



ENHANCING THE TRAINING QUALITY OF LAC HONG UNIVERSITY (LHU) STUDENTS TO MEET THE HUMAN RESOURCE NEEDS IN DONG NAI PROVINCE

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ABSTRACT

All enterprises need resources including human resources for development. In the current world situation when international competitiveness has become fiercer in many fields, it's a bonus for any enterprise that possesses high-quality human resources. High quality human resources are also a condition to improve the efficiency of the operation in business, and an important factor for successful international integration.

This paper entitled "Enhancing the training quality of Lac Hong University (LHU) students to meet the human resource needs in Dong Nai province" was conducted during the time from July 2012 to June 2014.

The research result showed that there were 450 enterprises (but 421 enterprises processed) that to be interviewed and answered about 25 questions. Besides, the researcher had analyzed KMO test, the result of KMO analysis used for multiple regression analysis. Enterprises' responses were measured through an adapted questionnaire on a 5-point Likert scale. Hard copy and online questionnaire were distributed among enterprises in Dong Nai province.

In addition, the regression analysis result of enterprises' need showed that there were five factors, which included of factors following: Soft skills; Information Technology skills; English skills; trained knowledge and behavior value actually affected enterprises' need with 5 % significance level.

The research results were processed from SPSS 20.0 software. The parameters of the model estimated by Least - Squares Method tested for the model assumption with 5% significance level.

The researcher had obtained the main objectives of this study were to:

The first objective is to analyze and test some factors to affect to training quality by enterprises' need in Dong Nai province.

The second objective is to recommend a lot of solutions in order to improve the training quality of LHU in the future.

Keywords: LHU, quality, training quality, enterprise' need and human resource

Introduction

An economic and social development of a region or a nation depends on many factors such as budget, science, technology, natural resource and human capital. We all know that human is the main factor and human capital plays the key role in the economic and social development of every nation, region and business, especially during the period of industrialization, modernization and international economic integration of Vietnam.

The effective exploitation and use of human capital is an upcoming important matter. These important potential, however, have neither been cared properly nor used effectively in Dong Nai province.

To carry out the economic and social strategy in latest situations, Vietnam State Government has come up with basic emerging and long-term requirements for the best effective use of human capital to exploit the intellectual potential, to develop spiritual factors in parallel with a nation's culture and tradition, to build the binding relationship between exploiting, using and training, cultivating to improve the human capital's quality; and the human capital's quality is as a basic premise to improve the economic and social effects of a nation. In the field of training, training quality means that graduates have to not only meet the demands of the knowledge, skills and working methodology but also apply for the appropriate work that is dynamic and creative in their field of expertise.

Combined with the practical requirements of the teaching career, the author has boldly chosen the theme: "ENHANCING THE TRAINING QUALITY OF LAC HONG UNIVERSITY (LHU) STUDENTS TO MEET THE HUMAN RESOURCE NEEDS IN DONG NAI PROVINCE" as a paper for researching in the developing of the training quality to meet enterprises' need in Dong Nai province.

Literature review

Human Resource Development (HRD): According to UNESCO (United Nations Educational Scientific and Cultural Organization), human resource development is all the working proficiency of residents in the nation's development.

ILO (International Labor Organization) says that we must understand the definition of human resource development in a larger concept; it is not only the working proficiency of

residents or includes the trainings in general but also the individual's capacity advancement to accomplish tasks effectively, as well as to meet the occupational satisfaction of individual's life.

According to UNIDO (The United Nations Industrial Development Organization), developing people systematically is both an objective and a motivation of a nation's development; it includes every economic and social aspect i.e. to improve individual's capacity, to increase the productivity and creativeness, to cultivate leadership function by education, research and training, and practical activities.

Term "Human Resource Development" under different viewpoints:

According to Leonard Nadler, HRD is a series of organized activities conducted within a specified time and designed to produce behavioral change. HRD related to functional operations of people in the system of production.

According to Swanson, 1997; Swanson and Holton III, 2001, "HRD is a process of developing and unleashing human expertise through organization development (OD) and personnel training and development (T&D) for the purpose of improving performance".

Quality in Education: The quality defined by British Standards Institution, 1978 as the totality of features and characteristic of a product or service that bear on its ability to satisfy stated or implicit needs. Quality in Education can be defined as:

- The development of intellectual skills and knowledge that will equip graduates to contribute to society through productive and satisfying engineering careers as innovators, decision makers and leaders in the global economy (R. Natrajan, 1999).

- The ability of a product to satisfy the requirements of the customer (Roma Mitra et al., 2007) and quality in engineering education is an open system at various levels i.e. students, teachers, curriculum, institutional and state level (Kulkarni P.,1999).

- Quality depends on the institution infrastructure, faculty's research and development activities and industry institution interaction etc. (Mallesham P., 2005) (Sangeeta Sahney et al., 2004, 2007) define Quality in education from TQM perspective.

Methods of research

This study used of quantitative research methods to survey the factors that affecting the enterprises' need in Dong Nai province. The results obtained from quantitative research processed by SPSS statistical software version 20.0.

Quantitative research methods describe and measure the level of occurrences based on numbers and calculations. Moreover, the questions of "how many?" and "how often?" asked in quantitative studies. Quantitative research is the collection of numerical data and exhibiting the view of relationship between theory and research as deductive, a predilection for natural

science approach, and as having an objectivist conception of social reality. Therefore, this specific form of research uses the quantitative data to analysis.

After preliminary investigations, formal research is done by using quantitative methods questionnaire survey of 450 enterprises related and answered nearly 25 questions. The reason tested measurement models, model and test research hypotheses.

Data collected were tested by the reliability index (excluding variables with correlation coefficients lower < 0.30 and variable coefficient Cronbach's alpha < 0.60), factor analysis explored (remove the variable low load factor < 0.50). The hypothesis was tested through multiple regression analysis with linear Enter method.

Research results

Descriptive Statistics the Enterprises' need in Dong Nai province

Table 1: Descriptive Statistics for the Enterprises' need in Dong Nai province

Questions	N	Min	Max	Mean	Std. Deviation
ES1: You are completely to need about the English writing and translation skills of Students on LHU.	421	1	5	3.12	1.047
ES2: You are completely to need about the English reading skills of Students on LHU.	421	1	5	3.24	1.037
ES3: You are completely to need about the English listening skills of Students on LHU.	421	1	5	3.23	.969
ES4: You are completely to need about the English speaking skills of Students on LHU.	421	1	5	3.29	.961
TK1: You are completely to need about the social knowledge of Students on LHU.	421	1	5	3.43	.975
TK2: You are completely to need about the Practicum knowledge of Students on LHU.	421	1	5	3.39	.993
TK3: You are completely to need about the Economic knowledge of Students on LHU.	421	1	5	3.24	.961
TK4: You are completely to need about the Major knowledge of Students on LHU.	421	1	5	3.38	.985
S1: You are completely to need about time management skills and research of Students on LHU.	421	1	5	3.17	.894
S2: You are completely to need about the strategic plan skills and research of Students on LHU.	421	1	5	3.12	.930
S3: You are completely to need about the presentation skills of Students on LHU.	421	1	5	3.23	.981
S4: You are completely to need about the group - working skills of Students on LHU.	421	1	5	3.27	.932
S5: You are completely to need about the negotiation skills of Students on LHU.	421	1	5	3.19	.921
S6: You are completely to need about the problem solving skills of Students on LHU	421	1	5	3.29	.989
BI: You are completely to need about the researching behavior of Students on LHU.	421	1	5	3.49	1.034
B2: You are completely to need about the working behavior of Students on LHU.	421	1	5	3.65	1.046

Table 1: Continued

Questions	N	Min	Max	Mean	Std. Deviation
B3: You are completely to need about the cooperative behavior of Students on LHU.	421	1	5	3.48	1.110
ITS1: You are completely to need about the Major software use skills of Students on LHU.	421	1	5	3.21	.952
ITS2: You are completely to need about the internet skills of Students on LHU.	421	1	5	3.24	.918
ITS3: You are completely to need about the Computer typing skills of Students on LHU.	421	1	5	3.20	.925
ITS4: You are completely to need about the Data processing skills of Students on LHU.	421	1	5	3.19	.943
ITS5: You are completely to need about the PowerPoint processing skills of Students on LHU.	421	1	5	3.24	.950
GA1: You are completely to need with soft skills of students on LHU.	421	1	5	3.46	1.027
GA2: You are completely to need about the training quality of LHU (English, IT and major).	421	1	5	3.61	1.056
GA3: You are completely to need with behavior of students on LHU.	421	1	5	3.44	1.106

(Source: The researcher's collecting data and SPSS)

Exploratory Factor Analysis

Exploratory Factor Analysis showed that Result of the KMO and Bartlett's Test for Enterprises' need showed that Kaiser-Meyer-Olkin Measure of Sampling Adequacy was statistically significant and high data reliability (KMO = 0.861 > 0.6). Significance level was 0.000 (<0.05). Total Variance Explained for Enterprises' need showed that Cumulative % was statistically significant and high data reliability, Extraction Sums of Squared Loadings = 80.44 (> 60 %). This was very significant for regression analysis. There was Initial Eigenvalues value 1.045 (>1). The result showed that Structure Matrix for the factors affecting the Enterprises' need in Dong Nai province had 5 Components following:

Component 1 (X1) is Soft skills (SS) include SS1, SS2, SS3, SS4, SS5, and SS6; Component 2 (X2) is Information Technology skills (ITS) include ITS1, ITS2, ITS3, ITS4 and ITS5; Component 3 (X3) is English skills (ES) include ES1, ES2, ES3 and ES4; Component 4 (X4) is Trained knowledge (TK) include TK1, TK2, TK3 and TK4 and Component 5 (X5) is behavior value (B) include B1, B2 and B3.

Table 2: Analysis of regression Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	1.279E-17	.012		.000	1.000		
X1	.299	.012	.299	25.431	.000	1.000	1.000
X2	.106	.012	.106	9.024	.000	1.000	1.000
X3	.124	.012	.124	10.581	.000	1.000	1.000
X4	.204	.012	.204	17.353	.000	1.000	1.000
X5	.886	.012	.886	75.445	.000	1.000	1.000

(Source: The researcher's collecting data and SPSS)

Table 2 showed that all $t > 2$ was statistically significant and high data reliability. In addition, the regression coefficients were positive. This means that the effects of independent variables in the same direction with the level of Enterprises' need in Dong Nai province. VIF value was 1 ($VIF < 5$). Y: Enterprises' need in Dong Nai province (GA1, GA2 and GA3)

We have X1, X2, X3, X4 and X5 with $VIF < 5$ and $Sig < 0.05$. Since we have regression Equation: $Y = 0.0001 + 0.299X1 + 0.106X2 + 0.124X3 + 0.204X4 + 0.886X5$

Conclusions and Recommendations

Conclusions

The aim of this study was to examine the factors affecting training quality through enterprises' need. To examine the study a literature review has been done on different aspects of training. The findings of this study suggested many factors which affects training quality of bachelor degree for students.

The measurement of enterprises' need can be useful for LHU to help them to pinpoint their strengths and identify areas for improvement. Satisfaction ratings go beyond teaching assessments, which have a narrow focus, to include broader aspects of the student learning experience. It is important to understand the factors that contribute to students' satisfaction and enterprises' need.

Recommendations

Component 1 (X1) is Soft skills (SS): LHU should improve English Skills for students more and more not only quantity but also quality in order to meet human resource need in Dong Nai province. In the era of technology, IT skills aid plenty of resources to enhance the teaching skills and learning ability. With the help of IT now, it is easy to

provide audio visual education. The learning resources are being widens and widen. Now with this vivid and vast technique as part of the IT curriculum, learners are encouraged to regard computers as tools to be used in all aspects of their studies. In particular, they need to make use of the new multimedia technologies to communicate ideas, describe projects, and order information in their work.

Component 2 (X2) is Information Technology skills (ITS): LHU should continue to improve Information technology Skills for students more and more not only quantity but also quality in order to meet human resource need in Dong Nai province. When you're seeking employment, your soft skills (people skills) can be as important as the hard skills that are required to achieve success on the job. Companies seek candidates with both types of skills when hiring for most positions. That is because if you can't get along with others, don't have a positive attitude, can't work well as part of a team, and aren't able to think creatively and critically it may not matter how talented you are.

Component 3 (X3) is English skills (ES): LHU should continue to improve Soft Skills for students more and more not only quantity but also quality in order to meet human resource need in Dong Nai province. All businesses have access to an extensive pool of trained knowledge - whether this is their understanding of customers' needs and the business environment or the skills and experience of staff. The way a business gathers, shares and exploits this knowledge can be central to its ability to develop successfully. This doesn't just apply to huge multinational companies. Trained Knowledge can benefit everyone from a local newsstand to a manufacturing firm. This guide explains the basic sources of knowledge available to your business, how you can best harness and exploit this information and how to create a knowledge strategy for your business.

Component 4 (X4) is Trained knowledge (TK): LHU should continue to improve Trained Knowledge for students more and more not only quantity but also quality in order to meet human resource need in Dong Nai province. Human behavior is believed to be influenced by the endocrine system and the nervous system. It is most commonly believed that complexity in the behavior of an organism is correlated to the complexity of its nervous system. Generally, organisms with more complex nervous systems have a greater capacity to learn new responses and thus adjust their behavior.

Component 5 (X5) is behavior value: LHU should continue to improve Behavior for students more and more not only quantity but also quality in order to meet human resource need in Dong Nai province. This study also helps LHU to know the level of enterprises' need and those aspects are the most important. This research is very important when the university is undergoing through new changes. The findings of this research also help LHU to serve not only students but also enterprises more effectively in the future, and develop the quality of

training to increase the satisfaction level of its students and enterprises. These findings may also be useful to the students who want to join to study at LHU.

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