

Construction of Early Warning and Disposal Mechanism of Public Opinion on Police-related Network under the Background of "Sentiment Indicating Action"

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Abstract: With the continuous development of the Internet and social media, the Internet has gradually become the main position of incident discussion. The particularity of the police makes the police-related online public opinion show the innovative characteristics of increasing number, diverse types, diverse carriers, serious phenomenon of "network trial", and mixed political factors. It is particularly important to establish and improve the integrated mechanism of "sentiment and action" that meets the requirements of modern police development, to accurately warn and deal with police-related online public opinions. Based on the development characteristics of police-related online public opinion stage, this paper analyzes the current practical difficulties in the early warning and disposal of police-related online public opinion, and discusses the method of constructing the early warning and disposal mechanism of police-related online public opinion under the integrated background of "sentiment indication and action", so as to improve the monitoring and coping ability of police for online public opinion, and provide a scientific basis for the governance of police-related online public opinion.

Keywords: "Sentiment" Integration; Police-related Network Public Opinion; Dilemma; Operating Mechanism

1. Introduction

In the great changes that have not been seen in a century, China's national conditions and social conditions will also undergo extensive and profound changes. The country urgently needs to improve the capacity level of social governance under dynamic and informationized conditions. On November 9,

2022, the Ministry of Public Security issued the Opinions on Improving the Integrated Operation Mechanism of "Intelligence, Command, and Action", taking the construction of the integrated mechanism of "sentiment and action" as a strategic, basic, and guiding task in public security reform. It will provide strong support for effectively maintaining national political security and social stability and promoting the modernization of the national governance system and governance capacity. At present, with the rapid development of online "we media", police-related online public opinion shows the development characteristics of gradually increasing number, increasingly rich types, and gradually diversified communication carriers. Moreover, the phenomenon of online trial is becoming increasingly serious, and political factors are mixed in it, which brings great challenges to the current disposal of police-related public opinion. It has become an important issue to be solved urgently in the construction of "Safe China" to explore the integration logic of "sentiment and action" integration and police-related online public opinion handling mechanism, and to construct a police-related public opinion early warning and handling mechanism in accordance with the characteristics of the new media era. Issues related to police-related online public opinion have attracted much attention in academia in recent years. By the end of October 2023, the author conducted a literature search based on the search engine "CNKI". A total of 331 relevant literatures with the keyword "police-related online public opinion" were retrieved, including 201 academic journals, 124 academic dissertations, 4 conference papers and 2 featured journals. In recent years, domestic scholars' research on police-related online public opinion mostly focuses on the

existing problems of police-related online public opinion and the governance countermeasures. Starting from the necessity of the current police-related public opinion mechanism construction, Jin and Jin^[1] put forward the problems of insufficient crisis awareness, low degree of public opinion information sharing and low perfection of relevant laws in the early warning and disposal work of police-related public opinion, and suggested effective prevention and suppression at all stages from the occurrence of public opinion to the spread of public opinion to reduce the scope of influence of public opinion. Yu^[2] focuses on the negative, complex and contradictory characteristics of police-related public opinion, sorts out the difficulties faced in the current governance process, and puts forward countermeasures and suggestions from three aspects: mechanism construction, coping strategies and disposal skills. Based on the existing research, this paper aims to take the integrated reform of "sentiment indicating action" as the guide, and try to propose governance countermeasures from the mechanism level in view of the difficulties existing in the governance process of police-related online public opinion.

2. The Characteristics of Police-Related Network Public Opinion in the Digital Age

In recent years, with the rapid development of online we-media, police-related online public opinions have shown the characteristics of increasing number, increasingly rich types, and gradually diversified communication carriers, and the phenomenon of "network trial" has become increasingly serious.

2.1 The Number of Public Opinions Has Increased

On August 28, 2023, China Internet Network Information Center (CNNIC) released the 52nd Statistical Report on the Development of Internet in China (hereinafter referred to as the Report) in Beijing. According to the report, as of June 2023, the number of Internet users in China reached 1.079 billion, an increase of 11.09 million over December 2022, and the Internet penetration rate reached 76.4%. In the first half of the year, various types of Internet applications in China continued to develop, and the number of users of many types of applications increased to a certain extent.

Among them, the user scale of instant messaging, network video and short video still ranks the top three. As of June, the number of users of instant messaging, network video and short video reached 1.047 billion, 1.044 billion and 1.026 billion, respectively, with user usage rates of 97.1%, 96.8% and 95.2%, respectively. The large scale and high proportion of data represent the continuous expansion of the scale of Chinese netizens. In this context, the number of police-related online public opinions has increased year by year in recent years. For example, the public opinion of "the collision between a police car and a car in Sichuan" this year reflects the contradiction between the police car's right of way and the daily traffic order, as well as the low efficiency of the police in handling accidents and the unfair identification of accident responsibility. The public opinion of "auxiliary police pushing suspects and causing them to fall" reflects the current problems such as no standard system for the management of auxiliary police and little punishment. To sum up. Social hot issues are gradually becoming the focus of public opinion field.

2.2 Increasingly Diverse Types

With the popularization of the Internet, the types of police-related online public opinions are becoming more and more complex. Under normal circumstances, the initial form of police-related public opinion is demand-type public opinion, and groups with demands will seek help with public opinion; with the rapid development of network technology and communication technology, short video platforms provide netizens with comment space, and comments and questioning public opinions appear. In this context, the types of public opinion have become more diverse and complex. According to the introduction of Gao^[3] in the new characteristics of police-related online public opinion in the all-media era and the construction of early warning mechanism of grass-roots public security organs in this article, the common types of public opinion in recent years are demand public opinion, comment public opinion, questioning public opinion and rumor-making public opinion.

2.2.1 Demand-type public opinion

The Internet provides more convenient channels for people to express their demands,

such as the mayor's mailbox, the director's mailbox, and the opinion collection channel. Once the public has objections to the behavior of the police and is ready to report, they can express their reasonable demands through the above channels. For example, after the fermentation of the Pingdingshan Liu Moukun incident, many netizens asked about the results of the incident through various channels to express their reasonable demands. After a year, Liu and his relatives expressed satisfaction with the result of the treatment, and the online public opinion was finally calmed.

2.2.2 Critical public opinion

Due to the rapid development of short video platforms, the scope of each platform for netizens to express their opinions is gradually expanding. Police-related videos often include a lot of subjective comments about the police. Once the police in the process of law enforcement misconduct, there will be more Internet users to publish extreme remarks, to the public security organs and people's police image insult. For example, after the law enforcement recorder video of the "police illegal summons" incident in Chongqing was exposed, it set off layers of waves on the Internet. Many netizens posted sarcastic comments such as "trust China, trust the police" below the video, which damaged the image of Chinese people's public security.

2.2.3 Questioning public opinion

Nowadays, in the era of short video, some we-media news will use controversial editing techniques or take misleading titles in order to attract more traffic in a short time. Qu^[4] elaborated on this point in the research on police-involved online public opinion responses in J City in the all-media era: At present, short video media are mostly driven by interests and seldom pursue the truth. Netizens who strive to be "title party" and are diverted by ambiguous titles or video covers are also easy to be disturbed by such media information, so they will post questions about the people's police in the comment section, which promotes the generation of questioning public opinion.

2.2.4. Disinformation public opinion

The rumour-mongering public opinion comes after the questioning public opinion. Once the questioning voice appears in the environment, many netizens who do not know the truth will pretend to be insiders and reveal their carefully

fabricated news. These people who are often not engaged in public security work in reality, because of their own vanity, or want to experience a sense of identity affirmed by the public, they irresponsibly spread rumors on the Internet. For example, someone recently spread the news on the Internet: "Public security organs arrest large dogs, dog owners can return the dog as long as they pay 5,000 yuan." After the news spread, it caused a heated discussion among dog owners in some areas. Finally, the public security organs imposed administrative penalties on the four people who fabricated the rumors.

2.3 Diverse User Groups and Wide Channels of Transmission

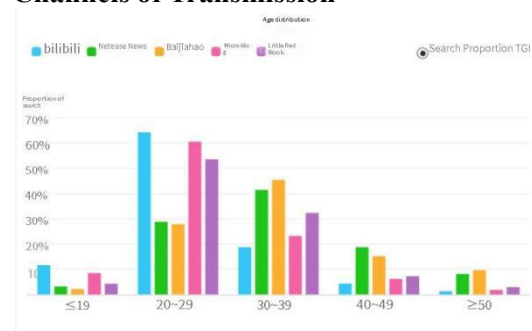


Figure 1 Internet User Demand Statistics Chart

Figure 1 is the author with Baidu index system to make a user age relationship chart about the current mainstream media. According to the analysis of the portraits of mainstream user groups in major media by Baidu Index, it can be concluded that although the mainstream group in the current Internet is young people between 20 and 39 years old, most of them use new media platforms such as Weibo, Bilibili and Tiktok. These new media platforms have gradually become mainstream media with the influx of a large number of young users. By observing the teenagers and middle-aged and elderly groups on both sides of the icon, it can be concluded that many mainstream media users are teenagers who have not established values and middle-aged and elderly users who lack the ability to distinguish truth from falsehood. It can be deduced that this kind of new media with teenagers as the main user takes the hyped drainage in order to obtain large traffic.

2.4 The Phenomenon of "Internet Trial" is becoming more and more Serious

The wind of Internet trial is prevalent, and many people start "Internet judges" on the Internet, making emotional "judgments" against one-sided cases in the case of their own ignorance of the truth. These so-called "judgments" often have no legal basis and are decided at will only based on the mood of the parties. After these public opinion trials relieve the momentary impulse of the "judge", it is easy to cause Internet violence and lead to serious consequences. In Huang's^[5] research on the "post-truth" phenomenon of online public opinion events, emotion is an important part of online public opinion, which is the personal feelings hidden in netizens' comments, forwarding, and liking, and reflects the general situation of social public opinion to a certain extent. However, nowadays, the emotional part of the network public opinion is distorting. From the major events exposed on the network in recent years, there is a phenomenon of "emotion is respected and truth is put behind". For example, "The case of a pink haired girl who committed suicide by Internet violence". The netizens took it upon themselves to judge the girl for her pink hair, spread rumors and perpetrated online violence against the girl. Finally, the girl was so unbearable that she jumped to her death.

2.5 Politics is Involved

In the context of hundred-year changes, various international and domestic risk factors are easily intertwined and superimposed, especially the complexity and sharpness of political and security risks. Some of the unhealthy media controlled by foreign forces spread rumors and slander against the social focus events in our country, and intensified social contradictions. For some young people who have not yet formed correct values and cannot distinguish right from wrong, it is easy to join the team of imitation and expand the scope of influence of public opinion. In January 2022, the video related to the "Fengxian County gave birth to eight children" incident was uploaded to the Internet, which quickly formed large-scale public opinion a few days before the opening ceremony of the 2022 Beijing Winter Olympics. On the one hand, most people, especially the majority of teenagers during the winter vacation, the network interaction is high, accelerating the spread and development of public opinion. On

the other hand, the video is not only widely circulated in China, but also spread on the Internet, which has a negative impact on the national image. From the result, the generation of this public opinion is closely related to political factors. From this point of view, political factors are also a major reason for public opinion.

3. The Significance of the Integrated Reform of "Sentiment Indicating Action" to the Governance of Police-Related Public Opinion

On November 9, 2022, the Ministry of Public Security officially issued the Opinions on Improving the Integrated Operation Mechanism of "Intelligence, Command, and Action", taking the construction of the integrated mechanism of "sentiment and action" as a strategic, basic, and guiding task in public security reform. Wang^[6] proposed in the theoretical thinking of the integration of intelligence and action of public security organs and its mechanism construction: "integration of intelligence and action" refers to a modern police operation mechanism based on intelligence and relying on a digital integration platform to provide effective support for various important links such as data integration, analysis, research and judgment, command and dispatch, public opinion guidance and control, and team management to meet the needs of front-line combat.

3.1 The Integration of Emotion and Action is the Meaning of Constructing Modern Police Operation Mechanism

The primary purpose of the integration of "situation refers to action" is to integrate resources through new technologies, link up and down, break departmental barriers, realize the convergence and integration of data flow, business flow and management flow, and make every effort to promote the construction of modern police mode adapted to the new development stage. The police-related public opinion early warning and disposal mechanism needs to operate under the integrated framework of "sentiment indication and action", and realize the effective release of integrated practical effectiveness by restructuring positioning, clarifying rights and responsibilities, and rationalizing operation. In

view of past police-related public opinion cases, accurate positioning of police-related sensitive risk points, construction of a complete early warning indicator system and early warning model, integration of various police intelligence capture channels and means, accurate collection and reporting of intelligence information clues, push early warning information, and circulation through an integrated platform are the due meaning of the integrated application of "sentiment and action" in police-related public opinion governance.

3.2 The Integration of "Sentiment and Action" is a Practical Need to Promote the High-Quality Development of Police-Related Public Opinion Governance

With the sustained and rapid growth of China's economy and continuous social progress, Internet technology has developed rapidly in China, and the era of "we media" - that is, the era of everyone's voice has arrived. With the advent of the We-media era, everyone can become a news disseminator, and the public can express or share their views and opinions through the Internet anytime and anywhere. Online public opinions can be released and blended most thoroughly in such a free space. However, public security work, with its uniqueness, sensitivity and strong stimulation, is easy to become the focus of public opinion. Once it is spread by the media, it is very easy to spread, ferment, and even induce mass incidents, causing huge public opinion pressure on public security work, and then affecting and damaging the prestige and image of public security organs and human police in the minds of the public. Liu and Yang ^[7] mentioned in the article "Problems and optimization Strategies of police-related public opinion response in China" that police-related public opinion not only has the same common characteristics as other public opinions, such as instant, fast and interactive, but also has its own unique characteristics. The first is high sensitivity, the second is widespread, and the third is the dual nature of the impact. The influence of police-related public opinion on public security work is very important. Therefore, in the era of we-media, how to establish a more scientific, more professional and more efficient police-related public opinion governance mechanism has become a

practical need to promote the high-quality development of public security work. By further promoting the construction of the integrated mechanism of "sentiment indicating action", further integrating resources, precise prevention and improving efficiency, and effectively controlling police-related public opinion in the bud.

3.3 The Integration of "Sentiment Refers to Action" is an Important Part of Promoting the Refinement of Police-Related Public Opinion Governance

At present, public security organs need to improve the ability of security governance under dynamic and informationized conditions, and timely discover and deal with all kinds of contradictions and disputes and hidden risks. Therefore, reshaping the police-related public opinion governance process in the process of integrated reform of "sentiment refers to action" is a reform and innovation of the police-related public opinion response and disposal mechanism supported by a single intelligence department or command department. The application of the integrated reform of "sentiment indicating action" in the governance of police-related public opinion starts from the construction of early warning model and integrates data resources through new technologies to truly achieve accurate early warning; Break the departmental barriers, achieve command efficiency and action synthesis, and truly realize the convergence and integration of data flow, business flow, and management flow. In the article Regulation and Participation: Governance of police-related public Opinion and Development of New Media from the perspective of Governance Community, Chen and Zhu ^[8] mentioned that multiple subjects should cooperate in governance and give full play to their functions and jointly maintain.

4. The Existing Problems of the Current Police-Related Network Public Opinion Early Warning and Disposal Mechanism Under the Background of the Integration of Sentiment Indication and Action

4.1 Data Flow: Low Data Aggregation

The integration of "sentiment and action" requires public security organs to adhere to the guidance of big data and the support of

modern science and technology, and promote the transformation and upgrading of police strategy from offline to online, from traditional to scientific and technological, and from rough to fine. At present, there are data barriers among various departments of public security organs, resulting in low efficiency and difficulty of data transmission. Timely feedback of dynamic data is the basis of constructing scientific information database. As police-related public opinion has the characteristics of fast transmission speed and wide range, it is very necessary to reconstruct from the data flow process reengineering.

4.2 Business Flow: the Police Process is Weakly Related

The integration of "sentiment and action" requires the construction of a new operating mechanism integrating intelligence research and judgment, command and dispatch, early warning and disposal, auxiliary decision-making, and service guarantee, so as to comprehensively improve the quality and efficiency of police operation and synthetic combat capability. At present, the public security organs have not yet formed a complete and connected closed-loop process for the early warning and handling mechanism of police-related online public opinions, and the intelligence departments, command departments and various action units have weak information transmission. First, the data of the intelligence departments have not been accurately researched and determined to provide data support for the command departments; Second, the command precision of the command department is weak, and the public opinion information relies on experience and lacks accurate early warning; Third, police officers in each operation unit have low political sensitivity. In particular, audio-visual materials, written materials and the excitement of the parties in the case, which are easy to cause public opinion, are the significant characteristics of the latency of public opinion. Some police only limited their work to dealing with the case itself, and failed to anticipate and feed back the disposal situation to the intelligence and command departments, thus missing the golden age of public opinion resolution.

4.3 Management Flow: Lack of

Management System Assurance

The management flow in the police-related network public opinion disposal mechanism refers to the command department's management and command of the action department and the deployment of police. Through top-level design and coordination, resource allocation coordination, organic interaction of elements, and compatibility of policy standards, the three systems of intelligence, command, and action can achieve positive interaction at all levels of the organization. On the one hand, the current lack of a large number of guiding documents and insufficient top-level design for the practical application of the integration of "sentiment and action" in police practice leads to deviations in the operation of the overall mechanism, which cannot be effectively solved, resulting in the positive interaction between intelligence departments, command departments and action units according to the actual situation. On the other hand, the command department has the problem of unreasonable hierarchy for the command of the action department. Although the "one report and direct report" system solves the problem of bloated command structure, it increases the work burden of the upper command department and reduces the disposal efficiency of the grass-roots action department .

5. Construction of Police-related Online Public Opinion Early Warning and Disposal Mechanism under the Background of "Sentiment Indicating Action" Integration

The establishment of an integrated mechanism of "intelligence, command, and action" for police-related online public opinion requires public security organs to fully integrate new concepts, new technologies, and new means, and build an operating mechanism that integrates intelligence research and judgment, command and dispatch, early warning, disposal, auxiliary decision-making, and service guarantee. In this context, this paper will build a full guarantee of information delivery in place with big data as the guide and modern science and technology as the support; Reasonable command and dispatch and full integration of resources to deal with police-related online public opinion mechanism. Figure 2 is the diagram of Police-related public opinion early warning

mechanism.

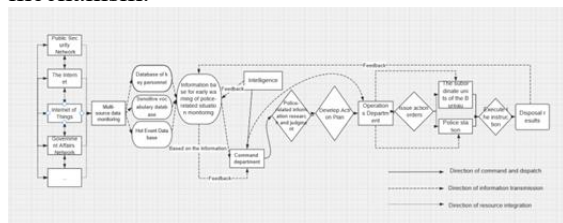


Figure 2 Police-Related Public Opinion Early Warning Mechanism Diagram

5.1 Data Flow: Aggregates Multiple Data Resources

At present, there is a problem of low data collection in the police-related online public opinion early warning and disposal mechanism. In order to solve this problem, this paper puts forward the use of Internet data sharing to promote the construction of police-related public opinion early warning information database. The traditional police-related public opinion early warning mechanism often lacks the setting of this information base, or the information base is limited to a certain department, resulting in the public opinion information cannot be shared, and a large number of accurate and timely information cannot be entered, reducing the accuracy of the information base. Through the construction of early warning information database, it can monitor the Internet, the Internet of Things, the public security network and other networks 24 hours a day, and enter suspicious data.

Secondly, according to different needs, public security organs should strengthen data fusion analysis, adopt online and offline dual collection mode, conduct multi-source data monitoring, and establish diversified databases: key personnel database, sensitive vocabulary database, hot event database and other professional databases. All departments of the public security organs should be dedicated to the database, and while filling the relevant data content with high quality, it can effectively improve the efficiency of data search for units with specific retrieval needs, and avoid "finding a needle in a haystack" retrieval.

Finally, leverage multi-party platforms. For example: set up public security financial media center, configure full-time force management; Coordinate 12345 and other hotline platforms for public opinion monitoring; Public opinion information is collected on the basis of public security we-media forums. In particular,

attention should be paid to the hot issues of people's livelihood, and timely visits should be made to the individual problems that the masses are not satisfied with, and reflection and improvement should be made.

5.2 Business Flow: Reinventing Closed-Loop Policing Processes

The construction of the integrated mechanism of "intelligence, command and action" of online public opinion requires the systematic cooperation of intelligence departments, command departments and action departments. Through police process reengineering, system optimization, building shared database and other measures to anchor practical work and promote high-quality development of work.

In view of the weak correlation of police process in mechanism construction, the public security organs should timely reshape the process and strengthen the closed loop of the process. First, for the sources of early warning information, the intelligence department should conduct multi-platform feedback, comprehensively monitor major network platforms, effectively collect potential public opinion information, and report cases by cases, so that the command department can take further measures based on the information base provided by the intelligence department; The second is to increase the command of the command department, the command department should rely on data driven, adopt the "intelligence + manual" model for research and judgment, and reduce manual experience intervention; Third, we will strengthen personnel training in all departments. In their research on online police-related public opinion from the perspective of overall national security, Zhang and Zhang^[9] mentioned that public security organs should carefully cultivate professional talents, strengthen cooperation with police academies and local colleges and universities, hire police personnel with professional skills, and public security departments should be good at learning and using the Internet, so that the Internet, the largest variable, will become the largest increment for the development of public security undertakings. In the face of police-related public opinion, it is necessary to grasp its development trend in real time, curb its deterioration in a timely manner, and launch a contingency plan to channel and control it in

a timely manner to reduce the negative impact of the public opinion crisis. Strengthen strategic cooperation with Internet enterprises to rationalize the allocation of professional talents. Sun^[10] put forward another solution in the research on the source management of online police-related public opinion - based on the analysis of multiple Weibo hot search cases. Conduct public opinion prevention training for frontline police to strengthen public opinion awareness. As the person responsible for handling the police situation, the front-line police should strengthen their political sensitivity, have certain foresight for the handling of the case, and be able to report and feedback in a timely manner, provide information sources at the first time, and provide directions for the next step.

5.3 Management Flow: Improve the Security Management System

In the current police practice, one is to strengthen the overall structure design, from the perspective of actual management, improve the depth of thought, combine the operation of the mechanism with the current requirements, study and formulate the integrated mechanism of "intelligence, command and action" to build a systematic document, and concentrate on solving the current difficulties such as unclear objectives and not new mechanisms. Standardize the operation of the guidance mechanism, do a good job in the hierarchical management of intelligence, command and action, and improve the operation efficiency.

At the same time, strengthen the top-level design, constantly break through the old pattern, innovative process reengineering. Second, we should pay attention to classified policies and teach students according to their aptitude. The parts that may have deviations are classified and designed to ensure that the mechanism is still feasible in a diversified environment. For example, increase special work funds, and actively strive for social support to break through the constraints of insufficient funds. Third, reasonable allocation of command levels, break through the restrictions set by traditional levels, and build a reasonable and feasible command level guided by the practical requirements of public security, effectively alleviate the pressure of upper departments, while improving the "right

to speak" of disposal for lower departments. Establish a four-level management mechanism of "staring, grasping, reviewing and handling", which is started at by the upper level leaders, personally handled by the bureau leaders in charge of daily affairs, and strictly reviewed by the responsible personnel of each unit to ensure the responsibility and accuracy of the management.

6. Conclusion

In recent years, with the rapid development of online self-media, online police-related public opinion has shown a gradual increase in number, increasingly rich types, and gradually diversified communication carriers, which not only has a bad impact on the current network environment, but also causes conflicts between police and the public and reduces the professional belief of police. For this dilemma, the author organically combines the concept of the integration of sentiment and action with the governance of police-related public opinion, creates a police-related public opinion early warning and disposal mechanism, and analyzes the advantages of the mechanism from three perspectives: data flow, business flow and management flow. This research has positive significance for current police practice.

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