

# Validation of A Civic Attitude and Community Service Questionnaire for Chinese Respondents

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**Abstract:** This study aimed to construct a questionnaire measuring civic attitude and community service of Chinese respondents. It was conducted using the qualitative data mining approach with the help of ChatGPT. The study is built on the assumption that ChatGPT “has been trained on a vast amount of text data from the Internet, allowing it to generate responses that mimic human language patterns and knowledge” (ChatGPT, 2024). As such, it has been trained on big data and is capable of generating answers that may be better than a manual literature review, which is what is commonly done to do the same task. However, since ChatGPT is not human, its answers must be validated to ensure that the data are not decontextualized or taken out of context. Hence, after the domains, indicators, and questionnaire items corresponding to each indicator were generated by ChatGPT, they were subjected to the evaluation and approval of three political and ideological education teachers from different provinces of China. Items that were not approved by at least one validator were removed from the initial draft of the questionnaire. What remained were deemed adequate for a questionnaire that will later be subject to pre-testing and reliability testing. Thematic and content analysis were used to process the data towards the desired validated questionnaire. Results revealed surprising data on the relevance of leadership skills and civic attitude, and empathic concern and community service. Considerable reduction of questionnaire items per indicator resulted from the removal of more than half of indicators in more than half of the domains provided by ChatGPT after the validation.

**Keywords:** Civic attitude, Community Service, Survey questionnaire, Validation, Chinese respondents

## I. Introduction

Community service holds significant importance for the Chinese government (Li & Fang, 2018) especially in light of recent events such as the COVID-19 pandemic (Ding, Xu, Weise, & Wang, 2022). As China strives to maintain social stability and harmony, community service initiatives play a crucial role in fostering a sense of belonging and responsibility among citizens, thereby reducing social unrest and promoting stability (Ren, 2011). Additionally, in the wake of the pandemic, encouraging volunteerism has become increasingly important for addressing various social issues and supporting vulnerable populations, such as those affected by lockdowns or economic disruptions (Miao, Schwarz, & Schwarz, 2021). Community service programs, ranging from disaster relief to environmental conservation efforts, serve as a vital avenue for addressing these challenges at the grassroots level, complementing government initiatives and policies. Moreover, by promoting civic engagement and community involvement, the Chinese government enhances its legitimacy and credibility among the populace, demonstrating a commitment to addressing societal needs and improving overall well-being in the face of unprecedented challenges (Ma & Cao, 2023).

To address these issues and promote social harmony, the Chinese government has implemented policies and initiatives aimed at fostering community service and volunteerism (Zhao & Lilly, 2021). Expanded social assistance programs target low-income individuals, the elderly, and people with disabilities, relying on

community service to efficiently deliver support, particularly in rural and underserved regions (Chen & Yuan, 2021). Ambitious poverty alleviation campaigns enlist community service initiatives like volunteer teaching and agricultural projects to complement government efforts in impoverished areas (China Daily, 2021). Environmental conservation efforts, including tree planting and waste management projects, engage citizens in local-level sustainability efforts. Challenges associated with an aging population are addressed through community service programs involving youth volunteers providing companionship and assistance to seniors. Furthermore, community-based disaster response and relief efforts play a crucial role in coordinating emergency responses and post-disaster recovery, highlighting the importance of community service in addressing pressing issues and promoting social cohesion within China's evolving socio-economic landscape (Chen et al., 2024).

**Civic attitude in China.** The complexity of civic attitudes in contemporary China is shaped by a multitude of factors, including government policies, socio-cultural norms, economic dynamics, and technological progress. Notably, the Chinese government tightly regulates civil society and public discourse, curtailing freedoms of expression, assembly, and association, thereby monitoring independent civic organizations and stifling dissenting voices (Dirks & Fu, 2022). Government initiatives foster a strong sense of patriotism and nationalism, with citizens displaying high levels of pride and loyalty towards the country and its leadership, facilitated through education and media propaganda (Lin & Jackson, 2022).

While formal avenues for civic participation are limited, segments of the populace, particularly educated urban youth, demonstrate increasing interest in social issues and activism, utilizing online platforms for expression and mobilization, albeit within government-set parameters (Alodat, Al-Qora'n, & Abu Hamoud, 2023). Trust in government institutions remains relatively strong due to perceived effectiveness in economic development and social stability maintenance, though instances of skepticism arise regarding corruption, censorship, and human rights issues (Chen, 2017). Traditional Confucian values like filial piety and social harmony persist alongside evolving social norms influenced by rapid urbanization and economic growth, manifesting in shifting attitudes towards individualism, consumerism, and materialism (Yang, 2023).

**Changing civic attitude and community service in China.** The civic attitude of the Chinese people significantly influences their community service actions in various ways. Firstly, the government's pervasive influence, through education and propaganda campaigns, shapes civic attitudes by emphasizing patriotism, nationalism, and social harmony. Consequently, many individuals may view volunteering as a means of demonstrating loyalty to the state and contributing to collective welfare. Secondly, high levels of trust in government institutions and a sense of societal duty can motivate participation in government-led community service programs, perceived as contributions to the greater good and social stability. However, limitations on civic freedoms, with stringent control over civil society and dissent, may deter some from engaging in independent or politically sensitive community service activities, opting instead for officially sanctioned projects to avoid scrutiny. Thirdly, rooted in traditional Chinese values of filial piety and community solidarity, individuals feel a strong obligation to support neighbors, uphold social norms of mutual assistance, and maintain collective responsibility.

Moreover, as China undergoes rapid socioeconomic changes, including urbanization and globalization, attitudes towards community service evolve, with increasing recognition of individual rights, personal fulfillment, and social justice issues. This evolving mindset may inspire individuals to engage in community service to express their values and contribute positively to society. Ultimately, the civic attitude of the Chinese people significantly shapes their motivations, preferences, and participation in community service, influenced by government influence, societal expectations, and evolving personal values.

**Civic attitude and community service in China during the COVID-19 pandemic.** The COVID-19 pandemic has profoundly affected the civic attitude and community service landscape in China in several ways.

It sparked a surge of volunteerism and solidarity among citizens, who rallied to support frontline healthcare workers, assist vulnerable populations, and contribute to pandemic response efforts through activities such as delivering groceries to the elderly and manufacturing PPE. Likewise, the Chinese government led extensive initiatives to combat the virus, mobilizing resources, deploying medical teams, implementing strict lockdown measures, and conducting mass testing and contact tracing, with widespread citizen participation. In addition, the pandemic accelerated the adoption of digital technologies for community service and civic engagement, with apps facilitating volunteer coordination and virtual volunteering opportunities emerging as popular options. Furthermore, COVID-19 prompted a reevaluation of societal values, emphasizing collective action, civic responsibility, and discussions about healthcare reform and crisis preparedness. Despite disruptions, Chinese communities demonstrated resilience and adaptability, with volunteer organizations shifting focus to provide mental health support, combat misinformation, and promote unity. Hence, the COVID-19 pandemic has fostered solidarity, encouraged innovation, reinforced civic responsibility, and highlighted the importance of collective action, demonstrating the resilience and mobilization capacity within Chinese society.

**Statement of the Problem.** This study aimed to construct a questionnaire measuring civic attitude and community service of Chinese respondents. Specifically, it aimed to answer the following questions: (1) What are the domains and indicators of civic attitude and community service? (2) What among the domains and indicators do political and ideological teachers in China consider relevant or irrelevant for the Chinese university students? (3) What items constitute a valid and reliable survey questionnaire measuring civic attitude and evaluating community service of university students in China?

**Study Framework.** This study sought to create a questionnaire measuring civic attitude and community service suitable for Chinese respondents. Figure 1 below shows the concepts that are relevant to this study.

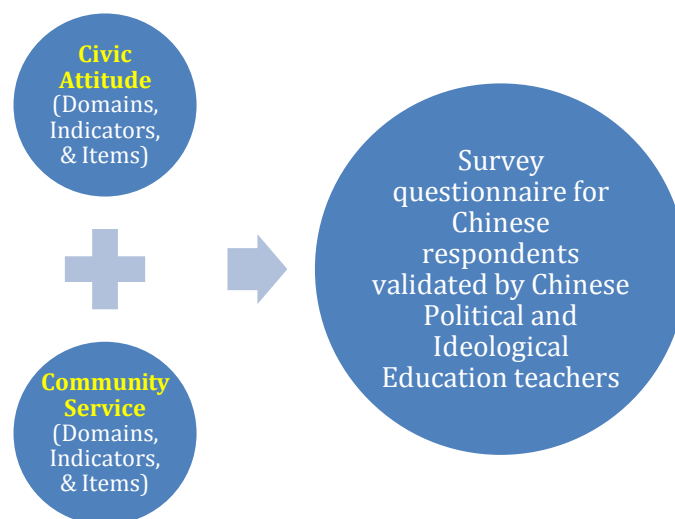


Figure 1  
Study Framework

## II. Methodology

This study was conducted using the qualitative data mining approach with the help of ChatGPT. The study is built on the assumption that ChatGPT “has been trained on a vast amount of text data from the Internet, allowing it to generate responses that mimic human language patterns and knowledge” (ChatGPT, 2024). As such, it has been trained on big data and is capable of generating answers that may be better than a manual

literature review, which is what is commonly done to do the same task. However, since ChatGPT is not human, its answers must be validated to ensure that the data are not decontextualized or taken out of context. Hence, after the domains, indicators, and questionnaire items corresponding to each indicator were generated by ChatGPT, they were subjected to the evaluation and approval of three political and ideological education teachers from different provinces of China. Items that were not approved by at least one validator were removed from the initial draft of the questionnaire. What remained were deemed adequate for a questionnaire that will later be subject to pre-testing and reliability testing. Thematic and content analysis were used to process the data towards the desired validated questionnaire.

### III. Results

#### Domains and indicators of civic attitude and community service

**Domains and indicators of Civic Attitude.** Based on the ChatGPT search, there are five domains that constitute a system that shape Civic Engagement. Under Civic Engagement, there are six indicators: Attitudes towards Civic Principles, (2) Attitudes Toward Civic Issues and Institutions, (3) Attitudes Toward Civic Roles and Identities, (4) Experiences with Engagement, (5) Dispositions Toward Engagement, and (6) Expected Future Engagement.

Following Civic Engagement is Political Awareness which has only one indicator - Universal and Equal Suffrage and Being Elected, Holding Office, and Performing Public Functions. The third domain is Leadership Skills which has 20 indicators, as follows: (1) Communication Skills, (2) Teamwork Skills, (3) Motivational Skills, (4) Analytical Skills, (5) Problem-solving Skills, (6) Decision-making Skills, (7) Conflict Resolution Skills, (8) Empathy, (9) Compassion, (10) Confidence, (11) Integrity, (12) Honesty, (13) Mentoring Skills, (14) Willingness to learn, (15) Delegating Skills, (16) Organizational skills, (17) Creativity, (18) Strategic Planning Skills, (19) Emotional Intelligence, and (20) Adaptability.

The fourth domain is Social Justice with four indicators. They are as follows: (1) Equality, (2) Need, (3) Equity, and (4) Entitlement. The fifth domain is Diversity which has ten indicators, namely, (1) Demographic Characteristics, (2) Representation, (3) Inclusion, (4) Accessibility, (5) Education and Awareness, (6) Equity and Fairness, (7) Cultural Competence, (8) Language Diversity, (9) Geographic Diversity, and (10) Intersectionality.

The emergent number of statements per indicator generated by ChatGPT are presented in Table 1. The greatest number of statements per indicator came from Leadership Skills with 49, followed by Civic Engagement (34), Diversity (20), Social Justice (12), and Political Awareness (5). It can be assumed that by the distribution of items alone per domain, leadership Skills is the most multidimensional among the other domains.

Table 1  
*Summary of domains, indicators, and statements under Civic Engagement*

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
Civic Engagement	6	Attitudes towards Civic Principles	8	34
		Attitudes Toward Civic Issues and Institutions	6	
		Attitudes Toward Civic Roles and Identities	4	
		Experiences with Engagement	8	

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
		Dispositions Toward Engagement	4	
		Expected Future Engagement	4	
Political Awareness	1	Universal and Equal Suffrage and Being Elected, Holding Office, and Performing Public Functions	5	5
		Communication Skills	12	
		Teamwork Skills	2	
		Motivational Skills	2	
		Analytical Skills	1	
		Problem-solving Skills	2	
		Decision-making Skills	2	
		Conflict Resolution Skills	2	
		Empathy	2	
		Compassion	2	
Leadership Skills	20	Confidence	2	49
		Integrity	2	
		Honesty	2	
		Mentoring Skills	3	
		Willingness to Learn	1	
		Delegating Skills	2	
		Organizational skills	2	
		Creativity	2	
		Strategic Planning Skills	2	
		Emotional Intelligence	2	
		Adaptability	2	
Social Justice	4	Equality	3	12
		Need	3	
		Equity	3	

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
Diversity	10	Entitlement	3	20
		Demographic Characteristics	2	
		Representation	2	
		Inclusion	2	
		Accessibility	2	
		Education and Awareness	2	
		Equity and Fairness	2	
		Cultural Competence	2	
		Language Diversity	2	
		Geographic Diversity	2	
Intersectionality	2			

**Domains and indicators of community service.** The ChatGPT search resulted in four domains: (1) Community Problem-Solving Ability, (2) Self-Efficacy, (3) Empathetic Concern, and (4) Service Learning. Each domain produced 12 indicators corresponding to the same number of survey items, with one item per indicator. The emergent number of statements per indicator generated by ChatGPT are presented in Table 2. All domains correspond to a statement distribution of one statement per domain, resulting in 12 survey statements for all domains under Community Service. Equal distribution of items across indicator per domain implies that they are all equally multidimensional.

Table 2  
*Summary of domains, indicators, and statements under Community Service*

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
Community Problem-Solving Ability	12	Community Engagement	1	12
		Collaborative Networks	1	
		Problem Identification	1	
		Data Collection and Analysis	1	
		Resource Mobilization	1	
		Solution Development	1	
		Implementation and Action	1	

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
		Evaluation and Learning	1	
		Sustainability	1	
		Inclusivity and Equity	1	
		Leadership and Governance	1	
		Community Resilience	1	
		Initiative and Proactivity	1	
		Persistence and Resilience	1	
		Confidence in Abilities	1	
		Goal Setting and Achievement	1	
		Adaptability and Problem-Solving	1	
<b>Self-Efficacy</b>	12	Collaboration and Leadership	1	12
		Impact and Effectiveness	1	
		Feedback and Reflection	1	
		Empowerment and Agency	1	
		Inspiration and Role Modeling	1	
		Continuous Learning and Growth	1	
		Satisfaction and Fulfillment	1	
		Compassionate Engagement	1	
		Personal Connection and Empathy	1	
		Empathic Listening and Support	1	
<b>Empathic Concern</b>	12	Responsive and Attentive Assistance	1	12
		Sensitive to Diversity and Inclusion	1	
		Empowering and Dignity-Enhancing	1	
		Emotional Resonance and Connection	1	
		Conflict Resolution and Mediation	1	

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
		Advocacy for Vulnerable Populations	1	
		Collaborative Problem-Solving	1	
		Cultivation of Empathy in Others	1	
		Long-Term Relationship Building	1	
		Integration of Academic Learning and Community Service	1	
		Mutually Beneficial Partnerships	1	
		Reflective Practice and Critical Thinking	1	
		Empowerment and Agency	1	
		Civic Engagement and Leadership Development	1	
		Lifelong Commitment to Social Justice	1	
Service Learning	12	Enhanced Interpersonal and Communication Skills	1	12
		Cultural Competence and Diversity Awareness	1	
		Real-World Problem-Solving	1	
		Ethical Reflection and Social Responsibility	1	
		Long-Term Impact and Sustainable Solutions	1	
		Evaluation and Continuous Improvement	1	

**Relevant domains, indicators, and statements under Civic Attitude according to selected political and ideological teachers in China**

Table 3 highlights the relevance of all five domains of Civic Attitude among selected teachers, with Civic Engagement emerging as the most multidimensional, encompassing 10 accepted survey items corresponding to four indicators, followed by Social Justice with six accepted survey items covering all four indicators. Diversity, Leadership, and Political Awareness have three, two, and one validated indicator(s), respectively. In terms of survey items, Civic Attitude leans heavily towards Civic Engagement (10 items), followed by Social Justice (six items), Diversity (four items), and Political Awareness and Leadership Skills (three items each) (Korich & Fields, 2023; ChatGPT, 2024).

Civic engagement, crucial for community welfare and addressing public issues, spans various actions such as voting, volunteering, and local project involvement, with research emphasizing its role in cultivating good citizenship, advancing environmental protection, and promoting public health (Ekman & Amna, 2022; Kedrowski, 2022). Despite declining formal institutional engagement, small groups still hold significant societal



influence, particularly among youth, where civic engagement fosters developmental benefits and social activism (Ekman & Amna, 2022; Kedrowski, 2022). Social justice, essential for promoting the common welfare and equality, is dynamic, aiming to address socio-economic inequalities through legislation and equal access (Prakash, 2015; Singh, 2015; Babicki, 2017; Barak, 2015).

Table 3  
 Summary of domains, indicators, and statements under Civic Attitude after Validation

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
Civic Engagement	4	<b>Attitudes towards Civic Principles</b>	4	10
		<b>Attitudes Toward Civic Issues and Institutions</b>	2	
		<b>Attitudes Toward Civic Roles and Identities</b>	2	
		Experiences with Engagement	0	
		<b>Dispositions Toward Engagement</b>	2	
		Expected Future Engagement	0	
Political Awareness	1	Universal and Equal Suffrage and Being Elected, Holding Office, and Performing Public Functions	3	3
Leadership Skills	2	Communication Skills	0	3
		Teamwork Skills	0	
		Motivational Skills	0	
		Analytical Skills	0	
		Problem-solving Skills	0	
		Decision-making Skills	0	
		Conflict Resolution Skills	0	
		Empathy	0	
		Compassion	0	
		<b>Confidence</b>	2	
		<b>Integrity</b>	1	
		Honesty	0	
		Mentoring Skills	0	
Willingness to Learn	0			
Delegating Skills	0			
Organizational skills	0			

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
		Creativity	0	
		Strategic Planning Skills	0	
		Emotional Intelligence	0	
		Adaptability	0	
Social Justice	4	<b>Equality</b>	2	6
		<b>Need</b>	2	
		<b>Equity</b>	1	
		<b>Entitlement</b>	1	
Diversity	3	<b>Demographic Characteristics</b>	1	4
		<b>Representation</b>	2	
		Inclusion	0	
		Accessibility	0	
		Education and Awareness	0	
		Equity and Fairness	0	
		Cultural Competence	0	
		Language Diversity	0	
		Geographic Diversity	0	
<b>Intersectionality</b>	1			

Comparing the first draft from ChatGPT and the validated version (see Table 4), Political Awareness was the most aligned/consistent with the former (with three out of the five items remaining corresponding to 60% consistency with the former). Social Justice follows with 50%; Civic Engagement, Diversity and Leadership Skills (29%, 20%, and six percent, respectively). Ninety-four percent of Leadership Skills indicators were considered irrelevant to Civic Attitude and 80% of the indicators of Diversity were also deemed insignificant by the validators. These findings makemost of the existing body of knowledge on Civic Attitude insignificant.

Surprisingly, Leadership Skills is the least highlighted domain among all the others under Civic Attitude. Of the 20 indicators identified by ChatGPT, only two were considered valid, Confidence and Integrity. Similarly, Diversity ended with only three out of the 10 indicators validated. And yet, existing literature indicates the relationship between leadership skills and civic attitudes is significant (Diaz, et al., 2019), as both concepts are interconnected and can influence each other in various ways. Manning-Ouellette and Hemer (in Pitre, Koch-Patterson, & Price, 2017) showed a positive correlation between leadership development and civic engagement. Nicotera et al. (in Manning-Ouellette&Hemer, 2019) discovered that youth engagement in

community action led to the development of leadership skills and positive civic attitudes, emphasizing the interconnectedness between leadership experiences and civic engagement. Nevertheless, because the Chinese validators think otherwise, the need to validate non-Chinese instruments prior to implementation in Mainland China is highlighted.

Table 4

Summary of domains, indicators, and statements under Civic Attitude before and after Validation

Domains	Number of Indicators	Indicators	Number of Statements before Validation	Number of Statements after Validation	Total Survey Items before Validation	Total Survey Items after Validation
Civic Engagement	4 (67%)	Attitudes towards Civic Principles	8	4	34	10(29%)
		Attitudes Toward Civic Issues and Institutions	6	2		
		Attitudes Toward Civic Roles and Identities	4	2		
		<b>Experiences with Engagement</b>	8	0		
		Dispositions Toward Engagement	4	2		
		<b>Expected Future Engagement</b>	4	0		
Political Awareness	1 (100%)	Universal and Equal Suffrage and Being Elected, Holding Office, and Performing Public Functions	5	3	5	3(60%)
Leadership Skills	2(10%)	<b>Communication Skills</b>	12	0	49	3(6%)
		<b>Teamwork Skills</b>	2	0		
		<b>Motivational Skills</b>	2	0		
		<b>Analytical Skills</b>	1	0		
		<b>Problem-solving Skills</b>	2	0		
		<b>Decision-making Skills</b>	2	0		
		<b>Conflict Resolution Skills</b>	2	0		
		<b>Empathy</b>	2	0		
		<b>Compassion</b>	2	0		
		Confidence	2	2		

Domains	Number of Indicators	Indicators	Number of Statements before Validation	Number of Statements after Validation	Total Survey Items before Validation	Total Survey Items after Validation
		Integrity	2	1		
		<b>Honesty</b>	2	0		
		<b>Mentoring Skills</b>	3	0		
		<b>Willingness to Learn</b>	1	0		
		<b>Delegating Skills</b>	2	0		
		<b>Organizational skills</b>	2	0		
		<b>Creativity</b>	2	0		
		<b>Strategic Planning Skills</b>	2	0		
		<b>Emotional Intelligence</b>	2	0		
		<b>Adaptability</b>	2	0		
		Equality	3	2		
		Need	3	2		
Social Justice	4 (100%)	Equity	3	1	12	6(50%)
		Entitlement	3	1		
		Demographic Characteristics	2	1		
		Representation	2	2		
		<b>Inclusion</b>	2	0		
		<b>Accessibility</b>	2	0		
Diversity	3(33%)	<b>Education and Awareness</b>	2	0	20	4(20%)
		<b>Equity and Fairness</b>	2	0		
		<b>Cultural Competence</b>	2	0		
		<b>Language Diversity</b>	2	0		
		<b>Geographic Diversity</b>	2	0		
		Intersectionality	2	1		

**Relevant domains, indicators, and statements under Community Service according to selected political and ideological teachers in China**

Table 5 reveals that the selected teachers consider all the four domains of Community Service relevant. However, **Community Problem-Solving Ability** emerged as the most multidimensional, with five accepted survey items corresponding to five indicators (out of the 12 identified by ChatGPT). Self-efficacy and Service Learning follow with three validated indicators, and Empathic Concern with two. In terms of survey items, Community Service leans heavily towards Community Problem-Solving (with five) items; Self-efficacy and Service Learning (with three items each), and Empathic Concern (with only two).

Table 5  
 Summary of domains, indicators, and statements under Community Engagement after Validation

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
Community Problem-Solving Ability	5	<b>Community Engagement</b>	1	5
		<b>Collaborative Networks</b>	1	
		<b>Problem Identification</b>	1	
		Data Collection and Analysis	0	
		<b>Resource Mobilization</b>	1	
		Solution Development	0	
		Implementation and Action	0	
		Evaluation and Learning	0	
		<b>Sustainability</b>	1	
		Inclusivity and Equity	0	
		Leadership and Governance	0	
		Community Resilience	0	
Self-Efficacy	3	<b>Initiative and Proactivity</b>	1	3
		<b>Persistence and Resilience</b>	1	
		Confidence in Abilities	0	
		Goal Setting and Achievement	0	
		<b>Adaptability and Problem-Solving</b>	1	
		Collaboration and Leadership	0	
		Impact and Effectiveness	0	

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
		Feedback and Reflection	0	
		Empowerment and Agency	0	
		Inspiration and Role Modeling	0	
		Continuous Learning and Growth	0	
		Satisfaction and Fulfillment	0	
		<b>Compassionate Engagement</b>	1	
		<b>Personal Connection and Empathy</b>	1	
		Empathic Listening and Support	0	
		Responsive and Attentive Assistance	0	
		Sensitive to Diversity and Inclusion	0	
<b>Empathic Concern</b>	2	Empowering and Dignity-Enhancing	0	2
		Emotional Resonance and Connection	0	
		Conflict Resolution and Mediation	0	
		Advocacy for Vulnerable Populations	0	
		Collaborative Problem-Solving	0	
		Cultivation of Empathy in Others	0	
		Long-Term Relationship Building	0	
		<b>Integration of Academic Learning and Community Service</b>	1	
		<b>Mutually Beneficial Partnerships</b>	1	
		Reflective Practice and Critical Thinking	0	
Service Learning	3	Empowerment and Agency	0	3
		Civic Engagement and Leadership Development	0	
		Lifelong Commitment to Social Justice	0	
		Enhanced Interpersonal and Communication Skills	0	

Domains	Number of Indicators	Indicators	Number of Statements	Total Survey Items
		<b>Cultural Competence and Diversity Awareness</b>	1	
		Real-World Problem-Solving	0	
		Ethical Reflection and Social Responsibility	0	
		Long-Term Impact and Sustainable Solutions	0	
		Evaluation and Continuous Improvement	0	

Comparing the first draft from ChatGPT and the validated version (see Table 5), Community Problem-Solving Ability was the most aligned/consistent with the former (with five out of the 12 items remaining corresponding to 42% consistency with the former). Eighty-three percent of the indicators of Empathic Concern, 75% of the indicators of Self-efficacy and Service Learning, and 58% of the indicators of Community Problem Solving Ability were considered irrelevant by the validators to the Chinese context. This has volumes to say about how different the Chinese context is compared to the other contexts on which much of body of knowledge on community service is anchored.

Community Problem-Solving Ability refers to the capacity of a group or community to collaboratively identify, analyze, and resolve issues or challenges within their social environment (Zunarni, Sakina, Kusumaningrum, & Dewi, 2022). This ability involves engaging in discussions, sharing knowledge, and working together towards finding effective solutions (Ansori, 2018). Studies highlight the importance of instilling collaborative problem-solving skills early on, as they are essential in various aspects of life, including work, community, and family settings (Widodo & Baharudin, 2022). Research on problem-solving abilities in online communities and learning communities demonstrates that engaging in discussions and collaboration can significantly enhance individuals' problem-solving skills.

Self-efficacy and Service Learning follow with 25% each and Empathic Concern coming in last with 17%. Surprisingly, (like Leadership Skills under Civic Attitude) Empathic Concern is the least highlighted domain among all the others under Community Service. Of the 12 indicators identified by ChatGPT, only two were considered valid under Empathic Concern, namely, Compassionate Engagement and Personal Connection and Empathy. And yet, Empathic Concern plays a crucial role in community service activities. Studies have shown that individuals experiencing higher economic threat due to crises are more likely to engage in prosocial behaviors, such as helping others, driven by increased empathic concern (Ortega-Galán, Ruiz-Fernández, & Ortiz-Amo, 2021).

Furthermore, service workers' empathic concern has been linked to reduced burnout and increased engagement in their roles, with deep acting mediating this relationship (Kandakatla, et al., 2022). Additionally, in the context of post-disaster relief work, volunteers who displayed higher levels of empathic concern showed different patterns in adapting to the relief work, influencing mood outcomes positively (Alonso-Ferres, 2020). As such, empathic concern not only motivates individuals to engage in community service but also contributes to their well-being and effectiveness in such activities. Nevertheless, since the validators thought otherwise for China, the need to validate non-Chinese instruments prior to implementation is further strengthened.

Table 6  
 Summary of domains, indicators, and statements under Community Service before and after Validation

Domains	Number of Indicators	Indicators	Number of Statements before Validation	Number of Statements after Validation	Total Survey Items before Validation	Total Survey Items after Validation
Community Problem-Solving Ability	5 (42%)	Community Engagement	1	1	12	5(42%)
		Collaborative Networks	1	1		
		Problem Identification	1	1		
		<b>Data Collection and Analysis</b>	1	0		
		Resource Mobilization	1	1		
		<b>Solution Development</b>	1	0		
		<b>Implementation and Action</b>	1	0		
		<b>Evaluation and Learning</b>	1	0		
		Sustainability	1	1		
		<b>Inclusivity and Equity</b>	1	0		
Self-Efficacy	3 (25%)	Leadership and Governance	1	0	12	3(25%)
		Community Resilience	1	0		
		Initiative and Proactivity	1	1		
		Persistence and Resilience	1	1		
		<b>Confidence in Abilities</b>	1	0		



Domains	Number of Indicators	Indicators	Number of Statements before Validation	Number of Statements after Validation	Total Survey Items before Validation	Total Survey Items after Validation
		<b>Goal Setting and Achievement</b>	1	0		
		Adaptability and Problem-Solving	1	1		
		<b>Collaboration and Leadership</b>	1	0		
		<b>Impact and Effectiveness</b>	1	0		
		<b>Feedback and Reflection</b>	1	0		
		<b>Empowerment and Agency</b>	1	0		
		<b>Inspiration and Role Modeling</b>	1	0		
		<b>Continuous Learning and Growth</b>	1	0		
		<b>Satisfaction and Fulfillment</b>	1	0		
		Compassionate Engagement	1	1		
		Personal Connection and Empathy	1	1		
		<b>Empathic Listening and Support</b>	1	0		
		<b>Responsive and Attentive Assistance</b>	1	0		
<b>Empathic Concern</b>	2 (17%)	<b>Sensitive to Diversity and Inclusion</b>	1	0	12	2(17%)
		<b>Empowering and Dignity-Enhancing</b>	1	0		
		<b>Emotional Resonance and Connection</b>	1	0		
		<b>Conflict Resolution and Mediation</b>	1	0		

Domains	Number of Indicators	Indicators	Number of Statements before Validation	Number of Statements after Validation	Total Survey Items before Validation	Total Survey Items after Validation
		<b>Advocacy for Vulnerable Populations</b>	1	0		
		<b>Collaborative Problem-Solving</b>	1	0		
		<b>Cultivation of Empathy in Others</b>	1	0		
		<b>Long-Term Relationship Building</b>	1	0		
		Integration of Academic Learning and Community Service	1	1		
		Mutually Beneficial Partnerships	1	1		
		<b>Reflective Practice and Critical Thinking</b>	1	0		
		<b>Empowerment and Agency</b>	1	0		
		<b>Civic Engagement and Leadership Development</b>	1	0		
Service Learning	3 (25%)	<b>Lifelong Commitment to Social Justice</b>	1	0	12	3(25%)
		<b>Enhanced Interpersonal and Communication Skills</b>	1	0		
		Cultural Competence and Diversity Awareness	1	1		
		<b>Real-World Problem-Solving</b>	1	0		
		<b>Ethical Reflection and Social Responsibility</b>	1	0		

Domains	Number of Indicators	Indicators	Number of Statements before Validation	Number of Statements after Validation	Total Survey Items before Validation	Total Survey Items after Validation
		<b>Long-Term Impact and Sustainable Solutions</b>	1	0		
		<b>Evaluation and Continuous Improvement</b>	1	0		

**Items constituting a Chinese-validated survey questionnaire on civic attitude and community service**

Table 7 shows the validated version of the questionnaire measuring Civic Attitude among the Chinese with 33 items. The statements were constructed as self-reports. Attitudes, being a person's agreement or disagreement with ideas, were treated as such using the 4-point Likert scale (ranging from 1, meaning completely disagree, to 4, meaning completely agree).

Table 7  
 Validated Questionnaire on Civic Attitude

4 – Completely agree; 3 – Agree; 2 – Disagree; 1 – Completely disagree

<b>Chinese Civic Attitudes</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
We advocate for equal rights and opportunities for immigrants and non-immigrants alike, recognizing the importance of inclusivity and diversity in society.				
We believe in the inherent dignity and worth of all ethnic groups and advocate for equal rights and opportunities for everyone, irrespective of ethnic background.				
We condemn all forms of discrimination and strive to create an inclusive environment where everyone feels respected and valued, free from prejudice and bias.				
We reject corrupt practices in all forms and advocate for transparency, accountability, and the rule of law to combat corruption and promote ethical governance.				
We recognize the importance of political engagement and strive to hold our political systems accountable, advocating for transparency, fairness, and representation.				
We believe in the importance of trustworthy institutions that uphold integrity, competence, and accountability, fostering confidence and stability in society.				
As we envision our individual futures, we recognize the interconnectedness of our aspirations with the well-being of our communities and societies, inspiring us to strive for personal success while also contributing to the greater good.				
Our expectations for our individual futures are shaped by a desire for fulfillment, purpose, and prosperity, driving us to pursue opportunities for growth, self-improvement, and meaningful impact in our respective societies.				
We are deeply invested in political and social issues that shape our communities and the world, recognizing the importance of informed engagement and advocacy to effect meaningful change.				
Our interest in political and social issues drives us to stay informed, participate in discussions, and act on issues that impact our lives and the lives of others, demonstrating our commitment to civic responsibility and social justice.				
We believe in the power of empathetic and sympathetic listening, as it fosters understanding, builds trust, and strengthens interpersonal connections, allowing us				

<b>Chinese Civic Attitudes</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
to genuinely connect with others and validate their experiences.				
We advocate for assertive communication that allows us to confidently express our ideas, assert our rights, and advocate for our needs, while also respecting the perspectives and boundaries of others.				
We prioritize adaptability and effective communication in group settings, fostering shared situational awareness, collaboration, and collective problem-solving, to achieve common goals and strengthen team cohesion.				
We employ business etiquette, reasoned negotiation, and positive political skills in interpersonal communication, fostering friendly and collaborative relationships, building coalitions, and achieving mutually beneficial outcomes through persuasion, diplomacy, and integrity.				
We advocate for legislation that ensures inclusive political and electoral systems, guaranteeing the rights of persons with disabilities to vote, stand for elections, and hold public office on an equal basis with others, thereby fostering democratic participation and representation for all.				
We support the establishment and application of accessibility standards for voting procedures, facilities, and materials, ensuring that persons with disabilities can fully participate in the electoral process, exercise their right to vote independently, and have their voices heard in shaping the future of our societies.				
We engage in awareness-raising campaigns and training activities to promote the political and public participation of persons with disabilities, combat stereotypes and prejudices, and foster inclusion in electoral processes and public life, fostering a more inclusive and representative democracy.				
We advocate for increased representation of persons with disabilities in public institutions, including national and local legislatures, public service, and judiciary, reflecting the diversity of our societies and ensuring that decisions are inclusive, responsive, and representative of all citizens.				
Civic leaders are passionate about inspiring and motivating others to reach their full potential.				
Civic leaders are decisive and confident in their decision-making, weighing all available information and considering the potential impact on stakeholders.				
Civic leaders have confidence in their abilities and vision as a leader, inspiring trust and instilling confidence in others.				
Civic leaders embrace challenges with optimism and resilience, believing in their collective capacity to overcome obstacles.				
Civic leaders earn the trust and respect of their team through honesty, transparency, and consistency in their words and actions.				
We believe in a just society where benefits and burdens are allocated according to individuals' current contributions and efforts, ensuring fairness and accountability in the distribution of resources and opportunities.				
We advocate for a society where income and wealth are equally distributed among all members, promoting economic equality and reducing disparities that perpetuate social injustice.				
We believe in a just society that prioritizes the well-being of those who are poor and needy, providing support and resources to ensure their basic needs are met and they have opportunities for advancement.				
We believe in a just society where all individuals have access to sufficient nutrition, shelter, clothing, education, and medical care, ensuring that no one is left behind or deprived of essential resources.				
We advocate for a just society where differences in income and assets reflect performance differences between people, ensuring that rewards are based on merit rather than privilege or favoritism.				
We support the idea that people on higher levels of society may have better living conditions than those on lower levels, as long as this disparity is not unfairly perpetuated or exacerbated by systemic injustice.				

<b>Chinese Civic Attitudes</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Embracing diversity means recognizing and celebrating the richness of our differences in race, religion, sexual orientation, and socioeconomic status.				
We are committed to fostering an inclusive environment where all voices are heard and represented, reflecting the diversity of our population.				
We strive for equitable representation across all levels of leadership, ensuring that decision-making bodies reflect the diversity of our community.				
By considering intersectionality, we can better understand and address the complex and interconnected nature of diversity and inequality.				

Table 8 shows the validated version of the questionnaire measuring Community Service Outcomes among the Chinese with 13 items. The statements were constructed as self-reports. Community Service, being difficult to measure, were formulated to refer to outcomes that are observable and dependent on actual community service engagement, also using the 4-point Likert scale ranging from 1, meaning never, to 4, meaning always.

Table 8  
*Validated Questionnaire on Community Service Outcomes*

**4 – Always; 3 – Frequently; 2 – Seldom; 1 – Never**

<b>Chinese Community Service Outcomes</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
I have a strong sense of collective responsibility and ownership towards addressing local issues				
I have a cohesive approach to problem-solving, leveraging diverse expertise and resources for maximum impact				
I have a cohesive approach to problem-solving, leveraging diverse expertise and resources for maximum impact				
I have resilience and ability to leverage external support to address identified problems effectively				
I have long-term vision and dedication to building enduring solutions that withstand changing circumstances				
I have a strong sense of initiative and proactivity, taking the lead in identifying needs and initiating impactful projects				
I have persistence and resilience in the face of challenges, believing in their ability to overcome obstacles and make a difference.				
I have adaptability and effective problem-solving skills, readily adjusting strategies and seeking innovative solutions to address emerging challenges.				
I have a genuine and compassionate engagement in community service, driven by a deep understanding of and concern for the needs and struggles of others.				
I have meaningful personal connections with the individuals and communities they serve, demonstrating genuine empathy and understanding of their experiences.				
I apply theoretical knowledge in real-world contexts while addressing community needs.				
I have collaborated and shared learning experiences that contribute to positive social change.				
I recognize and respect the cultural backgrounds, experiences, and perspectives of others within the community.				

#### **IV. Discussion**

##### **Contradictory findings after Validation**

**Civic Attitude (variable) and Leadership Skills (domain).** The validation process revealed contradictions to usual findings about the variable Civic Attitude and its domain Leadership Skills. In the case

of Civic Attitude, Leadership Skills was found not the most relevant. This is contrary the known relationship between leadership skills and civic attitude.

**Leadership influencing Civic Attitude.** Leaders often serve as role models for others, demonstrating values, behaviors, and attitudes that shape civic attitudes within communities. Effective leaders who exhibit qualities such as integrity, empathy, and civic responsibility can inspire others to adopt similar attitudes and engage in positive civic behaviors (Muller, 2023). Leadership skills such as effective communication, persuasion, and influence can shape civic attitudes by framing issues, conveying messages, and mobilizing support for particular causes or initiatives (Druckman, 2022). Leaders who effectively communicate the importance of civic engagement and civic responsibilities can influence public opinion and attitudes towards civic participation (Yiyi, Gang, Yo, & Yang, 2017). Leaders who empower individuals to participate in civic activities, voice their opinions, and take action on community issues can foster a sense of efficacy and ownership in civic matters, leading to more positive civic attitudes (Gearhart, 2023). Leaders who promote cooperation and collaboration among community members can cultivate a sense of solidarity and collective responsibility, leading to more positive attitudes towards working together for the common good (Vera & Chavez, 2022). Leaders who encourage innovation, experimentation, and proactive problem-solving can inspire a sense of optimism and efficacy in addressing civic issues, leading to more positive civic attitudes (Koziol-Nadolna, 2020). Leaders who promote inclusivity and diversity in civic engagement efforts can foster a sense of belonging and representation among community members, leading to more positive civic attitudes among different demographic group (GGI Insights, 2024).

**Leadership Skills and China.** There are many reasons why leadership skills should figure more into the survey with more items. China has made significant investments in education and professional development in recent decades (Guo, Huang, & Zhang, 2019). Many Chinese individuals have access to educational opportunities that foster leadership skills, including formal schooling, vocational training, and executive education programs. China's rapid economic growth has led to the emergence of a dynamic business environment and entrepreneurial activity (Yu, 2014), with many Chinese professionals assuming leadership roles in various industries (Han, et al., 2023). Leadership skills are also cultivated within China's political system, where individuals rise through the ranks of the Chinese Communist Party (CCP) and government bureaucracy (Kong, 2022) as the CCP places a strong emphasis on leadership training and ideological education for its members and officials. Confucian values have historically influenced leadership norms in Chinese society (Torre, 2023) but Western management theories and practices are now being incorporated (Yu, 2022). As China continues to play an increasingly influential role on the global stage, the development of effective leadership capabilities will remain a priority for individuals and organizations seeking to thrive in the Chinese context. And yet, the validation results seem to say the opposite.

**Community Service (variable) and Empathic Concern (domain).** The validation process revealed contradictions to usual findings about the variable Community Service and its domain Empathic Concern. In the case of Community Service, Empathic Concern was found not the most relevant. This is contrary the known relationship between the two. Empathic concern and community service are found to be closely intertwined (Wang, 2018), often existing in a symbiotic relationship where one reinforces the other. Empathic concern refers to the ability to understand and share the feelings of others, particularly when they are experiencing hardship or distress (Batson, 2023). Community service, on the other hand, involves actively participating in activities or initiatives that benefit the community or individuals within it (Sparks, 2023).

**Empathic Concern Driving Community Service.** Empathic concern often serves as a primary motivator for engaging in community service (Zickfield, et al., 2017). Empathic concern enables individuals to better understand the needs of their community members (Riess, 2017) and this understanding guides them in identifying areas where their service can have the greatest impact and addressing the most pressing needs of the

community (Mande, 2022). Empathic concern and community service play crucial roles in promoting social cohesion and unity within communities because when individuals come together to support one another through acts of service, it cultivates a sense of belonging and shared responsibility (Kim, 2024). Engaging in community service can further develop empathic concern and emotional intelligence (Samuel, 2019). Empathic concern and community service are deeply interconnected, with empathic concern often serving as a driving force behind individuals' involvement in service activities. However, the validation seems to say that their interconnectedness is not quite strong in China.

***Empathic Concern in China.*** There are many reasons to believe that Empathic Concern is at the heart of Chinese society. Traditional Chinese culture places value on concepts such as filial piety (Spielman, 2012), harmony (Micunovic, 2019), and collectivism (Zhou, 2002), which can contribute to a strong sense of empathy and concern for others within familial and social circles. The Chinese government has implemented various social welfare programs aimed at addressing poverty, healthcare, education, and other societal issues and these initiatives may contribute to fostering empathy and social cohesion by promoting collective responsibility and mutual support within society (The State Council Information Office of the People's Republic of China, 2021). However, significant social and economic transformations in recent decades (Ghardirian, 2022), globalization, technological advancements, and exposure to Western ideals (Zurich, n.d.), the widespread use of social media and digital communication platforms (Collins, 2014) in China, may be considered both facilitating and inhibiting empathic concern among the Chinese, especially among the youth. It is possible, then, that empathetic concern has become less prominent as before due to the social changes where Chinese are currently immersed. For China, the, community service nowadays must be uniquely conceived as fueled by other domains. It is wise to suspend initial assumptions about community services, the validation suggests.

**Conclusion.** The contradictions highlighted in the validation of survey questionnaires for Chinese respondents have significant implications for instrument design and development:

***Reevaluation of Constructs.*** Researchers should reassess the constructs being measured in survey instruments intended for Chinese respondents. The discrepancies between expected relationships, such as the link between leadership skills and civic attitude, and emergent ones suggest that conventional constructs may not fully capture the cultural nuances or contextual factors influencing attitudes and behaviors in China.

***Cultural Sensitivity.*** Instrument designers need to ensure cultural sensitivity and relevance in the items and constructs included in the surveys. This involves understanding and incorporating cultural values, norms, and perceptions that may influence respondents' attitudes and responses. For example, considering the evolving nature of empathic concern in China due to social and economic changes, items related to this construct may need to be adapted to reflect current societal dynamics.

***Incorporation of Contextual Factors.*** Survey instruments should account for contextual factors that may impact respondents' perceptions and behaviors. This includes considering the influence of government policies, socio-economic conditions, and cultural shifts on attitudes towards civic engagement, leadership, and empathy in China. Instruments should be designed to capture the complexity of these contextual influences accurately.

***Diversification of Domains.*** Given the unexpected findings regarding the relevance of certain domains, such as leadership skills in civic attitude and empathic concern in community service, instrument developers may need to diversify the domains included in surveys. This could involve exploring additional constructs or dimensions that may be more salient for understanding attitudes and behaviors among Chinese respondents.

**Mixed Methods Approaches.** To gain a comprehensive understanding of the factors shaping attitudes and behaviors, researchers may consider employing mixed methods approaches that combine quantitative surveys with qualitative methods such as interviews or focus groups. This allows for a deeper exploration of cultural nuances and contextual influences that may not be captured through survey instruments alone.

**Pilot Testing and Validation.** Prior to widespread implementation, survey instruments should undergo rigorous pilot testing and validation processes specifically tailored to the Chinese context. This involves testing the reliability, validity, and cultural appropriateness of the instrument with a sample of Chinese respondents to ensure its effectiveness and relevance.

In summary, the implications of the contradictions observed in the validation of survey questionnaires for Chinese respondents underscore the importance of designing culturally sensitive, contextually relevant, and empirically validated instruments. By incorporating these considerations into instrument development, researchers can better capture the attitudes, perceptions, and behaviors of Chinese respondents, ultimately enhancing the validity and reliability of survey data collected in cross-cultural research.

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