

Motivating officials and Servants' Work: Survey at Telecommunications Center 1 - VNPT Hanoi

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Submitted: 10-05-2022

Revised: 17-05-2022

Accepted: 20-05-2022

ABSTRACT: In the market economy, every business is affected by a competitive and challenging environment. To survive and develop, there is no other way than to know how to effectively exploit and promote human resources, which is the sustainable foundation for the success of all activities in the organization. In order to use and maximize this resource, motivating employees plays a decisive role. Telecommunications Center 1 - VNPT Hanoi is a unit under the Vietnam Posts and Telecommunications Group. As a key state-owned enterprise in telecommunications and information technology, Telecommunications Center 1 - VNPT Hanoi has been strongly developing telecommunications and informatics networks in Long Bien district; The telecommunications sector today faces great challenges and difficulties: market share is shared, business faces many difficulties. The phenomenon of "human resource bleeding" is happening more and more, many businesses in the telecommunications service business are looking for ways to attract each other's employees. Therefore, the article analyzes the current situation and proposes solutions to complete the work of motivating officials and employees: research and survey at Telecommunications Center 1 - VNPT Hanoi.

Keywords: Officer; Officials; Motivation; Telecommunications Center 1; VNPT Hanoi.

I. INTRODUCTION

Telecommunication Center 1 is a unit of Hanoi Telecommunications (VNPT Hanoi), a member of Vietnam Posts and Telecommunications Group (VNPT) - a large corporation in the fields of Posts and Telecommunications and Information Technology. in Vietnam with the mission of leading and developing value-added services, internet services, data transmission services, Vinaphone mobile services, fixed services and

services for businesses in the two regions. in Long Bien and Gia Lam districts, Hanoi city.

Organizing construction, installation, providing services and troubleshooting for subscribers using VNPT Hanoi's Telecommunications - Information Technology services in the area under management, ensuring compliance with quality management of the Ministry of Information and Communications of VNPT and VNPT Hanoi. Manage, exploit, maintain, maintain, repair, renovate, optimize the network and troubleshoot the entire peripheral network system according to the management area. Proposing the plan to develop the peripheral network, implementing the construction and installation works according to decentralized authorization.

In order to meet the requirements set out in the new conditions and maintain the speed of development, further improve the efficiency of production and business, Telecommunications Center 1 - VNPT Hanoi must know how to exploit and promote its potential. To be effective in human resources, it is necessary to have a team of professional, specialized staff, capable of well completing the assigned tasks and loyally sticking to Telecommunications Center 1 - VNPT Hanoi. To achieve that, the issue of motivating employees is of special importance, which in recent years Telecommunication Center 1 - VNPT Hanoi has not really paid attention to. Stemming from that fact, the author chose the topic of the article: "Motivating officials and employees: Survey at Telecommunications Center 1 - VNPT Hanoi".

II. THEORETICAL BASIS

Officers

According to Article 4 of the Law on cadres and civil servants in 2008 and the Law amending and supplementing a number of articles of the Law on Cadres and Civil Servants and the

Law on Public Employees in 2019, cadres are defined as follows: Cadres are Vietnamese citizens, entitled to elect, approve, and appoint term-based positions and titles in agencies of the Communist Party of Vietnam, the State, socio-political organizations at the central level, in provinces and centrally run cities (hereinafter collectively referred to as the provincial level), at the district, district, town and provincial city (hereinafter collectively referred to as the district level), in the payroll and salary from the state budget.

One thing to note about the staff that we regularly come into contact with is those at the commune, ward and township levels. This is the team elected to hold positions according to terms at the People's Council, the People's Committee, the secretary, deputy secretary of the Party Committee, or the head of a socio-political organization; These people must be Vietnamese citizens who have been recruited according to the standards of the law to hold a certain title in the profession they apply for and arrange by the competent authority. Commune-level cadres are on the state payroll and receive salaries from the State budget in accordance with the salary rank corresponding to the person in charge. When conducting training and retraining, staff must consider standards, titles, positions, as well as task requirements to ensure compliance with staff planning according to needs. Competent agencies of the Communist Party of Vietnam, the Standing Committee of the National Assembly as well as the Government will detail the regimes in training and fostering cadres. The rotation and mobilization of cadres will be based on the requirements of the tasks or in the planning and implementation plans in the agencies of the Communist Party of Vietnam, the State of Vietnam as well as socio-political organizations . festival.

Seriv:

According to Article 4 of the Law on cadres and civil servants in 2008 and the Law amending and supplementing a number of articles of the Law on Cadres and Civil Servants and the Law on Public Employees in 2019, the civil servants are as follows: Civil servants are Vietnamese citizens, entitled to recruiting and appointing to ranks, positions and titles corresponding to employment positions in agencies of the Communist Party of Vietnam, the State, socio-political organizations at central, provincial and district levels; in agencies and units of the People's Army who are not officers, professional soldiers or defense workers; in agencies and units of the People's Public Security who are not officers, non-commissioned officers serving under the professional regime, public security workers, on

the payroll and receiving salaries from the state budget.

State civil servants are given certain powers by the State to perform their assigned work in accordance with their employment position. During the time they hold such positions, they can only conduct activities within the scope of their powers. They are assigned and have to shoulder a certain obligation towards the State, and at the same time perform and fulfill it. It should be noted that, unlike employees, whose activities create material wealth, state employees perform official duties and do not directly create material wealth. This is an activity that belongs to the field of State management. Here the State budget is the salary fund that civil servants receive from. The creation of this labor relationship is established based on the consent of the civil servant and above all, the decisive factor here is the will of the competent State agency. Civil servants are recruited according to the State's payroll quotas, task requirements and working positions. The recruitment of such civil servants is by way of entrance exam. Those who register for the civil servant recruitment exam to work in mountainous, remote, border, island areas or areas with extremely difficult socio-economic conditions commit to volunteering for 5 years or more. are recruited through the selection process.

Motivate employees

In "Textbook of human resource management" (2007), National Economics University Publishing House. The authors Nguyen Van Diem and Nguyen Ngoc Quan said that: Labor motivation is the desire and voluntariness of individuals to increase efforts towards achieving organizational goals. Or in the book Organizational Behavior (2013), National Economics University Publishing House. Authors group Bui Anh Tuan, Pham Thuy Huong said that "Employees' motivation are the internal factors that stimulate people to work hard in conditions that allow to create high productivity and efficiency. The manifestation of motivation is the willingness to work hard and passion to achieve the goals of the organization as well as the employees themselves. Labor motivation is the factors that motivate people to work and help them work effectively to achieve the goals of the organization and also to satisfy the desires of the employees themselves.

Motivation is the process of generating motivation in each individual employee. Therefore, motivation is understood as the application of appropriate policies, measures and management tools to affect employees, making them appear motivated in the working process, thereby

promoting their satisfaction. with work, desire and effort to work harder to contribute to the organization.

Motivation in labor is the formulation and implementation of measures and solutions, encouraging employees to improve labor productivity, promoting technical innovation initiatives, etc. through levers of material stimulation. substance and spirit.

III. RESEARCH METHODS

Information and secondary data are collected from the annual reports of the General Department of Telecommunication Center 1 - VNPT Hanoi.

Collecting and processing primary data from direct surveys and interviews with all 175 employees of Telecommunications Center 1 - VNPT Hanoi through an online survey designed by the author using the following methods: Sociological investigation, time September 2022,

location at Head Office of Telecommunications Center 1 - VNPT Hanoi and construction teams of the Center.

The interviews were conducted with the purpose (qualitative) to get different perspectives on employee motivation to find out the limitations in the work of motivating employees at the Telecommunication Center. 1 - VNPT Hanoi. The interview results are also used to design the survey questionnaire.

IV. RESEARCH RESULTS

Sample Descriptive Statistics

Number of employees at Telecommunications Center 1 - VNPT Hanoi

The study of labor and job characteristics of employees aims to: Find out the factors affecting the motivation of employees, on that basis, propose solutions to motivate employees. the most appropriate way to get the best results.

Table 1. Summary for officials and employees of Telecommunication Center 1 - VNPT Hanoi in the period 2018-2021

Five	2018	2019	2020	2021
Number of employees (person)	192	185	183	175
% decrease compared to the previous year		3.65%	1.08%	4.37%

(Source: Department of Personnel and Organization of Telecommunications Center 1 - VNPT Hanoi)

Currently, many people cannot meet the requirements of technological change, so the average labor productivity at Telecommunications Center 1 - VNPT Hanoi is not high, not only that, it also creates a burden for enterprises in terms of labor because Many workers have not yet reached the statutory retirement age. According to the staff

and administrators of Telecommunication Center 1 - VNPT Hanoi, although the staff of Telecommunication Center 1 - VNPT Hanoi are qualified and experienced in the field of telecommunications.

Labor structure by qualification at Telecommunications Center 1 - VNPT Hanoi

Table 2. Labor structure by qualification

Five	2018		2019		2020		2021	
	Quantity	Ratio %	Quantity	Ratio %	Quantity	Ratio %	Quantity	Ratio %
Total number of employees	192	100.0	185	100.0	183	100.0	175	100.0
University and beyond	72	37.50	75	40.54	77	42.07	80	45.71
College, High School	23	11.98	24	12.97	24	13.11	25	14.29
Worker	97	50.52	eighty six	46.49	82	44.82	70	40.00

Not trained yet	0	0	0	0	0	0	0	0
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(Source: Department of Personnel and Organization of Telecommunications Center 1 - VNPT Hanoi)

The workforce is directly involved in the production and business process of Telecommunications Center 1 - VNPT Hanoi. This is the workforce that the managers of Telecommunications Center 1 - VNPT Hanoi need to pay great attention to and create favorable conditions to promote the creative and highly effective working spirit.

Evaluation of motivational work for the Center's officials and employees

Human resource training and development

Annually, Telecommunications Center 1 - VNPT Hanoi, based on human resource development requirements, determines training

needs and submits it to the Group for approval; research and organize training programs; organize the implementation of training and retraining activities according to the plan approved by the Group.

According to the author's survey from 2018-2021, the number of people sent for training continuously increased, and the author found that Telecommunications Center 1 - VNPT Hanoi has been paying great attention to the public sector training and human resource development. However, if you want to know the perception of employees about training, human resource development and its effectiveness, let's take a look at the evaluation of employees.

Table 3 . Evaluation of officials and employees about training work

Question	Reply					
	dissatisfaction	Unsatisfied	Wondering	Satisfied	Very pleased	Total
Satisfied with the training	13.34	11.00	24.33	36.00	15.33	100
The subject sent for training is correct	26.00	10.67	27.33	18.00	18.00	100
Being facilitated by Telecom Center 1 - VNPT Hanoi to study	17.67	8.66	23.00	25.67	25.00	100
The effectiveness of the training program is very high	15.67	7.00	26.00	39.00	12.33	100

Author's survey results in 2021)

Through the survey with the above survey criteria, it was found that the percentage of disagreeing opinions still accounts for a high rate. In the coming time, Telecommunications Center 1 - VNPT Hanoi needs to review its entire training system to reduce the rate of above comments to a lower level to stimulate the work motivation of employees.

Salary work at Telecommunications Center 1 - VNPT Hanoi

Through practice, Telecommunications Center 1 - VNPT Hanoi is aware of the importance of wages for employees, so it is constantly improving to find ways to increase wages for employees in China. telecommunications center 1 -

VNPT Hanoi associated with their contributions. With the efforts of Telecommunications Center 1 - VNPT Hanoi in realizing revenue, improving business efficiency, increasing the unit price of wages, thereby increasing the average salary of employees. over the years from 7.4 million VND/person/month in 2018 to 13.7 million VND/person/month in 2021. With the increasing average salary contributing to improving the material life of employees, and at the same time stimulate employees to work. If to consider whether the salary at Telecom Center 1 - VNPT Hanoi creates motivation for employees, it is necessary to assess the level of satisfaction of the employees with the salary.

Table 4. Evaluation of officials and employees about salary

Question	Reply					
	dissatisfaction	Unsatisfied	Wondering	Satisfied	Very pleased	Total
Income	4.67	7.33	22.00	43.33	22.67	100
Wages are paid fairly	4.00	4.67	8.00	67.33	16.00	100
Salary received compared to work performance	4.00	5.33	15.33	51.33	24.00	100
Full disclosure of salary regulations	10.67	12.00	16.00	36.67	24.66	100
Salary distribution ensures reasonable distribution between titles	14.00	12.67	15.33	33.33	24.67	100
How to determine the salary coefficient of the individual entitled to	13.33	12.00	16.00	36.67	22.00	100

Author's survey results in 2021

Through the analysis, it is found that the highest level of satisfaction is over 35%. However, the level of complete satisfaction is not high. The percentage of respondents who do not have a clear opinion and are not satisfied is still relatively high. Thus, in general, the salary work at Telecommunications Center 1 - VNPT Hanoi has promoted the motivational effect for employees. However, the rate of dissatisfaction and partial dissatisfaction is still quite high. Therefore, the leadership should consider to make this activity better in motivating employees.

Reward, welfare and life care for officials and employees

Besides salary Telecommunications Center 1 - VNPT Hanoi also attaches great importance to reward work as a measure to increase income, better care for employees' life, and to

encourage both materially and spiritually. spirit to motivate employees to work hard for better results.

Recognizing the importance of welfare for employee motivation. Telecommunications Center 1 - VNPT Hanoi always ensures the implementation of mandatory benefits such as social insurance, health insurance, benefits for sickness, maternity, and death in accordance with the law. . In addition, Telecommunications Center 1 - VNPT Hanoi also has additional support levels. Long-term employees working for Telecommunications Center 1 - VNPT Hanoi have the right to participate in health insurance, social insurance, periodical health check-ups, nursing vacations, bonuses depending on the circumstances. according to the annual welfare fund of Telecommunications Center 1 - VNPT Hanoi.

Table 5 . Evaluation of officials and employees on rewards and benefits

Question	Reply _					
	dissatisfaction	Unsatisfied	Wondering	Satisfied	Very pleased	Total
Various and reasonable forms of reward and welfare	7.33	5.33	9.33	22.00	56.01	100
The welfare regime is open, transparent and encouraging	6.00	6.67	8.67	26.67	51.99	100

Source: Author's survey results in 2021

It can be seen that the reward and welfare regime of Telecommunication Center 1 - VNPT Hanoi has had positive effects in motivating employees through material stimuli, supporting the lives of employees. labor. However, over time, the welfare regime also needs to be adjusted to suit the current reality in order to maintain and promote its role in motivation.

V. CONCLUSION AND DISCUSSION

At Telecommunications Center 1 - VNPT Hanoi as well as other businesses, all policies and measures proposed to be implemented and achieved the results as originally set out must be appropriate. with the organization, should be agreed upon by management and desired to be implemented. To achieve that, the solutions to motivate employees need to follow the following orientations:

Must be consistent with the goals and orientation of the unit, must have the effect of improving labor productivity and quality. The solutions to motivate employees are not only to satisfy the needs of the employees, but also need to bring benefits to Telecommunications Center 1 - VNPT Hanoi. The most direct effect is to improve labor productivity, reduce product costs and bring high profits to Telecommunication Center 1 - VNPT Hanoi. The solutions that are likely to bring about a greater increase in labor productivity will be agreed to by the leadership. On the other hand, the solutions proposed to be able to be implemented need to be feasible, within the implementation capacity of the unit, and must be suitable with the financial situation of T Telecom Center 1 - VNPT Hanoi. From these orientations combined with the causes of limitations and

existing problems of motivating employees at Telecommunications Center 1 - VNPT Hanoi mentioned above, the author offers some solutions. following law :

Training and developing human resources in order to make the most of existing human resources and improve the effectiveness of the organization by helping employees better understand their work and master their profession. and perform their functions and duties more consciously with a better attitude as well as improve their adaptability to the jobs they will undertake.

Reasonable application of salary payment methods is a human resource management activity that has great significance in helping the organization achieve high performance as well as positively impacting the work ethics of all employees. motion. A reasonable form of payment will be the basis for determining the most equitable amount of wages for each worker as well as the basis for convincing them of that amount.

Completing the reward and welfare work for employees, contributing to improving the material and spiritual life of employees will promote and improve labor productivity. Meet the requirements of the representative of workers and enhance the regulatory role of the State. Maintain the material and spiritual living standards of employees.

The working environment is a place where employees have to come into contact every day, it greatly affects the ability to work, health, working attitude and work efficiency of employees. Telecommunications Center 1 - VNPT Hanoi has not paid much attention to the issue of building atmosphere and working environment.

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