

QUALITY OF EMPLOYEES AND PUBLIC OFFICERS AT LAO CAI DEPARTMENT OF SCIENCE AND TECHNOLOGY

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Abstract

The quality of the contingent of cadres and civil servants plays an important role for each agency or organization. The paper uses descriptive statistical methods to evaluate the current situation of quality improvement of the contingent of cadres and civil servants at the Lao Cai Department of Science and Technology. Thereby, proposing solutions that contribute to overcoming the limitations and improving the quality of the contingent of cadres and civil servants at the Department in the coming period.

Keywords: quality, officers and civil servants.

I. Introduction

The work of staff management currently has many changes, the arrangement and use of the right staff, appointing the right person, at the right time mean a lot in the of the current task. The promotion, placement, and use of staff must follow a scientific process, unified in stages from discovery, source creation, selection, training, retraining to promotion, arrangement, and use of staff; must be built into a specific, clear criterion and meet the assigned job requirements. Now, a very important task is to well implement the regulations issued by the Government on personnel work from the 12th Congress to now. This is a big and breakthrough step forward, overcoming most of the limitations and weaknesses that have existed so far in the work of cadres, creating a normative orientation framework for each stage, as well as a tool to committees, organizations, agencies select excellent factors, have enough ability to complete the assigned tasks.

Determine improving the quality of civil servants in the agency is a key task that determines the development of all economies. So, not to fall far behind with that general level, over the past time, the Lao Cai Department of Science and Technology has constantly introduced innovative policies in training and development the contingent of high-quality civil servants, such as building evaluation criteria for cadres and civil servants, organizing training to improve qualifications, ...

The Lao Cai Department of Science and Technology is a specialized agency of the People's Committee of Lao Cai province, assisting the Provincial People's Committee in performing the state management of science and technology activities in the province. In its development strategy, the Department always determines the quality of human resources as one of the key issues to well perform its assigned tasks and to help develop its operations. Therefore, over the past years, the Department has carried out many active activities to improve the quality of public servants, such as building evaluation criteria for cadres, civil servants, organizing training to improve qualifications, ... The number of cadres and civil servants in the general province and the Lao Cai Department of Science and Technology, in particular, has many limitations, their professional qualifications are not equal, not specialized, and not high efficiency. This is also an issue that the Department is interested in, focusing on research to find solutions to more drastically and continuously improve the quality of cadres and civil servants in the following years.

II - The quality situation of cadres and civil servants at the Lao Cai Department of Science and Technology

Professional qualifications

Table 1 - Professional qualifications of public servants in the period of 2017 - 2019

Units: people/%

Trình độ	2017		2018		2019	
	Quantity	%	Quantity	%	Quantity	%
After bachelor	26	33,3	29	36,2	34	40,0
Bachelor	45	57,6	46	57,5	48	56,4
College, Intermediate, High School	7	9,1	5	6,3	3	3,6
Total	78	100	80	100	85	100

(Sources: The Lao Cai Department of Science and Technology)

Table 1 shows that the professional quality of the Lao Cai Department of Science and Technology is relatively good, the percentage of public officials with bachelor and post-graduate degrees is always over 90%. The Department constantly improves the qualifications of its staff to serve the job well. The workforce with college and secondary education has decreased and there is a significant increase in the workforce with university degrees.

State management qualifications, foreign languages, and information technology

Table 2 - State management qualifications, foreign languages, and information technology of public officials in the period 2017 - 2019

Units: people/%

Number	Tiêu chuẩn	2017		2018		2019	
		Quantity	%	Quantity	%	Quantity	%
1	State management	55	70,5	61	76,2	66	77,6
2	Foreign Language	28	35,9	37	46,3	46	54,1
3	Information Technology	48	61,5	51	63,7	57	67,1

(Sources: The Lao Cai Department of Science and Technology)

The percentage of public officials meeting the standards of state management qualifications is quite high. In the three years from 2017 to 2019, this rate fluctuates from 70.5% to 77.6%. The number of officials and employees meeting the standards of state management qualifications in this period is 55 and 66 staff respectively. State management knowledge training is very important because after being recruited into this team, they must go through state management skills training to get used to the job in state agencies and accumulate skills to meet the requirements of standardization of cadres in the administrative and professional agencies.

The number of public officials meeting foreign language standards and informatics increases over the years from 2017 to 2019. The rate of foreign language standards in 2017 is 28, by 2019 this number is 46, an increase of 18 employees. This rate is still low partly due to the nature of work that rarely uses foreign languages.

The public officials meeting the information technology standards in 2017 is 48, by 2019 this number is 57, accounting for 67.1%. This increase helps to meet the demand for IT application in state non-business agencies and to meet the increasing demand for assigned jobs.

Occupational skills ensure effective job performance

Currently, the assessment of the quality of public officials and civil servants is not only based on professional qualifications, political reasoning qualifications, certificates of state management knowledge but also

converge many factors. Of which the practical operating skills in the working process and job proficiency skills are essential and important.

In particular, in the context of international economic integration, it is required that the cadres and civil servants at the Lao Cai Department of Science and Technology always set the requirement for the specialist category to be sure of the policies and laws of the state according to each field of work, knowledge of state management, integration, ability to formulate a work plan, have administrative skills such as drafting administrative documents, how to use computers fluently, have communication skills and handle specific situations in real work.

The category of civil servants and working experience

Over the past years, the Lao Cai Department of Science and Technology has paid special attention to take officials and civil servants to participate in the civil servant rank promotion exam annually held by the Ministry of Home Affairs. This work is also to recognize the working history and time devoted of officials and employees working at the Department.

Table 3 - The structure of civil servants at the Lao Cai Department of Science and Technology, period 2017 - 2019

Units: people

<i>The category of civil servants</i>	<i>2017</i>	<i>2018</i>	<i>2019</i>
Senior specialist	1	2	2
Main expert	20	23	26
Expert	41	44	48
Personnel	12	10	9
Total	78	80	85

(Sources: The Lao Cai Department of Science and Technology)

According to the data above, the rank structure of civil servants at the Lao Cai Department of Science and Technology (from 2017 to 2019) has many changes, but the rate is not large. In 2017, there will be 01 senior specialists and in 2019 there will be 2 senior specialists (accounting for 0.52%). Besides, experts in 2017 has only 20 people (accounting for 13%), which has increased to 26 people by 2019 (accounting for 15.67%).

Table 4 - The working period of civil servants at the Lao Cai Department of Science and Technology

<i>Indicators</i>	<i>Quantity (people)</i>	<i>%</i>
Below 5 years	5	5,8
5 - 9	24	28,2
10 - 14	27	31,7
15 - 19	14	16,4
20 - 24	8	9,4
25 - 30	4	4,7
Over 35	3	3,8

(Sources: The Lao Cai Department of Science and Technology)

With the above working years, in general, the contingent of civil servants at the Lao Cai Department of Science and Technology is a young workforce. The people with seniority from 0-14 years account for 65.7% of the total civil servants. This is a force capable of quickly absorbing and applying the achievements of science and technology in job-solving. However, the lack of knowledge and inexperience is the limitation of them.

*The level of work completion assigned***Table 5 - Level of task completion at the Lao Cai Department of Science and Technology, period 2017-2019***Units: people/%*

Tiêu chuẩn	2017		2018		2019	
	Quantity	%	Quantity	%	Quantity	%
Completing the task	12	15,3	14	17,5	15	17,6
Completed the task well	60	76,9	61	76,2	65	76,4
Completed the task	4	5,1	5	6,3	4	4,7
Not completed the task	2	2,7	0	0	1	1,3
Total	78	100	80	100	85	100

(Sources: The Lao Cai Department of Science and Technology)

Table 6 shows that the level of job completion at Lao Cai Department of Science and Technology is divided into 4 levels. In which, the rate of "Completing the tasks well" always accounts for the highest rate (always over 70%). The rate of "excellent completion of the task" and the rate of "Completing the tasks well" tends to increase steadily over the years, the rate of "completing the task" and the rate of "not completing the task" small and tends to decrease gradually.

Political quality, lifestyle ethics

Political quality, ethics, and lifestyle are the most important criteria in assessing the mentality of the cadres and civil servants, deciding the quality of each public servant working at the Lao Cai Department of Science and Technology. Because political quality is the driving force to motivate officials to excellently perform the assigned tasks. It is also the most basic requirement for the cadres.

Table 7 - Political theory of cadres and civil servants at the Lao Cai Department of Science and Technology in 2019

Advance		Intermediate		Primary	
Quantity	(%)	Quantity	(%)	Quantity	(%)
12	14,1	52	61,1	21	24,8

(Sources: The Lao Cai Department of Science and Technology)

About the level of political theory: according to Table 7, public officials working at Lao Cai Department of Science and Technology with the primary degree is 21, accounting for 24.8%; 52 people with an intermediate degree, accounting for 61.1% and with a degree from advanced level is 12 people, accounting for 14.1%.

With the status of political theory, ethical qualities, and lifestyle of the cadres and civil servants at the Department as mentioned above, it requires that Lao Cai Department of Science and Technology must focus on improving the mentality of the civil servants to meet the requirements and tasks in the industrialization and modernization.

Working attitude

To assess the mentality of the staff at Lao Cai Department of Science and Technology, the author also focused on assessing the criteria of working attitude. Specifically, the author has surveyed 85 public officials for the attitude of "positively receiving a job" with the following results:

Table 8 - Survey results on the assessment of work positivity for civil servants working at the Lao Cai Department of Science and Technology

<i>Indicators</i>	<i>Quantity (people)</i>	<i>%</i>
- To accept the mission readily	70	83.2
- Hesitance	12	13.7
- Refusing	3	3.1
Tổng cộng	85	100

Sources: Author's general investigation, 2019)

Table 8 shows that the majority of officials at the Department have a positive working spirit and attitude, with 70 people (accounting for 83.2%) out of the total of 85 people, ready to accept the task on entrustment and submit on time. 12 people hesitated to consider the job content. Only 3 people (3.1%) showed a non-cooperative attitude and refused to accept a new task.

III - Conclusions and recommendations

1. The assessment of civil servants is not linked to the results of the assigned tasks and does not have clear criteria. Therefore, the evaluation of public officials must be attached to standards of titles and responsibilities of each public officer, attached to specific jobs, through the performance of assigned functions and tasks. Building evaluation criteria, a rating scale for each title, each position.

2. Process and the way of making planning are not synchronized. Therefore, the Department needs to thoroughly raise awareness of officials and public officials about the important role of staff planning. Planning ensures scientific, feasible, synchronous, and democratic. The planning must be done openly, transparently, and in compliance with prescribed standards.

3. The recruitment process of public officials depends on familiar relationships, qualifications, regional factors, household registration... To recruit qualified staff, the Department has to develop recruitment standards that must be in line with the actual situation and be based on needs, positions, structure, and standards.

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