momentum of COVID-19 prevention and control in China has been further consolidated, and the prevention and control work has shifted from an emergency situation to a normalized one. How to carry out the normalized epidemic prevention and control work is an important work of university safety and security and also an important topic for the university security department to think about. Considering the impact of COVID-19 pandemic on the safety and security work of universities, it is required to fully understand the importance of the university safety and security work in the context of normalized epidemic prevention and control, and use the TQM concept to build the safety and security work system of universities against the background of normalized epidemic prevention and control.

Keywords: Normalized epidemic prevention and control, University, Safety and security, TQM (Total Quality Management) concept.

1. INTRODUCTION

Campus safety is a vital part of university management. With the outbreak of the COVID-19 pandemic, all universities promptly activated the epidemic prevention and control mechanism, actively implemented organizational leadership, strict campus control and other measures, and put safety management on the top priority in accordance with the deployment requirements of the central and local governments[1]. During the period of epidemic prevention and control, the safety and security work of universities played an important role in ensuring campus safety and the physical and mental health of teachers and students, but some problems were also exposed. In the face of the new situation of normalized epidemic prevention and control, how to build the security system of universities has become an important issue for the security departments of universities to consider.

2. IMPORTANCE OF SAFETY AND SECURITY WORK IN UNIVERSITIES IN THE CONTEXT OF NORMALIZED EPIDEMIC PREVENTION AND CONTROL

COVID-19 pandemic is a major public health emergency that has occurred in China since the founding of New China with the fastest spread, the widest scope of infection and the greatest difficulty in prevention and control. After the outbreak, under the strong leadership and unified command of the Party Central Committee, the most comprehensive, strict and thorough preventive and control measures were taken to guard the first line of defense in the prevention and control of the epidemic nationwide. However, as the global epidemic continues to spread at an accelerated pace, it is impossible to end the epidemic completely in the short term, and the prevention and control of the epidemic will enter a normalized phase. In this context, the university security department, as the first barrier of campus security, plays an important role in

guarding the health of students and teachers and maintaining campus stability[2]. First, it is conducive to the construction of a safe campus. During the epidemic, most of the universities insisted on relatively closed campus management, used modern technological means such as face recognition system of campus version and electronic temperature measurement to guard the entrance gate, increased the control of people leaving the campus, reduced some campus safety hazards, and provided protection for the personal safety of teachers and students. Secondly, it is conducive to the construction of a harmonious campus. During the period of epidemic prevention and control, the university security departments increased the daily security patrol and monitoring of the campus, so as to better restrain the behaviour of campus teachers and students and create a safe learning and living environment for them. Thirdly, it is conducive to safeguarding the overall situation of the epidemic prevention and control work in universities. Since the epidemic has become normalized, the security departments don't take strict precautions, the epidemic will come back, and the results of prevention and control work in universities will be lost, which will directly affect the development of various educational undertakings in universities.

3. THE DILEMMA OF SAFETY AND SECURITY WORK IN UNIVERSITIES IN THE CONTEXT OF NORMALIZED EPIDEMIC PREVENTION AND CONTROL

3.1 Difficulty in Controlling the Movement of People In and Out of the Campus

In every back-to-school season, students from all over the country return to school, a highly crowded place, taking public transport, going through high-risk areas in the epidemic. Due to the complexity of the people they come into contact with, it is difficult to conduct timely and detailed tracking of every student who enters the university. In a situation of normalized epidemic prevention and control, it is not necessary to have a fully closed campus and it is not possible to prohibit students from going outside. Since there are so many college students, it is difficult to identify them one by one. Although most schools can rely on electronic devices such as face recognition systems for identification, security personnel are still required to check and register students'

documents, which in part make security work difficult[3].

3.2 Low Comprehensive Quality of Security Personnels

At present, the team of security personnel in colleges and universities mainly consists of staffs on duty, personnel dispatched by security agencies entrusted by the institutions or recruited by them. The staffs on duty in the security departments of colleges and universities are mainly retired military personnel resettled by the government and have good professional qualities, but their titles and qualifications are generally not high. Self-recruited security personnels have low qualifications, most of them only have junior or senior secondary education, and have shortcomings in language communication and handling of emergency incidents. In the face of the sudden emergence of COVID-19 pandemic and epidemic prevention orders, university security departments often do not have time to carry out learning and training on epidemic prevention and control, and most of the frontline team members put themselves into the epidemic prevention and control work in a "zero state", which makes it difficult to protect their own health and safety and meet the requirements of epidemic prevention and control in universities. At the same time, there is a high turnover of security personnels in universities due to poor pay and income, difficulties in job promotion and a lack of self-existence[4]. This not only makes it more difficult to recruit security forces, but also causes considerable problems in the construction and management of university security workforce, which becomes a potential hidden problem in the security environment of universities in the context of the normalized epidemic prevention and control.

3.3 Weak Configuration of Security Facilities and Equipment

As the epidemic prevention and control work enters a regular phase, higher and stricter requirements are placed on the safety and security work of universities, requiring not only security staff to focus on improving their comprehensive quality, but also to give full play to the maximum effectiveness of security infrastructure equipment. However, the existing security protection facilities in most universities are too superficial at present, the facilities and equipment appear to be aging, and there is no protection facility construction for the basic facilities and equipment[5]. Some university

campuses have relatively low construction standards due to the early age of planning and construction; some have an access control system existing in name only; and some have a lack of monitoring, many blind spots and dead ends. In a word, to varying degrees, there are weak basic security facilities and a lack of security prevention ability. For example, after the outbreak of the epidemic, some universities immediately installed thermal imaging temperature cameras, face recognition and other high-tech, while others still relied on traditional methods such as temperature guns for manual detection, with obvious differences in management efficiency.

4. THE APPLICATION OF TQM THEORY IN THE SAFETY AND SECURITY WORK OF UNIVERSITIES IN THE CONTEXT OF NORMALIZED EPIDEMIC PREVENTION AND CONTROL

TQM theory, also known as Total Quality Management theory, is a new quality management idea and technique that is prevalent in enterprises. And it was first proposed by Feigenbaum in the United States. According to Feigenbaum, TQM is an effective system for developing, maintaining and improving quality of all departments in a company in order to be able to carry out market research, manufacturing, sales and service at the most economical level, taking into account the conditions for fully satisfying customer requirements[6]. According to international standard ISO 8402, TQM is defined as "a quality-centred management approach based on the participation of all employees in an organization, with the aim of achieving long-term success through customer satisfaction and benefit to all members of the organization and society." It contains three distinctive features: firstly, it is a quality management of all aspects of quality; secondly, it is a quality management that requires the participation of all employees; and finally, it is a quality management of the whole process.

4.1 Carrying out All-round Management and Realizing Unity of Thought and Understanding

Comprehensiveness in TQM theory, also known as all-encompassing, refers to the fact that the quality functions of an organization involve in all parts of the organization, emphasizing the involvement of all departments and all parts in quality management. Since the outbreak of COVID-19 pandemic, it has posed a great challenge to the stable development of all university services. As a part of the university system, safety and security personnels must have a sense of the overall situation, enhance risk awareness and strengthen their sense of responsibility in the face of such an urgent and difficult task as epidemic prevention and control.

First of all, it is necessary to establish an overall consciousness and raise political standing. "Those who do not plan for the overall situation are not good at planning for an area". The safety and security departments of universities should be fully aware that doing a good job of normalized epidemic prevention and control and winning the epidemic prevention and control blockade are the most significant political tasks at present. When formulating campus safety and prevention measures, it is required to focus on studying and understanding the deployment requirements of the government and the university, and think and make decisions from the perspective of facilitating the safety of teachers and students in the university and promoting the stable development of society rather than limiting vision to the difficult aspects of work. Only in this way can universities ensure that safety and prevention measures are deployed in line with government and school initiatives and will gain the acceptance and support of students and teachers. Secondly, it is important to enhance risk awareness and plan countermeasures in advance. "For all things, there is no preparation, there is no success." At the early stage of epidemic prevention and control, the safety and security departments of universities did not have experience in emergency preparedness and prior planning, which led to the ineffective prevention and control of the epidemic. Therefore, since the epidemic prevention and control has entered a normalized stage, university safety and security personnels should enhance their risk awareness, focus on the cultivation of bottom-line thinking, strategic thinking and forward thinking, strengthen training of scientific prevention and control knowledge and emergency disposal skills, take precautions, and take the initiative to solve problems in advance and master the right to deal with various problems. Finally, it is required to strengthen the sense of responsibility and increase courage to take responsibility. According to the decision and deployment of the Party Central Committee, all units are required to take the prevention and control of the epidemic as a

top priority, to take care of the safety and well-being of the public and to take the responsibility of prevention and control on their shoulders. The prevention and control of the epidemic in the context of normalization is not only a battle of will and courage, but also a litmus test and a whetstone for responsibility. The security staffs of universities should abandon the self-concept of being "marginal" on campus, take up the political responsibility of preventing and solving dangerous and hazardous tasks, work in the forefront and integrate their personal values into the overall situation of dedication to the community.

4.2 Promoting Full Participation and Realizing Synergy in Major Operations

According to TQM theory, the characteristic of whole staff refers to the fact that personnels of the whole organization should be involved in quality management from top to bottom, emphasizing that the human factor is the most active and important factor in the process of quality management. Epidemic prevention and control is a long-term comprehensive work involving many aspects and elements. Only by achieving full participation can we effectively deal with the recurrence of COVID-19 pandemic and maintain the long-term safety and stability of the campus.

Firstly, it is necessary to strengthen the collaboration among all departments on campus. In the prevention and control of the epidemic, universities should fully mobilize the resources and strength of various functional departments, such as health and epidemic prevention, safety and security, student work, teaching work, propaganda work, personnel management and logistics, to achieve a clear division of labour, clear responsibilities, hold position and complement each other. The safety and security departments of universities should avoid fighting alone and strive to strengthen close cooperation and coordination with relevant departments, so as to win the battle against epidemics in the process of information sharing, resource sharing and mutual assistance of manpower. Secondly, collaborative links with relevant organizations outside the university should be established. COVID-19 pandemic has major impact on socio-economic development and people's lives. As a part of the social environment, universities need to connect with local governments, communities, hospitals, media and students' parents in the prevention and control of the epidemic, and establish a smooth information sharing and

interactive relationship to achieve a win-win situation between the university and all parties. The safety and security departments of universities should focus on these useful experiences, establish healthy interaction and close collaboration in the process of working and exchanging ideas with local government, public security, fire-fighting, communities, streets and media, and give full play to the functions and advantages of each party, so as to form a collaborative governance mechanism for campus safety[7].

4.3 Strictly Controlling the Whole Process and Realizing the Refinement of Daily Management

TQM theory emphasizes the need for quality control and management at every link and stage of product production. Only by controlling all aspects of the whole process of product quality formation and related factors can prevention be the main focus and prevention and inspection be combined. In the process of carrying out normalized epidemic prevention and control, the safety and security departments of universities should pay attention to all aspects of the prevention and control process and establish a four-in-one prevention and control mechanism based on human, physical, technical and mental prevention.

Firstly, it is required to take human prevention as the basis and focus on group prevention and control. At the same time, it is necessary to improve the political quality of the security team and enhance their sense of responsibility. The school gate is the first barrier for the prevention and control of epidemics in universities, which requires security personnels to be more vigilant and to keep the entrance gate strictly. Regular training of staff in epidemic prevention and control should be strengthened to enhance the overall emergency response capability of the security team. In addition, it is suggested to care and concern for security personnels in their daily lives to ensure the stability of the security team. Secondly, physical defence should be used as a guarantee and supply should come first. Although the epidemic prevention and control has entered a normalized stage, there is repeated outbreak in China. The university security departments should fully understand the "normalization" and "long-term" characteristics of the epidemic prevention and control work at this stage. In addition, according to the needs of teachers and students, the emergency supplies such as masks, gloves, disinfectant, thermometers, etc.

should be reasonably stocked. Thirdly, it is required to take technical prevention as the core, and steadily prevent and control the epidemic. COVID-19 pandemic is highly contagious and has a long incubation period, making it more difficult for safety management departments to manage. As students and teachers return to school and the campus is closed, the university security departments' workload in terms of daily management, such as temperature measurement and registration, has increased dramatically, placing demands not only on the number of personnel but also on modern technological means. Universities should pay attention to the construction of technical defence facilities, invest more funds in modern technological equipment such as face recognition, integrated entry system of temperature measurement and scanning, security monitoring centres and electronic alarm systems to build a security line for campus epidemic prevention and control. Fourthly, it is suggested to take psychological prevention as the key and build a strong fortress. In addition to all-round screening and quarantine, propaganda and education is also vital for epidemic prevention and control. The security department of universities should use WeChat, Weibo, QQ groups and other network channels to push and forward authoritative prevention information in a timely manner, open a psychological counselling hotline and incorporate psychological crisis intervention into the overall deployment of epidemic prevention and control[8][9].

5. CONCLUSION

Safety and security work is not only an important part of college management, but also an important and complex comprehensive work, and an important factor in maintaining social stability. Against the background that COVID-19 pandemic is still rampant and the prevention and control of the epidemic in China has entered a normalized stage, it is significant for universities to work on actively exploring a long-term mechanism for campus safety and security and building an effective working system. However, there are still many problems in the management of campus security work in colleges and universities, such as the difficulty in controlling entry in campus, the low comprehensive quality of the security personnels, and the weak configuration of security facilities and equipment. According to the existing problems, universities need to make comprehensive use of TQM theory to achieve unification of

ideology and awareness by carrying out all-round management, promote the participation of staffs to achieve synergy of major actions, strictly control the whole process to achieve refinement of daily management, and win the battle of campus epidemic prevention and control to create a safe and harmonious campus environment for the health and safety of teachers and students.

AUTHORS' CONTRIBUTIONS

This paper is independently completed by Yingying Gao.

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