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## HUMAN RESOURCES TRAINING TO MEET ENTERPRISES' REQUIREMENTS AT HO CHI MINH CITY UNIVERSITY OF INDUSTRY (HUI) IN THE CONTEXT OF GLOBAL ECONOMIC INTEGRATION

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### ABSTRACT

Vietnam's human resources currently feature both the redundancy of untrained workers and the shortage of skilled ones according to the industry's skill standards. In Vietnam, lots of foreign-invested and local businesses in the process of technology enhancement face the problem of skilful labor shortage. Such shortage of qualified workers exists at most businesses in industrial areas and export processing zones in the country.

In that context, Ho Chi Minh City University of Industry (HUI) was officially founded in 2004 from its forehands such as Industrial College No. IV, founded in 1999, Technical High School No. IV (1994), Vocational Training Worker School (1975), and Don Bosco Technical High School (1957). HUI is one of the biggest technical universities in South Vietnam. Annually, it provides the local and international labor markets with 15,000 highly qualified workers who graduated from the professional training courses at the levels of bachelor, diploma, and technician and from articulation training programs.

In 2003, for quality enhancement in terms of training and management, HUI applied the standards of international quality management system known as ISO 9001: 2000 to all of its activities. In 2005, Germany's TUV Rheinland Certification Body certified that HUI's training and management systems are in accordance with the ISO 9001: 2000. Such application has increasingly improved the quality management of the schools and administration at HUI.

Moreover, HUI is constantly committed to enhance all of its training programs on credit systems on the pathway to the regional and global integration. Besides, it has registered the accreditation procedure issued by Vietnam's Minister of Education and Training for its undergraduate training programs, and it is expected to be an accredited university by 2009.

Accredited university is committed to being better today than they were yesterday. This commitment to continuous improvement is demonstrated by the university's adherence to the standards and implementation of a quality improvement process that yields results for students.

We are interesting a slogan "Accreditation is an activity, not a status. Schools are accredited because of the way they MOVE, not the way they STAND."

**Keywords:** Human Resources Training, QMS ISO 9001:2000, Accredited university.

### I. OVERVIEW

Vietnam's human resources currently feature both the redundancy of untrained workers and the shortage of skilled ones according to the industry's skill standards. In Vietnam, lots of foreign-invested and local businesses in the process of technology enhancement face the problem of skillful labor shortage. Such shortage of qualified workers exists at most businesses in industrial areas and export processing zones in the country.

In that context, Ho Chi Minh City University of Industry (HUI) is one of the biggest technical universities in South Vietnam. Annually, it provides the local and international labor markets with 15,000 highly qualified workers who graduated from the professional training courses at the levels of bachelor, diploma, and technician and from articulation training programs. In 2003, for quality enhancement in terms of training and management, HUI applied the standards of international quality management system known as ISO 9001:2000 to all of its activities. In 2005, Germany's TUV Rheinland Organization certified that HUI's training and management systems are in accordance with the ISO 9001:2000. Such application has increasingly improved the quality management of the schools and administration at HUI. Besides, HUI is constantly committed to enhance all of its training programs on credit systems on the pathway to the regional and global integration. Besides, it has registered the accreditation procedure issued by Vietnam's Minister of Education and Training for its undergraduate training programs, and it is expected to be an accredited university by 2009.

### II. HUMAN RESOURCES TRAINING AT HUI

#### 2.1. History of HUI's development

HUI was previously known as:

- 1957: Technical High School of Don Bosco
- 1975: Technical Workers School No.IV
- 1994: Industry High School No.IV
- 1999: Industrial College No.IV
- 2004: Ho Chi Minh City University of Industry (HUI)

#### 2.2. Campuses

- Main campus: 12 Nguyen Van Bao Street, Go Vap District, Ho Chi Minh City, Vietnam
- Bien Hoa subsidiary: 39 Cach Mang Thang Tam Street, Bien Hoa City, Dong Nai Province, Vietnam
- Quang Ngai subsidiary: 38 Nguyen Du Street, Quang Ngai City, Quang Ngai Province, Vietnam
- Thai Binh subsidiary: Tan Binh Commune, Thai Binh City, Thai Binh Province, Vietnam

### 2.3 Training levels:

- Postgraduate: 2 years
- Undergraduate: 4 years
- Professional and vocational colleges: 2 years
- Technical and vocational high schools: 2 years
- Technical senior high school: 4 years

### 2.4. Institutes, Faculties, and Centers at HUI:

- Offices: 14
- Institutes: 2
- Faculties: 18
- Centers: 7

### 2.5 Specializations:

- Undergraduate: 25
- Professional college: 32
- Vocational college: 22
- Technical high school: 28
- Technical senior high school: 17

### 2.6. Training areas:- Mechanical Engineering

- Electrical Engineering
- Electronics
- Food Processing and Biotechnology
- Environment Technology
- Fashion and Garment Technology
- International Trade
- Foreign Languages
- Chemical Engineering
- Automobile Engineering
- Information Technology
- Business Administration
- Marketing Management
- Accountancy and Auditing
- Finance and Banking
- Tourism
- Air Conditioning

### 2.7. Enrolments:

- Undergraduate and college: 22,000 students
- Vocational and technical high schools: 27,000 students
- International co-operative training courses: 3,000 students
- Total: 52,000 students

### 2.8 Graduation:

- 15,000 graduates/ year
- Over 95% of HUI graduates employed

### 2.9. Staff:

- Total: 1,500
- Permanent lecturers: 1,085
- Visiting lecturers: 115
- Supporting staff: 300

### 2.10 Permanent Lecturers:

- Professors and Associate Professors: 9
- Doctors and Doctor Students: 110
- Masters and Postgraduate Students: 570
- Bachelors: 396
- Total: 1,085

### 2.11. Facilities:

- 350 classrooms
- 200 laboratories
- 30 workshops
- 4000 desktop computers
- 150,000 book titles

- 10,000 student beds at the dormitory
- Canteen, supermarket, bank, ATM....

### **III. ENHANCING LEARNING AND TEACHING METHODS AT HUI FOR BETTER TRAINING QUALITIES AND FURTHER GLOBAL INTEGRATION**

In the academic year 2007-2008, Vietnam's Ministry of Education and Training (MOET) made a breakthrough by directing its educational institutions at tertiary level to launch a 2-no movement, no negative phenomena on exams and no false achievements in education. The movement has been considered as strategic and significant to both education and socio-politics, paving the way to better training qualities at domestic universities.

In order to respond to the MOET's policy, HUI boosts the enhancement of learning and teaching methods as follows:

#### *3.1. Turning to credit training system since the academic year 2007-2008*

Aiming to provide the students with a wide range of study choices as well as enable them to build their own study plans, HUI made first great strides from year-based training system to credit system for its undergraduate and college full-time programs in the academic year 2007-2008. The university expects to apply the credit training system to all of its undergraduate and college programs including full-time, in-service, and articulation systems in the academic year 2008-2009.

HUI has developed its training programs in the context of global integration. The curriculums and teaching methods are standardized and modernized according to the advanced education and training norms of the countries in the region and around the world. The university has profiled and updated both framework and detailed training programs for all of its training areas and specializations. The training programs are recognized to meet the demands of the industry and communities. Apart from traditional training areas, HUI offers the students lots of new specializations in an attempt to satisfy the needs of qualified workforce of societies. Foreign languages and IT training courses have been obligatory courses at HUI as they are considered the keys to the world of modern sciences.

HUI also focuses on the students' coursebooks and reference materials. With over 150,000 book titles at the central library, the university has encouraged the teaching staff to develop training curriculums and reference materials. So far, HUI has finished the curriculum development for its undergraduate programs, made it available for the course books of other training programs, and built a library of e-books. As a result, 400 book titles are published and 30% of subjects based on e-course books.

#### *3.2. Improving the exams, testing, and assessment through objective multiple-choice tests*

In 2007, the university pay much of its attention to the improvement process of learning and teaching methods, for example, improving test format, assessment, encouraging students to work in groups, write assignments, and apply the testing systems of the advanced education in the world. HUI applies the objective multiple-choice tests to almost 1,000 subjects in an attempt to separate lecturers from testing and marking. The university has collected 700,000 multiple-choice questions, established question banks, organized the exams with objective multiple-choice questions, marked students' test papers with machines, and handling marks on a local area network. It may be said that there has been a revolution for the enhancement of learning and teaching methods at HUI in order to respond to MOET's policy of enhancing university education.

#### *3.3 Applying information technology (IT) to education and training*

HUI has pioneered to put IT applications into the process of management and teaching, for example, making use of software to support teaching, testing, assessment, and exploiting reference materials on the Internet. It has spent a part of its budget on IT facilities, such as computer laboratories, multi-media classrooms, and communicative equipment for the enhancement of teaching methods. HUI has speeded up the Internet connection, upgraded the hardware of PC's, used EMIS and UBS software to manage training qualities, and re-designed its web page.

### **IV. QUALITY MANAGEMENT IN HIGHER-EDUCATION & CASE STUDY**

The application of quality management and the establishing of quality systems for the educational domain at Vietnam universities were proposed the first time in 2003. The assessment of the educational quality especially at universities and the application of the feed back for the contents and realization of lectures and courses are very important. Especially the new ISO 9000 international standards with its orientation to processes gave a useful frame for the development of quality management in education in Vietnam higher education.

#### *4.1 List of universities by certified ISO 9001:2000*

Quality Management System Certification is still a new model to Vietnam higher education. The International Quality Center (IQC) and Vietnam Quality Association of Ho Chi Minh City (VQAH) together with colleagues from consulting bodies will combine technical consultancy with local and foreign experiences to do internal audits and the certification bodies to do external audits for twenty universities in 4 year-period 2005 - 2008.

1. Business Administrative School, National University, Hanoi City
2. Hanoi Teacher Education University, Hanoi City
3. Hanoi University of Industry, Hanoi City
4. National Economy University, Hanoi City
5. Hai Phong Maritime University, Hai Phong City
6. Hai Phong People-Founded University, Hai Phong City
7. Sao Do College of Industry, Hai Duong Province
8. Hong Duc University, Thanh Hoa Province
9. Hong Cam Mining College of Industry, Quang Ninh Province
10. Dalat University, Lam Dong Province

11. Technical Pedagogic University of Ho Chi Minh City
12. Nong Lam University of Ho Chi Minh City
13. Ton Duc Thang University, Ho Chi Minh City
14. Ho Chi Minh City Food Industry College
15. RMIT University (Australia), Ho Chi Minh City
16. Hung Vuong University, Ho Chi Minh City
17. Ho Chi Minh City University of Industry (HUI)

At the present, three universities are processing to gain ISO 9001:2000 in the end of 2008

#### 4.2 Case Study: Applying QMS ISO 9001:2000 to Ho Chi Minh City University of Industry (HUI)

In the processing of implementation QMS ISO 9001:2000, HUI hold 05 internal audit times. The contexts of audit included:

- Level of implementation of Quality Targets of every units and Board of Management;
- Level of implementation of issued documents;
- Level of implementation of corrective actions and preventive actions;
- Level of knowledge of staff in the processing of implementation QMS ISO 9001:2000.

#### 4.3 Results of education quality in HUI after applying QMS ISO 9001:2000

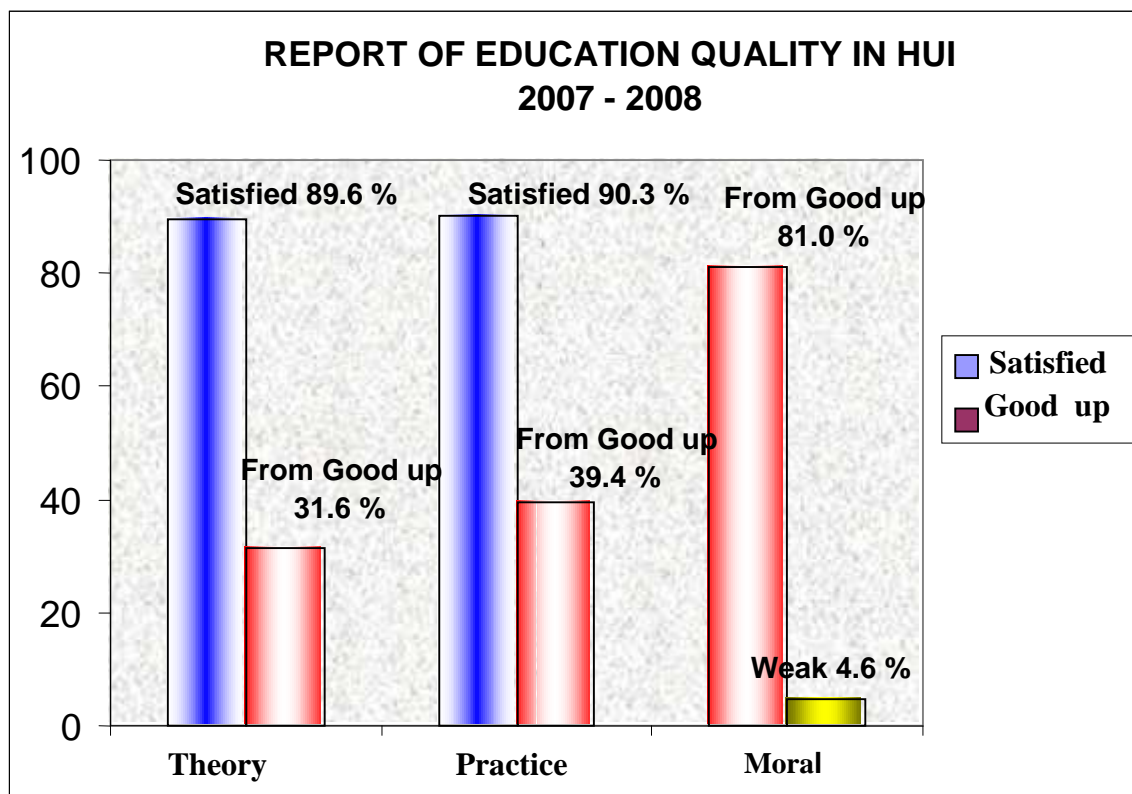


Figure 1 - Education quality of HUI in 2007-2008 after applying ISO 9001:2000

Table 1 – 04 criteria of Satisfied Customer Level through the 2005 - 2008 HUI Survey

No.	Survey item	1 <sup>st</sup> Audit 2005-2006	3 <sup>rd</sup> Audit 2006-2007	5 <sup>th</sup> Audit 2007-2008
1	Satisfied level of students in subjects (Student oriented)	73%	75%	80%
2	Satisfied level of employers (Labor market oriented)	59%	66%	74%
3	Ratio students had conformity jobs with trained fields after graduated 6 months (HM supplying oriented)	74%	80%	85%
4	Level of Quality of Management System according to EFQM Model (Quality Management in education oriented)	Qs = 0,59 (Stage 3)	Qs = 0,69 (Stage 3)	Qs = 0,80 (Stage 4)

Note:

5 stages of Quality Management System (QMS) in higher-education according to EFQM Model:

Stage 1: Subject Oriented School (Chair / Faculty Oriented)

- Stage 2: Teaching School (School Internal Oriented)
- Stage 3: Learning School (Still School Internal Oriented)
- Stage 4: Linking School (External Labor Market Oriented)
- Stage 5: Open School – Scenarios For Future (Labor Market And Social Development Oriented)

Ratios of QMS in higher-education based EFQM Model :

- $0 < Q_s \leq 0,20$  ————— QMS of school at Stage 1
- $0,20 < Q_s \leq 0,40$  ————— QMS of school at Stage 2
- $0,40 < Q_s \leq 0,60$  ————— QMS of school at Stage 3
- $0,60 < Q_s \leq 0,80$  ————— QMS of school at Stage 4
- $0,80 < Q_s \leq 1,00$  ————— QMS of school at Stage 5

From Table 1, we recognized, at the present HUI gained the end of stage 4 and the beginning of stage 5 based EFQM Model. HUI is processing on the road of human resource training to meet enterprises' requirements.

## V. CONCLUSION

To quickly integrate into regional and global education, HUI is believed to enhance and upgrade its training qualities constantly according to international standards on education and training. Therefore, all of HUI management and staff spare no efforts to be a national center of excellence in future where attract and train talents for the country.

Moreover, HUI is constantly committed to enhance all of its training programs on credit systems on the pathway to the regional and global integration. Besides, it has registered the accreditation procedure issued by Vietnam's Minister of Education and Training for its undergraduate training programs, and it is expected to be an accredited university by 2009.

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