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THỰC TRẠNG NGUỒN NHÂN LỰC VÀ GIẢI PHÁP PHÁT TRIỂN NGUỒN NHÂN LỰC CHẤT LƯỢNG CAO Ở VIỆT NAM

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Tóm tắt

Nguồn nhân lực đóng một vai trò thiết yếu đối với sự phát triển kinh tế - xã hội của mỗi quốc gia nói chung và mỗi địa phương nói riêng. Sức mạnh nguồn nhân lực của từng địa phương, vùng lãnh thổ góp phần tạo nên sức mạnh tổng hợp nguồn nhân lực cả nước. Từ hàng thập kỷ nay, yêu cầu đối với nguồn lao động chất lượng cao của Việt Nam đã được đặt ra nhằm tập trung nguồn nhân lực cho các ngành công nghệ và giá trị gia tăng, nâng cao chất lượng đào tạo để đáp ứng yêu cầu của thị trường trong và ngoài nước. Bài nghiên cứu sau đây sẽ hệ thống hóa cơ sở lý luận về chất lượng nguồn nhân lực, nguồn nhân lực chất lượng cao và phân tích thực trạng cùng những thành tựu và hạn chế về chất lượng nguồn nhân lực ở Việt Nam hiện nay. Tiếp đó, bài làm tập trung nghiên cứu những thách thức trong phát triển nguồn nhân lực chất lượng cao và đề xuất một số giải pháp nhằm nâng cao chất lượng nguồn nhân lực và phát triển nguồn nhân lực chất lượng cao ở Việt Nam.

Từ khóa: Nguồn nhân lực, nguồn nhân lực chất lượng cao, phát triển, giải pháp

CURRENT SITUATION OF HUMAN RESOURCES AND SOLUTIONS TO DEVELOP HIGH-QUALITY HUMAN RESOURCES IN VIETNAM

Abstract

Human resources have an essential role in the socio-economic development of each country in general and each locality in particular. The strength of human resources in each locality and territory contributes to the synergy of human resources in the whole country. For decades, there have been actual requirements for the high-quality labor force of Vietnam, which concentrates human resources for industries with technology content and added value, improving training

quality to fulfill market requirements and abroad. This report systematizes the theoretical basis for the quality of human resources, high-quality human resources and analyzes the current situation together with achievements and limitations of human resource quality in Vietnam. The report then studies challenges in developing high-quality human resources and proposes some solutions to improve the quality of human resources and develop high-quality human resources in Vietnam.

Keywords: Human resource, high-quality human resource, development, solutions

1. Literature view

1.1. Introduction to Human Resources

The field of human resources development (HRD) has always aimed at empowering individuals to be able to identify and pursue their future, especially in the age of rapid globalization and frequent changes in the market.

As the 20th century approached its ending, the field of transportation and communication facilitated the workforce in a great way regarding mobility and collaboration. Employees are considered not just a part of the organization but also a valuable asset with the division and organization of this asset was summed up in the phrase “Human Resource management”.

With ASEAN taking up initiatives to fully commit to the advancement of human resources in the region through overseas collaboration at the 36th ASEAN Summit on 26th June 2020, Vietnam has also acknowledged the development of a high-quality and capable workforce as a crucial mission for the nation’s future.

The 2021 studies on “Human Resources Development Readiness in ASEAN” listed Vietnam as one of the many focal countries for research as common sense has been achieved regarding the future of HR but the specifications regarding how to generate a high-quality workforce remain a challenge.

1.2. Human Resource in Vietnam

Vietnam ranked 84 among 137 others in the field of university graduates' skills, as well as 79/134 in innovative ability (Global Competitive Report, 2018). Many in-depth analysis stated the same trait where Viet Nam, in comparison to Thailand and Malaysia, has quite lower-quality human resources.

The latest years witnessed a swift change in Viet Nam human resources, from lower to higher educated employees, which brought about a growing number of well-trained workers. About 110,172 turns of people are reported to have been looking for an occupation in 2020, weighing approximately 94.78% according to Statistics of FALMI (Center for Human Resources Forecasting and Labor Market Information), yet the truth is that professions requiring advanced skills and knowledge are likely to be obtained by expatriates. Thus, to Viet Nam, the urge of recruiting professional employees is such an obstacle.

The resourceful and energetic workforce represents both an opportunity to help the country's economic growth and a difficulty for enterprises to capitalize on. Additionally, the enormous number of young employees creates strong competition in the Vietnam labor market, flourishing employee turnover rates since millennial workers are significantly more inclined to switch employment. As a result, in such a tight market, businesses are encouraged to make precise and worthwhile pledges to retain personnel.

2. Methodology

Regarding the methods through which this report is being carried out, our group focused on identifying the current development of human resources in Vietnam through the segmentation of the population as well as via various qualities and attributes that are synonymous with a high-quality worker. The methods used are statistical, descriptive, and data synthesis.

The data collected and displayed in this report has also been sourced from the archive of the Vietnamese government as well as international studies and analysis with the foundation being provided through academic literature and articles. Our group aims to provide an unbiased and well-rounded evaluation and assessment of the chosen topic.

3. Overview about Human resources

3.1. Definition

3.1.1. Human resources

According to the definition by the United Nations, "human resource" is "the level of skill, knowledge, and capacity of the entire human life, actual or potential for socio-economic development in a community." (Son, 2015).

In Vietnam, the concept of human resources has been widely used since the beginning of the Revolution. "Human resource is understood as the number of people and the quality of people, including their physical and mental health, health, intelligence, capacity, and quality" (Hac). With this approach, human resources are understood as the sum total of the quantity and quality of human resources.

Thus, it can be seen that, depending on the research approach, the authors have different definitions of human resources. However, the common point of the human resources reports is the quantity and quality of human resources. It can be understood that human resources are considered a combination of strength, intelligence, and mental energy.

3.1.2. Quality of human resources

From the above assessments, human resources can be considered and evaluated according to quantity, quality, and structure.

It is easier to develop criteria for assessing human resource capacity than human resource quality. Human resources' ethical qualities are expressed in the labor force through attitude, consciousness, working style, labor relations, corporate culture, and so on.

According to Assoc. Prof. Dr. Mai Quoc Chanh, the quality of human resources is considered in terms of health level, cultural level, professional level, and quality capacity. The quality of human resources is the state of human resources in society, expressed through the relationship between the components that are:

- Physicality, which is influenced by each individual's material living standards, health care, and training.
- Intelligence, which is determined by each person's general scientific knowledge, level of professional knowledge, work experience skills, and thinking and creative ability.
- Ethics and qualities are important characteristics in the social element of human resources, which include all emotions, habits, styles, habits, conceptions, traditions, ideological forms, and morals. Cultural traditions are associated with ethics, art, and so on.

3.2. Criteria for evaluating human resource quality

3.2.1. Criteria belong to physicality

According to Dung & Hang (2011), high-quality human resources must be a good physical workforce.

The physical in human resource development can be divided into 2 parts: Physical and Mental strength.

Regarding physical strength, according to Dung & Hang (2011), here are the physical indicators that laborers must achieve in order to perform well at work:

- *Age* - According to Nhung (2016), for a number of occupations that are assessed as arduous and hazardous, according to the provisions of Point b, Clause 1, Article 54 of the Law on Social Insurance 2014, the retirement age of employees who do heavy work or arduous and dangerous jobs is defined as follows: Men between the ages of 55 and 60, and women between the ages of 50 and 55, who have completed a full 15 years of heavy and hazardous occupations or jobs (particularly those that are heavy, toxic, or dangerous on the Ministry of Labor, War Invalids, and Social Affairs and the Ministry of Health's lists)
- *General health* - According to Thi (2020), the Ministry of Health divides the health level of Vietnam residents into 3 categories:

- Category A: Good physical strength; no disease
- Category B: Average
- Category C: The type with weak physical strength, unable to work

However, in our definition of human resources, the group of people with poor health and an inability to work does not constitute human resources.

To assess the health of our country, we currently use the following criteria:

- General fitness criteria: A simple assessment of human fitness such as height, weight, and endurance
- Visual acuity: With a 10-point scale used to track people's eyesight above the specified score.
- Otolaryngology criteria: Assess the ability to hear clearly; diagnose diseases of the ears, nose, and throat.
- Indicators for assessing the health of teeth, jaws, and faces
- Internal medicine criteria
- Surgery
- Neuropsychiatric
- Dermatology

Regarding mental strength, according to Canh (2019), physical fitness includes not only muscle health but also:

- *The flexibility of nerve and muscle activity* - in particular, agility in handling work and related tasks with a quick time to get used to a new job and a fast time to deal with jobs that are familiar
- *The strength of faith and will* - more specifically, the spirit and energy that employees bring to the process of working, along with the ability to work under pressure in a fast-paced environment
- *Mental mobility* - more specifically, the ability to adapt to new knowledge, new environments, and new workgroups

Physicality is a premise for intellectual maintenance and development, an indispensable means of transferring knowledge into practical activities, and turning knowledge into physical

strength. Therefore, intelligence can only be promoted when human physical strength is developed.

3.2.2. *Criteria belong to intelligence*

According to Nguyen (2020) as well as Nhan (2016), intelligence is expressed at the intellectual-cultural level, professional level, auxiliary skills, and potential to create material, cultural, and spiritual values.

More specific:

- *Regarding the level of education and culture:* The cultural level in human resource-related matters in our country is used to refer to the level of study according to the general education levels, including not literate, not yet graduated from primary school, graduated from primary school, graduated from junior high school, and graduated from high school (Nguyen, 2021).

Accordingly, high-quality workers need to meet the requirements of attending classes 10/10 (for those graduating from class 10 of the 10-year system) and 12/12 (for graduates of the 12th grade of the 12-year system) (according to Decision 06/2007/QĐ-BNV and Official Letter 2474/BNV-CCVC dated August 27, 2007).

- *Regarding professional qualifications:* Levels in the professional qualifications of employees include No degree, Beginner Vocational, Vocational Intermediate, Professional Intermediate, Vocational College, College, University, or higher (Nguyen, 2013). Thus, labor possessing high-level technical expertise is understood as those who:

- Have been trained at the college level or higher
- Have the knowledge and skills to do complex jobs
- Can quickly adapt to rapid changes in production technology
- Can creatively apply the knowledge and skills that they have been trained in during the production process

These are the people who directly work in positions closely related to the development, dissemination, and application of knowledge.

- *Regarding auxiliary skills:* According to K. (2021), soft skills are always combined with professional knowledge to maximize work efficiency.

When it comes to categorizing, each country develops different important soft skill groups to train a generation of personnel who have both high expertise and solid soft skills.

In the US: The U.S. Department of Labor and The American Society of Training and Development has studied basic skills at work and identified a group of 13 soft skills closely associated with technical skills as follows:

- Learning to learn
- Listening skills
- Oral communication skills
- Problem-solving skills
- Creative thinking skills
- Self-management and self-esteem
- Goal setting/Motivation skills
- Personal and career development skills
- Interpersonal skills
- Teamwork
- Negotiation skills

- Organization effectiveness
- Leadership skills

3.2.3. *Criteria belong to the element of mind*

According to Hoi dong Ly luan Trung uong (2022), the elements of mind for human resources include: Work Consciousness, Work Discipline, Technology Discipline, and the ability to work in a multicultural environment.

- *For Work Consciousness*, it includes factors such as:

- Consciousness to ensure the progress of the assigned work
- Consciousness to ensure the quality of assigned work
- Sense of improvement and learning after work

- *For Work Discipline*:

According to Article 117 of the Labor Law, "labor discipline" is the set of regulations on compliance with time, technology, production, and business management promulgated by the employer in the Labor Regulations and by law, including the following elements:

- Come to work on time and ensure the minimum number of working hours
- Comply with general regulations in the workplace
- Occupational safety and hygiene
- Preventing and combating sexual harassment in the workplace

- *Technology Discipline*, including:

- The act of protecting business secrets, technology secrets, and the intellectual property of employers.
- The protection of information technology infrastructure - a collection of computing equipment (servers, workstations), network connection equipment, security and safety equipment, peripheral and auxiliary equipment, internal network, and wide-area network (*According to Clause 3, Article 3 of Circular 09/2017/TT-BTNMT*).

4. **Current situation of human resources in Vietnam**

4.1. *Overview of Vietnam's human resources*

According to the Census, Vietnam now has more than 99 million people (United Nations, 2022), is placed at the 15th most populated country in the world, and is the third most populous country in Southeast Asia.

One of the most significant benefits of Vietnam is having a substantial labor force and a resourceful organization of youthful workers. Since 2007, Vietnam has been in the period of a "golden population" structure when the majority of the population is in working age.

Benefiting such favorable factors of a large workforce, Vietnam, on the other hand, has to face the lack of highly qualified human resources. According to the General Department of Vocational Education and Training under the Ministry of Labour, Invalids and Social Affairs, Vietnam has about 55 million workers, but only 64.5% of them have been trained, of which 24.5% have degrees and certificates. This figure is equivalent to one-third of that of developed economies such as South Korea, Taiwan, Singapore...

In addition, the negative effect of the Covid-19 pandemic in 2020 has caused a lot of turbulence in the Vietnamese labor market: a serious decline in the number of labor market participants and employed people; the deficit in the average income of workers; the increase in indicators of both unemployment rate, underemployment rate. Fortunately, the country is quickly recovering, the labor market has shown good signs in the third quarter of 2022 as the labor force

is growing rapidly and stably, also, the number of people affected by the Covid-19 epidemic has decreased.

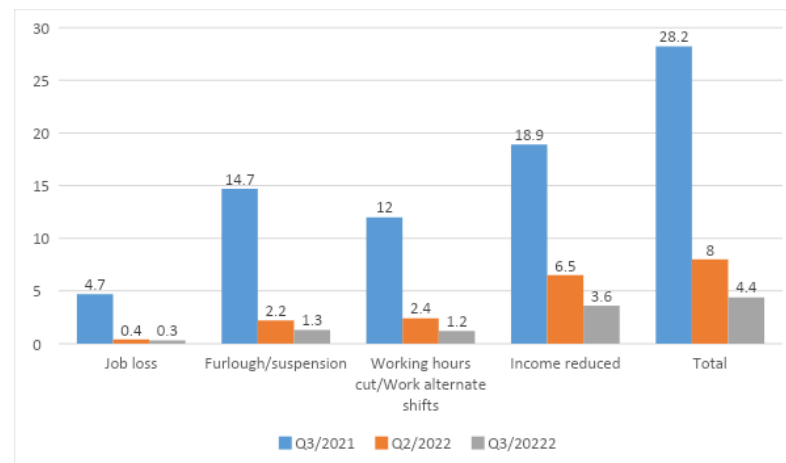


Figure 1. Labour force aged 15 years and over that is negatively affected by COVID-19 (Unit: Million people)

Source: General Statistics Office, 2021

As a growing nation, Vietnam needs to greatly improve in terms of the labor force to well adapt to the Industrial Revolution 4.0 that necessitates a superior human resource who is outfitted with the necessary skills and competencies to satisfy the demands of the new environment.

4.2. The current situation of Vietnam's human resources compared with the set of criteria for evaluating high-quality human resources

4.2.1. The scale of Vietnamese human resources

According to the General Statistics Office, in 2021, Vietnam had over 50.6 million people of working age out of a total of 98.506 million people (accounting for 51.36%), down from 4.282 thousand people compared to the previous year. The labor force consists of 49.1 million employed people and 3.20% unemployed.

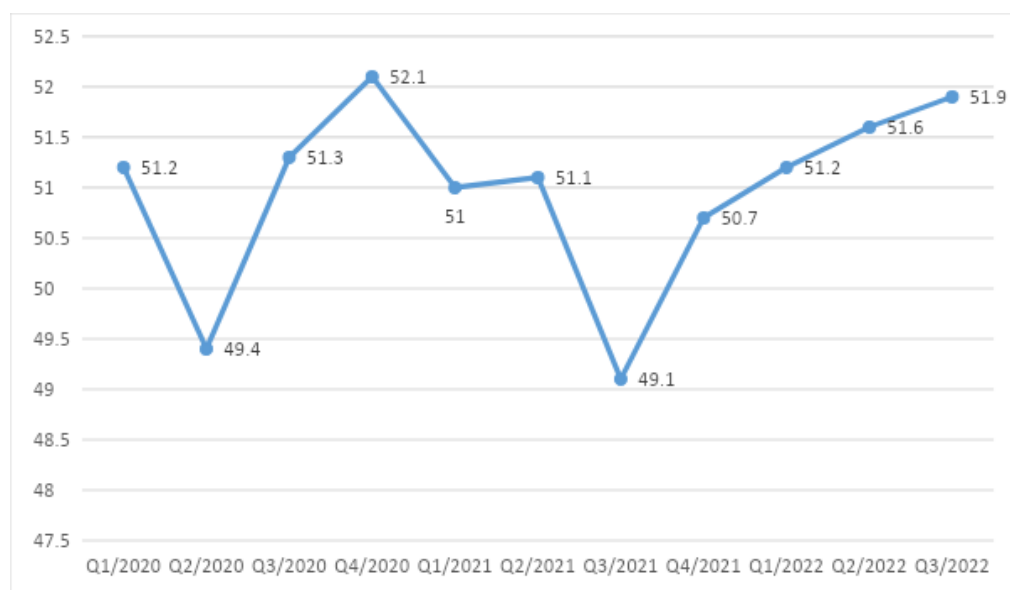


Figure 2. Labor force by quarter 2020 - 2022 (Million people)

Source: General Statistics Office, 2021

As we can observe from Figure 2, 2021 witnessed the lowest point of Vietnamese joining the labor force, 49.1 million people in the third quarter of 2021. Fortunately, since this period, the scale of the Vietnamese workforce has had an upward trend quarterly. In 5 quarters, the number has increased to 2.8 million people. This shows a positive sign of the recovery of Vietnamese human resources after the COVID-19 pandemic.

4.2.2. Structure of Vietnamese human resource by gender, age, region

• Gender structure

Table 1. Labor force participation statistic by gender structure (2021)

	Labor force participation (Thousand people)	Labor force participation rate (%)
Male	26238,9	53.44
Female	22833,1	46.21
Total	49072,0	51.36

Source: General Statistics Office, 2021

The data table demonstrates a less inequality in the Vietnamese labor force (Gender disparity 7.23%) leading to a better allocation of human resources: While there is some variance in quantity between male (53.44%) and female (46.21%) participating in the workforce, there is not a significant difference in the proportion between this two groups.

• Age structure

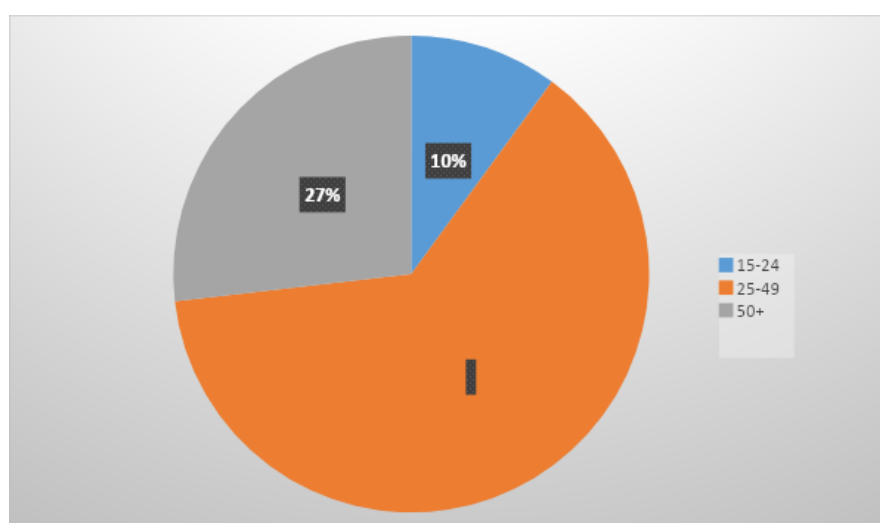


Figure 3. Labour force at 15 years of age and above by age group

Source: General Statistics Office, 2021

According to General Statistics Office 2021, Vietnamese main workforce aged from 25 to under 50 years old (31902,8 thousand people, accounting for 63% of the total labor force at 15 years of age and above). The two remaining groups, under 25 years old and over 50 years old, account for 10% and 27% respectively (in number: 5094.3 and 13563.4 thousand people).

• Regional structure

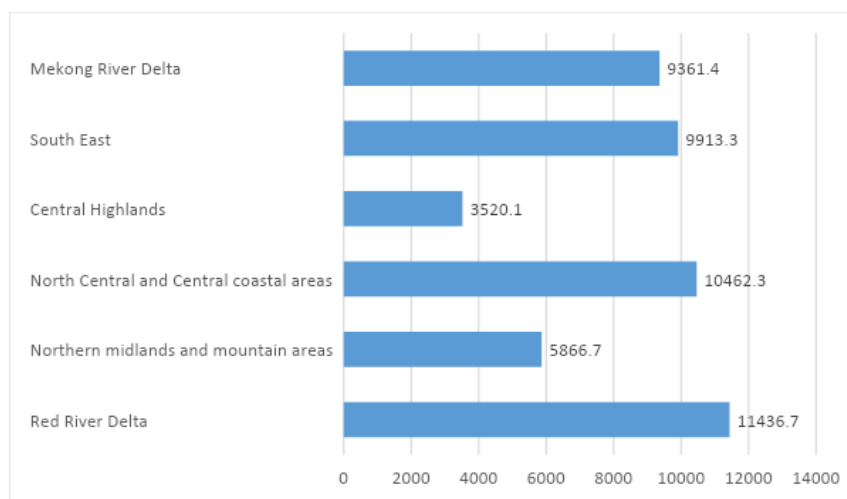


Figure 4. Labour force at 15 years of age and above by province (Thousand people)

Source: General Statistics Office, 2021

Labor is unevenly distributed among regions: Respectively, Red River Delta (23%), North Central and Central coastal areas (21%), South East (20%) are the top three regions that have the most human resource. Following closely in fourth place is the Mekong River Delta (18%). We observe a significantly low labor rate from large areas like Northern midlands and mountain areas (11%) as well as Central Highlands (7%), thus, labor allocation has not created favorable conditions for promoting advantages of land, creating jobs for workers and positively affecting labor movement from rural areas to urban areas.

In 2021, rural labor accounted for 63.3% of the general labor structure of the country, this rate has reduced in the past few years but is still relatively high. Low labor productivity due to the transition between seasons causes underemployment to be high, so the proportion of rural laborers gradually decreases, contributing to an increase in the proportion of urban labor (36.7%).

4.2.3. *Human resources' physicality of Vietnam*

After many years of renovation, the quality of Vietnam's human resources has been continuously improved year by year. Up to now, our human resources have significantly changed in the field of enthusiasm and creativity in work and study, contributing to creating a new face for the country. However, with the requirements of the current era, Vietnamese people still reveal many inadequacies that, if we cannot solve them, our country cannot develop quickly and sustainably.

Regarding physical strength:

According to the general assessment, the stature and physical strength of young people, students, and workers in Vietnam over the past 20 years has grown significantly, but it is still classified as "weak fitness" in the world. According to Quynh (2021), the average height of Vietnamese workers has increased by 3 cm in 20 years. In the youth class, the average height of males is 168.1 cm while that of females is 155.6 cm. Besides, the rate of malnourished children is quite high, affecting the quality of human resources in the future. With these criteria, Vietnamese workers must make great efforts to meet the requirements of high-intensity work and a capitalist working environment.

Regarding mental strength:

The Covid-19 pandemic has raised awareness of caring for mental health for Vietnam employees. According to General Director of Adecco Vietnam Andree Mangels, during the Covid 19 epidemic period, being limited to travel, interruptions in daily activities, fear of the risk of infection, as well as financial and work insecurity can worsen mental health and general well-being, which will eventually lead to low morale and productivity.

4.2.4. Human resources' intelligence of Vietnam

Regarding the level of education and culture:

The proportion of trained workers has more than doubled after about 20 years, from 10.3% (in 2000) to 22.8% (in 2019). However, the level of improvement and the disparity in educational attainment are significant between urban and rural areas.

Regarding professional qualifications:

The number of human resources recruited for training at all levels increased rapidly. According to the General Statistics Office (2020), in the total number of employees in Vietnam in 2020, the number of people with a university degree or higher accounts for 11.1%, and the number of people with a college degree accounts for 3.8%, equivalent to 8.17 million people in total. However, the quality of training, structure by profession, field, distribution by region and locality, etc., is not uniform, and not really suitable to the needs of society, causing resource waste for the State and society.

Regarding professional and technical qualifications, according to the latest report of the Ministry of Labour, Invalids and Social Affairs, the General Statistics Office, and the ILO, by the end of the second quarter of 2021, Vietnam's labor force is about 51, 1 million people, of which the rate of trained workers is only 26.1%. The number of employees who have not received training and have not been recognized for their skills is 73.9%.

Human resources with good professional qualifications and skills have been attracted and promoted with high labor efficiency in some industries and fields such as post and telecommunications, information technology, automobile manufacturing,... The team of Vietnamese entrepreneurs is increasing in number and improving in business knowledge and skills, gradually approaching the international level. However, high-quality human resources and skilled workers are still very lacking compared to the social needs to develop Vietnam's key economic sectors, especially to participate in the global value chain as well as in the global economy and improve Vietnam's position in that value chain.

Regarding auxiliary skills:

Basically, the Vietnamese workforce is good in theory, but poor in practical capacity and high technology application in the working process, poor in foreign languages, and limited in adapting to a highly competitive environment. The ability to work in groups, creativity, ability to communicate and resolve conflicts and professionalism of Vietnamese workers in the working process is still limited. In a working environment with foreign elements, foreign languages and an understanding of world cultures are always weaknesses of Vietnamese workers.

4.2.5. Human resources' element of mind of Vietnam

For Work Consciousness:

Traditional Vietnamese people from the past to the present are inherently industrious, hard-working, and tolerant. With the spirit of not being afraid of hard work and diligence in labor, Vietnamese workers for many years have tried non-stop in management and production. In

addition, there is a spirit of curiosity, creativity, and flexibility, which is a favorable factor for Vietnamese workers to quickly access advanced foreign production technology.

For Work Discipline and Technology Discipline:

Traditionally, our people are still studious, but an inherent disease that we suffer from is the disease of greed for power and position. Plus, the existing bureaucratic subsidy disease of the old system has a great influence on the whole country.

The sense of responsibility at work, professional ethics, civic ethics, corporate culture, and a significant part of employees' sense of compliance with labor discipline is not high.

4.3. General assessment of the current situation of human resources in Vietnam

In general, the country's human resources have been enhanced in both size and quality. Currently, Vietnam's greatest advantage is its abundant labor force and young human resource structure. Along with that, the quality of Vietnamese labor in recent years has also gradually improved in terms of physicality, intelligence, and element of mind. There is an increase in the percentage of trained human resources in the entire labor force divided by structure by industry, field, distribution by region, region, location, and education has also increased significantly. Trained human resources have partly met meet the requirements of enterprises and the labor market. Vietnam's technical workforce is gradually getting acquainted with science and technology, taking on a number of complex work positions in production and business that previously had to hire foreign experts...

Although significant progress has been made, there are still limitations compared to the requirements set forth in improving the quality of human resources in general and developing high-quality human resources in specific.

4.3.1. Limitations of quality of human resources

Firstly, the physical strength of human resources remains weak. Although human resource physical strength and stature have steadily improved, they still lag behind China, Japan, Thailand, Singapore, and other nations in the area in terms of height, health, endurance, and pressure tolerance. In truth, the majority of Vietnamese workers lack the physical fitness required to handle the demanding work environment and the necessary skills to expand the production of high-quality goods.

Secondly, the qualifications of human resources are limited and inadequate, as the quality of training, the structure by professions and fields, and the distribution by regions and localities of human resources are not suitable for the development of the economy and the needs of society, wasting resources of the country and society.

Third, there is a shortage of skilled workers and technicians to meet the increasing demands of the developing society of Vietnam's key economic industries such as materials and construction industry; industries with a large proportion of exports such as electronics, textiles, seafood, iron and steel, food; e-commerce and logistics industry; processing industry.

Fourth, Vietnamese human resources are competent in theory, but poor in practical skills and the capacity to apply high technology in the working process. Human resources are also inadequate in foreign languages and have a limited ability to adapt to a demanding environment that has high levels of competition.

Fifth, the ability to work in groups, creativity, and professionalism in the working process together with communication and conflict resolution skills in the working process and in the workplace is still weak.

Sixth, there is a low level of sense of responsibility at work, professional ethics, civic ethics, corporate culture, and employee compliance with labor discipline.

4.3.2. Challenges in developing high-quality human resources

Firstly, the national resources and investment capacity for human resource development of most families are limited, not meeting the minimum conditions to ensure the quality of education, medical, sports, and cultural activities. Financial resources from the state budget for human resource development are limited since the Government has not mobilized many resources in society (especially from enterprises) to develop human resources. As awareness of people in society about the role and importance of developing high-quality human resources remains low, many families do not attach importance to investing in the equal and comprehensive development of individuals' physical, mental strength, and intelligence.

Secondly, guidelines and directions for the development of high-quality human resources have not been institutionalized by legal documents, mechanisms, policies and development plans in a timely and synchronous manner. Furthermore, the implementation of guidelines and policies is not timely and serious. Many goals of developing high-quality human resources have not fully calculated the implementation conditions. The coordination between state agencies and social organizations in organizing the implementation of the tasks of developing high-quality human resources is not close.

Third, the national education system - the core force in training and developing high-quality human resources in the country has revealed many limitations. Specifically, career orientation for high school students and undergraduates is not good; vocational training and education have not really been based on social needs, and have not attracted the participation of developing high-quality human resources from employers; teachers and lecturers are still lacking in number, weak in professional skills. Moreover, there is a big gap in development level among localities and regions; the system of methods and tools for testing, monitoring, accrediting, and evaluating education and training results is outdated and ineffective; comprehensive education goals are not properly understood and implemented.

5. Solutions to improve the quality of human resources and develop high-quality human resources in Vietnam

Firstly, increase awareness of the role, position, and importance of high-quality human resources.

High-quality human resources must be acknowledged as the most important resource and the engine ensuring the rapid and sustainable development of the country. It is essential to adopt a new mindset when it comes to recruiting, assessing, and rewarding people resources human resources based on capacity and work efficiency. Currently, the Central Organizing Committee has been implementing a project on building job positions, which defines the capacity framework, job description, quantity, and specific products of each position. These are considered to be the right initial steps in modifying the perception of staff evaluation

Education and propaganda must be promoted to help citizens understand clearly about policies for developing high-quality human resources including the system of legal documents on high-quality human resources, employment, preferential regimes, education, and training, ...; create a

strong change in the awareness of all levels, all branches and people, and the entire society about the position, importance, objectives, content, and direction of developing high-quality human resources.

Secondly, actively innovate and perfect the system of mechanisms and policies for reasonable and appropriate use of high-quality human resources.

The renovation and improvement of mechanisms and policies must be carried out synchronously in many aspects, such as education-training, science-technology, workplace environment, employment policy, income, social security, insurance, social protection, health care, labor market development policy, housing conditions, living, settlement.

On the basis of the viewpoints and guidelines of the Party and the State's policies on salary and meritocracy, each agency, unit, and locality shall base on their own specific situation to provide material conditions to create favorable working environment for high-quality human resources to promote their strengths and forte. To promote the roles and responsibilities of organizations, agencies and units in coordinating to develop and issue regulations on the use and work of high-quality human resources; building a clean and healthy cultural environment between leaders and subordinates; maintain and strictly implement the regimes, regulations and routines in each agency, unit, and locality.

Rearrange and improve the quality of human resource training institutions in line with the needs of human resource training for each branch, field, region, and pay attention to human resources in rural areas and ethnic minorities in order to ensure close and balance linkages. between training levels, disciplines and professions; promote the socialization of training and education; build a learning society, study promotion day; encourage the development of learning and talent promotion activities; use, evaluate and reward human resources based on practical capacity and work results and efficiency.

Third, promote the roles and responsibilities of organizations, agencies and units to develop high-quality human resources.

It is necessary to have the full and responsible participation of agencies, departments and sectors in proposing and building a program to combine training in training and selection of high-quality human resources, to meet the requirements and tasks of each sector and field. Focusing on unifying goals and viewpoints on creating favorable conditions for the development of high-quality human resources in all sectors and fields, which identifying a number of key industries that each agency, unit, and locality benefits such as eco-tourism, aquaculture, cuisine, ceramic and porcelain production..., eliminating unnecessary administrative procedures, creating favorable conditions for businesses and investors to search and choose select, recruit, develop a project of cooperation in training and development of high-quality human resources.

Continue to consolidate and perfect the organizational structure, renew and improve the quality of activities of the advisory and assist agencies in the management and development of human resources. Clearly define the authority and responsibility of all levels and sectors in monitoring, forecasting, formulating and organizing the implementation of human resource development plans.

Fourth, agencies, departments and sectors organize conferences to listen to the opinions of employers, thereby developing an appropriate high-quality human resource development plan.

With the spirit of innovation, creativity, action, integrity, agencies, departments and sectors need to regularly listen to people and businesses to remove difficulties and inadequacies, create the most favorable conditions to awaken, arouse high-quality human resources to serve the cause

of sustainable and stable development in each agency, unit and locality. Apply digital transformation into working practice in enterprises so that employees can have access to new technologies, thereby actively and proactively in self-study and self-research to apply the achievements of the industry 4.0 revolution into production, application and problem solving; agencies, departments and sectors must strictly implement the commitments, plans, roadmaps and promises in the meeting, dialogue between provincial leaders and businesses, investors, as well as aspirations, wishes of the high-quality human resources.

Fifth, improve the quality of education and training.

The national education system needs to be perfected in the direction of an open education system, lifelong learning, and building a learning society. Promoting stratification, simplification, organization, and reorganization of the educational system is important, especially for higher education and vocational training. Associate training with scientific research and technology application. Paying more attention to the growth of the automation sector, investing in in-depth research groups in the fields of digital, information technology, software technology, satellite information, digitization, new energy, new materials, biotechnology, and their integration.

In addition, it is necessary to promote socialization and give autonomy to public universities, colleges, and vocational schools; encouraging enterprises to participate in vocational training. Continue to improve the content, curricula and training in the direction of advanced and modern; identify industries and professions that need intensive training for schools and institutes in the province to implement, focusing on areas such as tourism, services, processing and manufacturing industry, and high-tech agriculture. Promote counseling, vocational education and post-secondary student placement; promote training according to social needs; invite talented and experienced teachers and scientists from abroad and overseas Vietnamese to participate in the scientific and technological training and research process at Vietnamese higher education institutions, and continue to send Vietnamese students abroad to study, train and develop.

Associate training institutions with enterprises, expand training forms according to enterprises' orders and attract enterprises to participate in training activities to give students the chance to work and learn in a real-world setting as early as possible. There is a mechanism to facilitate enterprises to be proactive in linking with training institutions to order human resources. Creating conditions for economic establishments to establish training institutions, annually organizing job fairs to create jobs, and at the same time, promptly grasping the demand for labor in the market.

Sixth, create learning environment developing employees' talents and capabilities in enterprises.

Enterprises need to deploy short-term and long-term human resource training solutions along with online training to promote employees' self-discovery, learning and self-improvement. Through online human resource training courses, enterprises can understand what employees are aiming for, thereby developing their capacity in the right positions, and bringing work efficiency many times over.

Encourage employees to self-study and organize an annual training program. Coordinating with organizations and centers specializing in personnel training to help employees receive professional training would develop employees self-improve of professional skills even while working. It is necessary to periodically organize personnel training courses, which are improved and developed according to the human resources classification such as new and old, senior management and junior personnel, ... to have effective human resource training solutions. Some current human resource training programs that businesses can refer to such as Inhouse Training,

Public Training, and Team Building, ... Providing periodic skills documents via email, or organizing reward programs, is also a way for employees to motivate themselves to learn and practice at the enterprise.

6. Conclusion

Currently, in the face of globalization and the 4.0 technology revolution, Vietnam has a huge system of large enterprises and companies in terms of scale, applying the highest technical-technological level which requires high-quality human resources. Human resources, especially high-quality human resources, are the number one input and the most important factor determining the success and failure of enterprises in particular and the prosperous development of Vietnam's economy in general. Through the process of research and analysis, the research paper has closely followed and completed the set goals and tasks. That is: Focus on research, systematize and clarify human resources, high-quality human resources and evaluation criteria which form high-quality human resources in the current context; Review and analyze the current situation of quality and improve the quality of human resources, propose orientations and main solutions to improve the quality of human resources in Vietnam.

As students of Foreign Trade University, we want to through this study, remind students and young people in Vietnam to always learn and cultivate new knowledge to improve their professional qualifications. A degree is not enough, it is also necessary to know how to practice soft skills to have the most confident attitude when going to work to become a highly qualified worker. In addition, through some proposed solutions, we hope that this study will contribute a small part in the cause of developing high-quality human resources in our country, bringing the country's economy up, shoulder to shoulder with other countries.

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