

Improving The Quality Of Civil Servants And Public Employees At The Office Of The People's Committee Dong Thap Province

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ABSTRACT

The paper investigates the quality of civil servants and public employees and successfully complete the tasks assigned by the superior agency at the Provincial People's Committee Office of Dong Thap Province. By using the proper statistical analysis, the findings show that the assigned tasks and the performance of professional work in each assigned field, paying more attention to expertise, training, politics, working style, assessment, age, gender, health, qualities, ethics, attitudes..., and basic issues are affecting the quality of civil servants and public employees at the Provincial People's Committee Office. The possible solution is to research and synthesize data from reality and reports related to civil servants and public employees of the Provincial People's Committee Office.

1. INTRODUCTION

The quality of civil servants is extremely important in the organization and operation of state administrative agencies, playing a decisive role in the development of the country, participating in the process of building and implementing laws, managing all aspects of economic and social life; advising, planning, organizing implementation and inspecting and examining the implementation of the Party and State's guidelines and policies.

At the 7th conference, the Central Executive Committee (term XI) determined the task: "Promoting reform of the civil service and civil servant regime to improve the quality of civil servants and public employees, building a team of civil servants and public employees with adequate political qualities, ethics, qualifications, capacity and working skills; combining training and fostering of cadres with rotation for practical training".

Resolution No. 30/NQ-CP, dated November 8, 2011 of the Government promulgating the "Overall program of state administrative reform for the period 2011 - 2020" with the goal by 2020: "Building a team of cadres, civil servants and public employees with sufficient qualifications, passion and capacity, meeting the needs of serving the people and the development of the country".

In reality, effective and strong agencies are due to having a strong, high-quality team of civil servants and public employees, and weak agencies often start from the weak level of civil servants and public employees. In recent years, the civil servants and public employees of state agencies in the country in general and the Office of the People's Committee of Dong Thap province in particular have made clear progress. Implementing the resolutions of the Party and the Government, the departments and branches at all levels have achieved important initial results in improving the quality of civil servants and public employees. In general, the civil servants and public employees of the Office of the People's Committee of Dong Thap province have a strong political stance, are loyal to the cause of building and defending the Fatherland; have knowledge, qualifications and practical working capacity, have made important contributions to the initial achievements of the country's innovation; especially the administrative reform process (AR) with the goal of building a professional, clean, modern, effective and efficient

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administration. However, a number of civil servants have not met the requirements of their tasks, their capacity is still limited, they work inactive and ineffectively; their working style is still conservative, bureaucratic, and uncreative; they lack professionalism, are not proficient in their work, and their working style is still slow... leading to stagnation in their working methods and reduced effectiveness and efficiency of their work.

From the above issues, a comprehensive study is needed to provide effective solutions to improve the quality of civil servants and public employees at the Office of the People's Committee of Dong Thap Province in the coming time. From the above analysis, the researcher chose the topic: "Improving the quality of civil servants and public employees at the Office of the People's Committee of Dong Thap Province" as the content that is suitable for current requirements.

2. METHODOLOGY

Solutions to improve the quality of civil servants are very important in the management of civil servants and are always of great concern to agencies, units and localities.

In the actual situation, we must do something to improve the quality of civil servants working at the unit. This issue is of concern to agencies and people, and it is necessary to find the most effective solutions to improve professional qualifications and develop in work.

Recently, many studies of different levels have been issued, reflected through reference sources with researched topics and textbooks, specifically: Methods and skills of human resource management; Human resource management; courses for improving the quality of civil servants in the period of promoting industrialization and modernization of the country; Building a team of civil servants to meet requirements; The above research topics demonstrate the value of talented people, holding roles and positions according to requirements, motivation, psychology as well as working environment... from which we have solutions and directions, proposals, and advice to help civil servants and public employees at the agency become more and more talented and develop the province.

To improve the quality of public servants and have many effective solutions, it is necessary to base on the actual situation at the unit and locality, approach many different angles to research and find good and good things to apply and learn. From there, gather good products and propose solutions for application at the Office of the People's Committee of Dong Thap Province to meet the requirements of work as in the current situation.

3. FACTORS AFFECTING THE QUALITY OF CIVIL SERVANTS AND PUBLIC EMPLOYEES

Factors related to State administrative agencies

+ Working environment

To improve the quality of civil servants and public employees, a fair working environment with clear and transparent hierarchy will help civil servants and public employees coordinate smoothly in solving work among civil servants and public employees, and complete assigned tasks well. It can be said that a good working environment is a very important factor for civil servants and public employees.

The working style of the agency is professional, orderly, fast, sufficient and correct, effective reporting, adequate facilities as well as equipment, modern work, communication creates a cheerful, warm atmosphere, supports each other, considers the mechanical workplace as one's home, as a loving family, closely coordinated, applied, space,, bright, beautifully decorated, a working space full of energy to help the staff work effectively and complete assigned tasks.

Factors of civil servants and public employees

First, the political and ethical character of civil servants and public employees is the result of a synthesis of many measures such as ideological work, organizational work, political and ethical education work. Through educational work, we try to influence the awareness, emotions, and will of civil servants and public employees to strengthen their beliefs, nurture their ideals, and develop their ethical products.

However, the political and ethical character of civil servants and public employees must be voluntarily trained by each civil servant and public employee to develop more and more.

Second, learning more and more, each civil servant and public employee's self-training plays a very important role, requiring high self-study and training of each civil servant and public employee. All cases of self-study and self-training have matured, especially in the political field, quality products, revolutionary ethics, and leadership and management capacity. These products are self-study and self-training of each person and have developed.

3.1. Measures to improve the quality of civil servants and functions of the Office of the People's Committee of Dong Thap Province

- Upgrading the quality of civil servants and public employees of the Office of the People's Committee of Dong Thap Province to meet the requirements of the Industrial Revolution 4.0
- Improving the quality of training and fostering civil servants and public employees of the Office of the People's Committee of Dong Thap Province
- Continuing to improve and resolve good policies for civil servants and members

3.2. Possible solutions

A more complete working environment

The working environment has a direct impact on the working process as well as the work of upgrading the quality of civil servants and public employees, which needs to be completed, creating favorable working environment conditions for employees. A complete working environment such as:

- Investing in facilities, techniques, and techniques: rooms, printers, computers, meeting room tables and chairs, etc.
- Updating modern technologies and techniques; providing software equipment to support civil servants in the process of handling professional and regular tasks.
- Creating a working atmosphere for civil servants in the agency to have the best motivation and mindset to work. Creating harmony in the agency, between colleagues and colleagues, leaders and employees to have the best and most comfortable working atmosphere. Members of the agency are willing to help and support each other to progress together.

Perfecting the system of policies and laws for civil servants and public employees is closely linked to the process of administrative reform and modernization of the state administration.

It is necessary to promulgate and regularly amend and supplement the legal system on state administrative management in the fields of socio-economic management, management of the state administrative apparatus and the team of civil servants and public employees. The promulgation, amendment and supplementation of legal documents must first ensure consistency, specificity and feasibility. Avoid overlap and difficulties in implementation in guiding documents. Especially when receiving instructions and decisions from superiors, there must be specific and detailed instructions for localities in the city, especially the Office of the Provincial People's Committee, which needs to receive instructions promptly and update new content into its operations. Perfecting the system of policies and laws for civil servants and public employees must be closely linked to the task of administrative reform. Building a system of administrative procedures, handling administrative procedures at a single door, streamlined and effective. Applying information technology in database management towards the goal of speed and accuracy. In addition, officials and civil servants holding state positions and tasks need to review and review issued legal documents to eliminate inappropriate and unnecessary regulations, and at the same time streamline the payroll to improve work efficiency.

Amending and supplementing regimes and policies in accordance with the administrative reform process, decentralizing the management of civil servants and public employees in a synchronous manner, aiming

at the conditions for the entire organization of the State administrative apparatus to be compact and suitable for the assigned functions and tasks. The system of regulations, circulars, directives, legal documents... is a tool for civil servants and public employees to perform their tasks, improving the quality of civil servants and public employees is necessary for civil servants and public employees to make good use of those tools in administrative management and management of socio-economic activities. Civil servants and public employees working at the Provincial People's Committee Office need to quickly absorb modern ideas, then receive new ones to put into operation to bring about the best efficiency.

Conditions for implementing the solution:

- Completing the system of policies and laws for civil servants and public employees must be closely linked to the task of administrative reform; The issuance, amendment and supplementation of legal documents must ensure consistency, specificity and high feasibility.

Division of work and determination of functional standards and functions.

First, determine the goals and orientation of the Provincial People's Committee Office.

The Provincial People's Committee Office needs to specifically determine the goals and orientation of the Provincial People's Committee Office. In addition to the goals set by the superiors, the Provincial People's Committee Office must determine the work goals for its unit in accordance with the general development strategy of the Province.

Second, build a work foundation to develop a job description, functional standards and a civil servant and public employee evaluation system.

Based on the goals that need to be achieved, the work of the Provincial People's Committee Office must be developed. The operational goals of the Provincial People's Committee Office will be specified by the goals of the departments under the People's Committee and the goals of the work in those departments.

Third, develop a job description.

From complete and accurate information, customers and organizations will develop a job description. A job description is a written document that identifies the responsibilities, duties, tasks, working conditions, and issues associated with a specific job.

Fourth is to develop a functional and civil servant standard.

When developing a job description, each unit must develop a functional standard for each individual unit. The civil servant title standard is a list of job requirements regarding training level, knowledge, skills, and experience; requirements for moral quality, spirit, and attitude; requirements for capacity and other required tools for civil servants and public employees.

4. CONCLUSIONS AND SUGGESTIONS

In the trend of opening up, integrating and transforming the management mechanism, the quality of the civil servant team determines the effectiveness of the operations of state agencies. The reform of the State administrative system sets the goal of constantly improving the quality of civil servants at all levels, including provincial civil servants.

To serve as a scientific basis for the study of chapter 2, in chapter 1, the author has researched and systematized the scientific basis for the quality of the civil servant team of the Provincial People's Committee Office, presented the concept of civil servants, basic characteristics of civil servants of the Provincial People's Committee Office, roles, obligations, and rights of civil servants. The author clarifies the concept of civil servants; Criteria for assessing the quality of civil servants of the Provincial People's Committee Office; Factors affecting the civil servants of the Provincial People's Committee Office.

The author has presented and affirmed the necessity of improving the civil servant team of the Provincial People's Committee Office. Studying the experience of improving the quality of civil servants of some developed countries (UK, France, USA, Germany, Japan) and countries in the region (China, Korea), the author has drawn lessons for Vietnam to improve the quality of civil servants in the coming time.

The author analyzed and clarified the current situation of civil servants and public employees of the Office of the People's Committee of Dong Thap Province. The current situation of civil servants and public employees of the Office of the People's Committee of Dong Thap Province is assessed according to the following contents: political qualities, ethics, training level, skills, work completion results, and satisfaction of the subjects served. Over the past years, civil servants and public employees of the Office of the People's Committee of Dong Thap Province have made significant progress. The majority of civil servants and public employees of the Office of the People's Committee of Dong Thap Province have received basic training, have access to modern state management methods, have a high sense of responsibility in their work, and the accumulation of experience of civil servants and public employees of the Office of the People's Committee of Dong Thap Province has been increasingly improved.

In addition to the advantages, the quality of the staff of the Provincial People's Committee Office also has some limitations, reflected in the lack of specialized expertise in management fields, and the limited understanding of relevant legal regulations of the staff of the Provincial People's Committee Office in performing public duties. In some positions, foreign language and computer skills are required; some staff of the Provincial People's Committee Office have limitations in applying professional skills.

It can be said that the quality of the staff of the Provincial People's Committee Office has basically met the requirements of the assigned tasks. However, to improve the effectiveness of public administration management in the fields in the coming time, the quality of the staff of the Provincial People's Committee Office must be increasingly improved.

Based on the assessment of the current situation of the staff of the Provincial People's Committee Office, the author of the thesis identifies the purpose and viewpoints to improve the quality of the staff of the Provincial People's Committee Office in the coming time. The viewpoint of improving the quality of the staff of the Provincial People's Committee Office must be closely linked to the requirements of political tasks, linked to the open-door integration policy, transforming the management mechanism and promoting industrialization and modernization; must originate from the socio-economic development strategy of the district and the city; improving the quality of the staff of the Provincial People's Committee Office must include improving professional qualifications and public ethics; must be linked to the construction of an organizational structure and the determination of reasonable work and must be implemented synchronously in all stages of personnel work.

From the general purpose and perspective, the author proposes solutions to improve the quality of the staff of the Provincial People's Committee Office to meet the requirements of industrialization and modernization and state administrative reform in the new period with synchronization, comprehensiveness, focus and focus. This system of general solutions and specific legal solutions are closely related to each other: improving the quality of staff planning, improving the quality of recruitment, improving the quality of training and fostering staff, improving the work of inspection, examination, supervision, and perfecting the policy regime for the staff of the Provincial People's Committee Office. In order for the solutions to come into life and be able to develop effective results, the author states the main conditions for implementing the solutions.

If these solutions are effectively implemented, they will have the effect of improving the quality of the staff of the Provincial People's Committee Office in the coming time. If this legal solution system is well implemented, in the coming years, the staff of the Provincial People's Committee Office will certainly have a team of staff with qualifications, capacity, adapting to the new environment and completing assigned tasks well, contributing to the socio-economic development of the Office of the Provincial People's Committee of Dong Thap province.

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