

## Capacity to Serve in Training Activities of Higher Education Institutions, Experimental Assessment at the University of Labor and Social Affairs



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**ABSTRACT:** Following the research approach and design, we clarified the stated objectives. The article evaluates the current situation and service capacity in training activities of higher education institutions. Presenting survey results from 176 learners on the service capacity of staff and lecturers in training activities at the University of Labor and Social Affairs. Based on the survey results, we found that the service capacity of the University of Labor and Social Affairs is highly appreciated by learners. However, there are still some opinions that do not agree with the school's service capacity. These learners believe that the service attitude of some officials and lecturers is not as good as expected. Many learners do not receive timely support in learning activities. They had to wait or contact many times to receive support from the service department during their studies at the University of Labor and Social Affairs. The results of this analysis are very important in proposing solutions to improve the quality and service capacity for learners. We believe that improving service capacity in training activities requires many simultaneous solutions. The solutions we propose include: Organizing professional training for service staff; Assign work professionally and in accordance with staff capacity; Creating learning conditions for trained and retrained staff to improve their professional qualifications; Applying a measurement scale to evaluate service capacity and focusing on building and implementing serious staff and lecturer recruitment policies.

**KEYWORDS:** Higher education institutions; University of Labor and Social Affairs; Service capacity; Training activities.

### 1. INTRODUCTION

The Communist Party of Vietnam [CPV] (2016) clearly pointed out in the Documents of the 12th Party Congress "Synchronously implement mechanisms, policies, and solutions to develop human resources, especially high-quality human resources." meet the requirements of socio-economic development" (pp.296-297). The document also emphasizes "Fundamentally and comprehensively innovating education, training, and improving the quality of human resources" (CPV, 2016, p.77). Staff and lecturers are the key educational human resources of all educational institutions, including higher education institutions. In the process of building, developing, and managing educational institutions, the strategy to improve training quality is always the top task. Improving training quality needs to be done through many factors, including service capacity. Service is evaluated through attitude, behavior, communication ability, skill level, education level, health status, appearance, and age. The service capacity of an educational institution providing training services is reflected in the professional qualifications, service style, and professionalism of staff and teaching staff. Learners will have a higher appreciation for service capacity when the school has a team of staff with standard attitudes and high qualifications, serving them wholeheartedly and thoughtfully. To meet the requirements in the Documents of the 12th Party Congress and Central Resolution 29, the Ministry of Education & Training of Vietnam has issued a new set of standards, suitable to the development situation in the coming times of the country. Vietnam's education. Specifically, Circular No.: 12/2017/TT-BGDĐT, Regulations on quality accreditation of higher education institutions including 25 standards and 111 criteria issued by the Ministry of Education & Training has helped assess the quality of higher education institutions with more rigorous and detailed training. Accordingly, the service factor is evaluated through a team of technicians and staff in sufficient numbers, with professional capacity and periodically provided with professional training to serve effectively for teaching, learning, and scientific research. Research by authors such as Lien (2016), Nguyen & Nguyen (2017), and Anh (2019) has identified that the service capacity of educational institutions providing services has an impact on customer satisfaction and satisfaction learners

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(p.81, p.59, p.62). The research objective is to evaluate the service capacity of staff and lecturers at the experimental research site, the University of Labor and Social Affairs. What is the learner's assessment of the school's current service capacity? Propose solutions for the University of Labor and Social Affairs to improve service capacity in training activities for learners.

### **2. STATUS OF CAPACITY TO SERVE TRAINING ACTIVITIES AT THE UNIVERSITY OF LABOR AND SOCIAL AFFAIRS**

University of Labor and Social Affairs is a university under the management of the Ministry of Labor - Invalids and Social Affairs. Implementing the viewpoint of fundamental and comprehensive innovation in Education and Training in the direction of standardization, modernization, socialization, and democratization. Improve the quality of Education and Training to meet the requirements of national construction and development and international integration. Ministry of Labor - Invalids and Social Affairs issued Decision No. 565/QD-BLDTBXH dated May 5, 2016, of the Minister of Labor - Invalids and Social Affairs on planning for the development of the University of Labor and Social Affairs to 2020 and a vision for 2030. The content of the decision also points out the reform actions that need to be determined to meet the innovation requirements in the school's education and training career. It requires synchronously addressing many factors and coordinating the content tasks that need to be performed, including the task of developing a quality staff that meets professional standards. Meeting the current requirements of education and training innovation as determined by the Document of the 12th Party Congress: "Developing a team of teachers and administrators, meeting the requirements of education and training innovation. Standardize the teaching staff according to each educational level and training level" (CPV, 2016, p.117) and the development plan proposed by the Ministry of Labor - Invalids and Social Affairs. In the annual action plan to improve training quality, the University of Labor and Social Affairs specifies targets for developing staff and lecturers. The school has a policy to attract highly qualified human resources, create conditions and support training funds for officials and lecturers to improve their qualifications. Build a set of indicators to evaluate the capacity of staff and lecturers to include in the annual staff capacity assessment. The Board of Directors has supported connection work and academic exchanges at home and abroad, contributing to improving professional capacity. The University of Labor and Social Affairs has a policy to encourage and invest funds for scientific research activities. In addition, the school plans to develop staff and lecturers in specific fields to meet the training field and society's needs. Enhance professional training for support staff and increase funding for these activities, focusing on training content related to digital transformation increasing the application of digital transformation technologies management and administration software in various fields, and increasing the integration and connectivity between these software. The majority of technicians and service staff are young, dynamic, and creative, grasp work quickly, accurately, and promptly, and are enthusiastic about their work. However, the foreign language skills of the technicians and service staff are still limited. The number of technicians and employees participating in training and fostering skills such as: communication skills, public relations skills, and management skills is not much.

### **3. METHODS**

We used data collection methods and interviews with managers in this study. Collected data includes secondary and primary data. Primary data was collected using survey methods. The research team used questionnaires as the main tool to collect primary data. Questionnaire for learners participating in the survey. The content of the survey was designed to find out the level of learners' assessment of service capacity at the University of Labor and Social Affairs. Five questions in the form of statements "Strongly disagree", "Disagree", "Normal", "Agree" and "Completely agree" about "Service attitude", "Support ability timeliness", "Professional qualifications", "Communication skills of staff and lecturers" and "Appearance of the team serving training activities". The survey process uses a convenience sampling method. The research team directly interviewed and distributed questionnaires. The survey forms were checked, and invalid ones were removed. Along with collecting primary data, to evaluate the current state of service capacity at the University of Labor and Social Affairs for learners, the research team also used a combination of secondary data collection methods. Secondary data sources show a more objective and general view of the research problem and its correlation with other related issues. Our main sources of information collection include: Data published in the Self-Assessment of the University of Labor and Social Affairs; Information from the website of the University of Labor and Social Affairs about the University's overview, vision, mission, goals and news related to the University's educational quality accreditation work. Books, magazines, and electronic news related to experts' assessments of the quality of facilities and service quality for learners. Research projects, seminars, and projects related to the research issue have been published previously. From the appropriate documents we have analyzed and combined with the results obtained from interviews with managers, we use this information as the theoretical basis for the article.

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### 4. EXPERIMENTAL RESEARCH AT THE UNIVERSITY OF LABOR AND SOCIAL AFFAIRS

#### 4.1. Evaluate learners' perceptions of service capacity in training activities at the University of Labor and Social Affairs

With 176 valid surveys compiled by the research team and presented in Table 1. Accordingly, the factor "Service attitude" was rated at an average level by learners. The survey results showed that there were 28 opinions disagreeing with the service attitude of staff and lecturers during training activities. The number of people choosing the normal option is 34 and the number of people choosing to agree and completely agree is 115 people. Some comments from learners show that they received a service attitude that was not really as good as expected. With the capacity "Timely support in training activities", there are a total of 41 times choosing two options: completely disagree and disagree. The large number of disagreements shows that learners are not satisfied with the support capacity and timely and quick response of the training support team. Many learners believe that they must wait or contact many times to receive support from the service department during their studies at the University of Labor and Social Affairs. Professional competence is evaluated quite well by learners. The results of the survey data synthesis showed that 122 respondents agreed and completely agreed with the professional qualifications of the training support department. The remaining two factors in the service capacity group are also highly rated: communication ability and appearance of support staff.

**Table 1: Survey results of service capacity in training activities**

Criteria	Service attitude	Timely support	Qualification	Communication skill	Appearance
Totally disagree	4	20	0	0	1
Disagree	24	21	12	15	10
Normal	34	43	43	30	47
Agree	46	87	32	69	57
Totally agree	69	5	90	63	61
Total	176	176	176	176	176

*Source: Processing of investigation results by the research team*

Thus, the survey results are the basis for us to make the assessment that "Service capacity" in training activities at the University of Labor and Social Affairs is being evaluated by learners at a fairly good level. This result, according to observations from survey data and sideline information collection, is that learners perceive that the school is making continuous efforts to improve its image and enhance service capacity in training activities.

#### 4.2. Solutions to improve service capacity for learners at the University of Labor and Social Affairs

From actual survey data of learners' assessments and remaining points in the school's service capacity, we have analyzed the causes and combined in-depth interview opinions from management staff to come up with a solution. Some solutions to overcome the existing situation are as follows:

Firstly, organize training to improve the professional skills of service staff. Every year, the University of Labor and Social Affairs needs to organize professional skills training classes for service staff such as communication skills classes, vocational skills classes, and professional skills classes. The purpose of these classes is to help the school overcome existing shortcomings in the standards for service staff and improve the school's training quality.

Second, assign tasks professionally and in accordance with the capacity of staff and lecturers. Through interviews and discussions with learners when conducting the survey, we found that learners believe that service staff lacks the willingness to guide and answer learners' questions. Many comments said that they did not receive timely answers and support when they had questions about studying or questions about other information during the study process. The contact process to meet the lecturer or officer in charge of that area of work takes a lot of travel time, affecting the quality of learning. We recommend that the school direct all departments to adjust working hours and require officials and employees to have a comprehensive grasp of the entire work. Many learners commented that the staff on duty were not arranged appropriately, sufficiently, and conveniently to assist in answering learners' questions. In addition, the University of Labor and Social Affairs organizes continuous, high-intensity teaching. The school schedule is arranged from early morning to evening, with many school shifts scheduled on both Saturday and Sunday, so we believe that the school needs to arrange for staff to be on duty outside of office hours. Regarding this issue, according to the research team, it is known that the school has assigned functional departments to carry out daily duties, however, the school needs to regularly check working hours to ensure benefits and improve performance service capacity for learners.

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Third, create learning conditions for trained and retrained staff to improve their professional qualifications. During the actual work process, along with technological development, many new requirements are placed on officials and lecturers. Studying to improve qualifications, skills, and training to improve yourself is very necessary. Therefore, the University of Labor and Social Affairs should create favorable conditions for technicians to study and improve their qualifications. Urge staff to raise awareness and update their knowledge of communication skills and professional skills to effectively serve and support the teaching work of the school. The staff also needs to coordinate with the teaching staff to fully prepare facilities for teaching and promptly resolve technical problems, repairs, and maintenance infrastructure. The teaching staff needs to enthusiastically support and answer learners' questions within their authority, create favorable conditions for learners, and serve learning, training, and cultural activities arts, physical education, and sports. Fourth, apply a measurement scale to evaluate service capacity. From the perspective of research and opinions from managers interviewed in depth by the research team, they all believe that the school should apply a service quality scale and periodically organize surveys of learners' opinions in order to have the most effective solutions for the process of improving service capacity, contributing to the task of ensuring the school's service capacity for learners. Schools also need to consider applying a code of conduct for service staff. The purpose is to enhance the professional image of the School in the eyes of learners and society. The school needs to identify and develop specific requirements on professional qualifications and professional qualities for vacancies in the unit and conduct recruitment in a principled and objective manner. The candidate's professional qualifications, but also attitude, English skills, information technology, information knowledge, or supporting skills must also be clearly specified, considered as mandatory knowledge. of each candidate.

### 5. CONCLUSION

The article has proposed solutions to improve service capacity in training activities for students of the University of Labor and Social Affairs. These measures include organizing professional training courses, communication skills, or training for staff that have been included in the school's annual action plan. This work is based on the annual allocated fee for implementation. However, we cannot do it at the same time for two reasons: funding does not ensure the implementation of all training and capacity-building classes, and secondly, officials and lecturers cannot participate. Attend multiple classes simultaneously. Therefore, improving service capacity according to schedule is completely feasible. The second is to focus on the self-study movement and improve the qualifications of each employee. The school needs to point out to the staff and service staff an overview of the need to change and improve service capacity in the current education sector, affecting the position and brand of the school indirectly to the development, and enrollment and directly to the training quality of the school. Regularly remind officers and employees to orient themselves, fulfill their responsibilities and tasks at work, and improve their own professional capacity.

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