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# Study on the Demand of Aging Service for the Residents in Shenyang

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**Abstract:** At present, the aging phenomenon in our country is getting worse day by day. The situation in Shenyang is not optimistic either. According to the latest report from Shenyang Statistical Bureau, by November 2016, the total population of permanent residents in Shenyang had reached 7.314 million. Among them, the number of registered permanent residents over the age of 60 reached 1.35 million, accounting for 23.7%, increasing from 15.3% in 2011. Compared with the increasing aged population, the aged care service industry in our country is deficient. Simply increasing the number of beds is not reasonable. It not only does not improve the seniors' life quality, but can also result in the waste of resources for the aged, resulting in the simultaneous occurrence of "hard to find one bed in elderly care institutions" and empty beds in those institutions. Therefore, in order to improve the aging care system and develop the aged care service industry, we must earnestly understand the seniors' life demands and provide the aged services that truly meet the needs of the aged based on the market conditions. Therefore, we hope to investigate the status quo of aging service demands in Shenyang and find out the characteristics and internal differences of aging service needs in Shenyang and the factors that affect the differences in demand so as to provide new information for the development of aging care services in Shenyang.

**Keywords:** Demand, Aging Service, Shenyang

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## 1. Introduction

By the end of 2016, there were 230.86 million senior citizens aged 60 or above in China, accounting for 16.7% of the total population, of which 150.3 million were aged 65 and over, accounting for 10.8% of the total population (Ministry of Civil Affairs, 2016). The aging phenomenon of Shenyang is even more serious. Compared with last year, the aging trend of population was further accelerated (Tang and Zhao, 2017).

The average number of bed for serving the aged in the world is 1.5/100 persons and in the developed countries 4.0 to 7.0 beds for 100 seniors (Ministry of Construction, 2007). According to the "Statistical Gazette on Social Service Development in 2016", the present situation in our country is 31.6 beds for 1,000 aged people, an increase of 4.3% over the previous year, which is still far below the world average (Ministry of Civil Affairs, 2016). Thus, the problem of how

to provide sufficient aging service and care for the numerous senior citizens has attracted attention not only from the government agency, but the researchers.

## 2. Literature Review

The demand of the aged was proposed firstly in the 24<sup>th</sup> congress (1969) of the UN. After that, governments all around the world set about the work for satisfying the increasing demand for the aged. The conception of need and supply thrives from the realm of economics, and the contradiction between demand and supply is the problem to solve of this research. In Yan's (2004) perspective, the institutional supply of aging care system is laid more attention by the government. From a behavioural economic theory, she conducted a demand-oriented study on the demand of common resident seniors in cities and towns. Chen et al. (2012) insisted on the priority of senior's demand on nursing care because of the fact that the aging

phenomenon throughout China is characterized by complexity and diversity based on Maslow's need hierarchy. With the economic growth and life standard improvement, the demand for care service from the new senior generation differs from that in last century (Yao, 2015).

Yang (2013) used descriptive statistical analysis on the data collected from questionnaires, founding that the need for their senior years of Chinese senior citizens consisted of life safety need, social respect and self-actualization need. Also, with single factor and logistic regression analysis of the data collected from questionnaires, he found out the factors that influenced the preference of the aging care model. In the methodology of quantitativity, Du, Sun, Zhang and Wang (2016) analysed the data from 2014 China Longitudinal Aging Social Survey (CLASS), and concluded the feature of the aging care demand and gave suggestion based on the domestic situation of elderly care resources demonstrated from the data. To sum up, the methodology applied in study in terms of the aging care demand for the aged is commonly quantitativity, and the difference between them is the theory and the analysis method. This study is anchored in the Maslow demand hierarchy theory to define the dimension aging care demand of the aged.

### 3. Hypotheses

Based on Maslow's hierarchy of needs, human needs from low to high level include physiological, care, love/belonging, esteem and self-actualization needs (1943). At the present stage, most of academic researchers in our country focus on the physiological needs of the aged, such as medical care and life assistance, while researches on mental needs are relatively less.

This study argues that the physical and psychological needs of the aged are mainly divided into four levels, which are resulted from the degraded ability due to their physiological, psychological and social contribution changes in the old age. They are economic, life care, health care and psychological demands provided by other social members, usually the families and aging care institutions. Among them, the economic support is the priority; life care is fundamental; health care is a guarantee; and psychological comfort is a highest pursuit (Qin, 2015).

### 4. Data Collection and Methodology

The data were analysed by follow-up interview filling out questionnaires method. The sample size is 35, the effective number is 31, and the effective rate was 88.6%. The total number of refusals is 12, and the rate is about 28%. The survey respondents are residents in the urban area of Shenyang who are 60 years old and above. The survey respondents are differentiated internally. This investigation applies non-probabilistic sampling methods such as convenient sampling and judging sampling, and probability sampling, such as random sampling, stratified sampling and

systematic sampling, combining the advantages and particularity of different methods to minimize the limitations of the single sampling method and improving the representativeness of the sample and the scientific nature of the findings.

After all the questionnaire data were checked and verified, they were coded and input into the SPSS database for logical troubleshooting, and finally statistical analysis was carried out. The main types of analysis are the univariate descriptive statistics and mean test. The study mainly focuses on the demand of the aged in Shenyang urban areas and its factors.

In the selection of community samples, we randomly selected two districts--Heping District and Shenhe District out of 5 districts: Heping District, Shenhe District, Huanggu District, Dadong District and Tiexi District. Then, two communities were randomly selected from the two jurisdictions respectively, namely, Kaixuan Community and Siping Community. Finally, we interviewed eligible seniors selected in the two communities by using the systematic sampling method.

For selecting samples of aging service institutions, firstly, the list of aging service institutions of urban areas in Shenyang were obtained from the website of Shenyang Municipal Civil Affairs Bureau (2017). According to the list, totally 55 aging service institutions in five districts of the city are counted. Among them, 8 are in Heping District, 9 in Shenhe District, 15 in Dadong District, 13 in Huanggu District and 10 in Tiexi District. We used random sampling method to collect the two old-age care institutions in Shenyang City, Kangle Nursing Home and Shenyang Songpu Love Nursing Center (Tiexi) as our investigation sites.

## 5. Data Analysis and Results Analysis

### 5.1. Basic Characteristics and Family Composition of the Aged

The aging residents in Shenyang were investigated on their age, gender, marital status, educational level, style of living, whether local accounts and the distribution of career before retirement. The aged over 70 years old count for 80.6%. In addition, more males than females were interviewed, reflecting the general situation of more males than females. The majority of the interviewees have local identity of Shenyang and have lived in Shenyang for years. And in terms of education, only 3.2% of the aged have received no education, and the average educational level is high. Because of the urban area, most seniors were employed in the public institutions and enterprises, and have stable financial sources which can affect the economic demand and the way for spending their aging life.

Though 9.7% are devoiced and 12.9% lost their spouse, only 7% of the aged live alone, and others would live with their children or grandchildren. Two children family is the most common rather than one child family.

*Table 1. Basic Characteristics of the Aged.*

Age	Number	%	Gender	Number	%	Marital Status	Number	%	Whether Has Local Account	Number	%
60-69	6	19.4	Male	18	58	Widowed	4	12.9	Yes	28	90.3
70-79	12	38.7	Female	13	42	Married	17	54.8	No	2	6.5
Over 80	13	41.9				Divorced	3	9.7			

*Table 1. Continued.*

Educational Background	Number	%	Profession before Retirement	Number	%	Number of Children	Number	%
No Education	1	3.2						
Primary School	5	16.1	Civil Servants	6	19.4	1	8	25.7
Middle School	5	16.1	Public Institution Staff	8	25.8	2	14	45.2
Secondary School	2	6.5	Enterprise Employees	12	38.7	3	6	19.4
High School	3	9.7	Farmer	1	3.2	4	2	6.5
Junior college	7	22.6	Others	1	3.2			
College Graduate or above	5	16.1						

### 5.2. Economic Condition and Economic Needs of the Aged

In the result, 96.8% of the seniors have pensions and 90.3% of their financial sources are mainly from pensions. Generally speaking, the retired aged in Shenyang have pensions, which is determined by their career condition before retirement. The monthly expenditure of the aged is at a moderate level. The seniors spending below 1500 yuan accounts for about 52% of the total number of people. From the interview, we also find that the income gap between the older population is large, some retired teachers in colleges and universities obtain from 7000 to 8000 yuan while some

enterprise workers only have 1500-2000 yuan per month, and even the farmers can only live with allowance from the government.

In terms of medical insurance, the majority of the aged have medical insurance. Among them, the aged population with the basic medical insurance for urban employees' accounts for 43.8% of the total. In this survey, because the sample data is not enough large, no interviewee is with urban residents' basic medical insurance. Also, the proportion of public health insurance is small, which means the coverage is deficient and there are lots of work for aging care establishment for Shenyang government.

*Table 2. Economic Condition of the Aged.*

Expenditure Monthly	%	Whether Has Pension or Allowance	%	Main Source of Life Expenditure	%	Health Insurance Type	%
Below 500 Yuan	29	Has Pension	96.8	Pension	90.4	No	3.2
501-1500 Yuan	22.6			Allowance	3.2	Public Health Insurance	21.9
1501-2500 Yuan	22.6	Has Allowance	3.2	Children	3.2	New Type of Rural Cooperative Medical Care	13
2501-3500 Yuan	19.4			Work	3.2	Urban Employees' Basic Medical Insurance	43.8
						Urban Residents' Basic Medical Insurance	0
						Commercial Insurance	18.1

On the basic living expenses, most seniors mainly spend on basic living (food and daily necessities), followed by health care, and only a small part think that the main expenses are spent on recreation and leisure. In addition, we found a noteworthy phenomenon in the interview. Some elderly people think that interpersonal relationship is an essential part of their daily expenses and this is worth further study in the future. In terms of children's financial support for the aged, the vast majority of the aged do not need children to provide financial subsidies and their incomes are enough to support their livelihood.

### 5.3. Daily Life Activities and Life Needs of the Aged

Daily life activities are various for the aged. In this multiple question, most interviewees choose several ways in daily life activities. 70.8% of the elderly choose to exercise, which has something to do with the physical condition of the elderly and the feasibility and limitlessness of exercising. The second is reading, and the seniors like reading book and newspapers. The choice of photography is the least choice

among the aged. Most of the elderly surveyed are retired or have long-term care facilities, with a lot of time and energy to do recreational activities, and they want physical exercise and mental pleasure. Most elderly people have various choice for their life and can do what they want to do. That is a result of healthy condition and a financial support.

*Table 3. Daily Life Activity Choice of the Aged.*

Daily Life Activity	Number	%
Public Square Dancing	4	12.9
Chess	6	19.3
Music	5	16.1
Keeping a pet	3	9.6
Reading	11	35.4
Exercising	22	70.8
Gardening	6	19.3
Surfing Online	4	12.9
Drawing and Calligraphy	5	16.1
Photographing	0	0
Others	2	6.4

Daily life needs are not as many as life activities since the

needs of the aged in daily care in this study mainly are caused by the loss of self-care ability. In this study, we divided the daily care needs into four categories: daily care, housekeeping, delivering meal, and shopping (multiple choice). Table 4. demonstrates the two types of daily care services that the aged in Shenyang think are the most needed are housekeeping and daily care.

*Table 4. The daily life care needs.*

Daily Life Care	Number	%
Daily Care	16	51.6
Housekeeping	15	48.3
Delivering Meal	1	3.2
Shopping	3	9.6

As can be seen from the table, compared with other demands, the demand for daily care is the highest (51.6%), followed by housekeeping (48.3%). And the other two delivering meal and shopping are 3.2% and 9.6% respectively. In the survey, the majority of the aged interviewed can fully take care of themselves. Only a very

*Table 5. Health Condition of the Aged.*

Satisfaction at the Health Condition	%	Whether Has Illness	%	Choice for Medical Treatment	%	Satisfaction at the Psychological Condition	%
Strongly Satisfied	3.2	Yes	38.7	Large Hotels	51.6	Strongly Satisfied	58
Satisfied	71			Clinic	6.5	Satisfied	25.8
Neutral	16.1			Community Hospital	22.6	Neutral	9.7
Dissatisfied	9.7	No	51.6	Others	12.9	Dissatisfied	6.5
Strongly Dissatisfied	0			Strongly Dissatisfied	0		

In this study, the health care services for seniors are divided into community life-preserving, community-based rehabilitation nursing care, accompanying medical consultation, health consultation and regular routine examination and treatment. The survey results reflect that the two most needed health care needs of the aged are regular routine examination and treatment and community life-preserving, with the proportion reaching 22.6% and 19.3% respectively. Regular routine examination and treatment services are in high demand, and these routine exams are not necessarily provided by large hospitals but can be provided by community clinic. In addition, there are also 16.1% older people who need health consulting, so the community can take up the role and meet the basic health care needs of the residents, which can not only distribute the health care resources fairly but help with the health keeping and preventing acute diseases.

*Table 6. Health Care Needs of the Aged.*

Health Care Needs	Number	%
Community Life-preserving	6	19.3
Community-based Rehabilitation Nursing Care	3	9.7
Regular Routine Examination and Treatment	7	22.6
Accompanying Medical Consultation	4	12.9
Health Consultation	5	16.1

small number are completely unable to take care of themselves. In addition, only a small number of the aged live alone, and most of them live with their children or with their husband or wife, so they can company with each other. Thus, table 5 shows the demand on the delivering meal and shopping is relatively low.

#### 5.4. Health Condition and Health Care Needs of the Aged

We asked the physical and psychological health condition of the seniors and their choice for medical treatment. We found that for these residents, they are more satisfied with their psychological condition than physical to some extent. And quite a part of them are troubled with illness which are usually chronic diseases. For those who would prefer large hospitals, they believe in the experienced doctors and advanced instruments. For those preferring community hospital, they live in a standard community that can provide basic treatment, and also, they are healthy enough that need no complex treatment.

#### 5.5. Social Activities and Psychological Needs of the Aged

For the seniors, party membership is the most commonly chosen activity. Still, there is a part of seniors without social activity. In the interview, we found that they prefer hanging out with their families or staying at home and they usually have illness. Only a pretty small percentage of the aged like to do volunteering work, because they say they can feel cheerful from the work and absolutely they have good health (multiple choice).

*Table 7. Social Activities Choice of the Aged.*

Social Activity	Number	%
No Social Activity	9	29
Travelling	8	25.8
Performance	4	12.9
Party	3	9.7
Party Membership	9	29
Volunteering	1	0.3
Others	0	0

In this multiple-choice question, the highest percentage of the seniors need visiting, which demonstrates that they need the care from families and friends. The second is chatting and then recreational activities. The aged are more easily to feel lonely. For those who stay in the institution, they don't have much place to go and visit, and they usually spend their time watching TV or chilling out. So they expect others to come to visit them more. Also, since most seniors don't live

with their child, they hope to be visited by their children.

**Table 8.** Psychological Needs of the Aged.

Psychological Needs	Number	%
Visiting	20	64.5
Chatting	11	35.5
Exercising	9	29
Recreational Activities	10	32.2
Law Consultation	2	6.4

## 6. Conclusion

Through the tables and description analysis, we can figure out that the needs of the seniors can be demonstrated in their real condition in life. Because the majority of the citizens are the retired employees and staffs in the public institution, their aging life is guaranteed with pension. For basic life, they have no economic needs from their families. But for daily life, some people with illness and disability brought from aging will need help with daily care and housekeeping. Through interview, the psychological needs for visiting and chatting is great and we can feel the loneliness of the elder.

As a suggestion, the social aging care system and the allowance institution of Shenyang government should cover more and more senior citizens step by step. At the same time, the government can share the burden of supporting the aged through establish community aging care system. As for communities, they can provide a harmonious environment for the seniors' aging life, building up community clinic, activity room /chess room and educational class for the seniors. Thus, the aged can live in the community in their familiar environment, and getting more in touch with other peers can reduce the loneliness and helps to spend time meaningfully.

Aging service institutions are a vital subject for the aging care in the society. Some interviewees enjoy living in the institution more than at home, since they can find friends and be taken good care while their children have little time for them at home. In our investigation, the service quality varies with the price. Usually, the service quality has positive relation with the price. The more expensive institution will provide better environment and comfort life, and will care more about the psychological needs of the elder and pay attention to the details in the life. Also, there are satisfactory institutions praised by the elder with an average price. Nowadays, the trend of the institution development is providing medical and aging care simultaneously.

For the transition and improvement of the institutes, they can broaden the financing channels, by the introduction of institutional investors, such as private capital, enterprises, foundations, charitable organizations and so on. They will make full use of the environment of "Internet +" and set up an intelligent information service platform and health care service system combining medical treatment with medical treatment. The means include telemedicine, shared electronic files, professional training, regular consultation and expert lectures to build a complete aging service institution union,

supported with the hospital service system. The government can actively guide and support the outstanding and powerful aging service institutions to join with other peripheral institutions sharing resources and facilities, which can reduce costs and make full use of resources.

As for the psychological needs in the highest level, it is all the society's responsibility to coordinate together and get involved. Taking care of the aged is first the children's responsibility as well as the family, but in the near future, the children in one-child or two-child family will face a heavy burden to support their parents. It is even worse when the couple are from both one-child family. Thus, not only should children try their best to spare time, but also the other social subjects should participate in this social work. The NGOs (Nongovernmental organizations) are of significance in the aging society in that they could call in volunteers and solicit funds for aging care work, which will share much part of social burden.

## 7. Limitation

In the study, the sample size needs to expand, and the seniors in rural area of Shenyang should be taken into consideration. The questions of the questionnaire are needed modification and complements. And in the statistics analysis, the research doesn't use a mathematical model to prove the relationship between the life conditions and the needs with the data. Attention should be paid to the internal relationship between nursing care centres, NGOs and government in later study. This study only focuses on the micro aspect of the society in which the individuals' behaviour is affected by their own condition. Actually, there are meso and macro scales of the analysis on the demand of the aging care.

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