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Improve Computer Skills, Increase Competitiveness for Students at the University of Labor and Social Affairs

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Abstract

The University of Labor and Social Affairs is one of the large-scale human resource training schools under the Ministry of Labor, War invalids and Social Affairs. In recent years, the number of graduates of the University has fluctuated around 1500 students per year. The scale of training and the high rate of annual graduates are good signs, but there is a difficult problem that majors such as Accounting, Human Resource Management, Finance and Banking are chosen by many universities, so the pressure on students to find a job and the right major when starting to participate in the labor market huge dynamics. Facing such a situation, what does the University need to do to improve the competitiveness of students in majors such as Accounting, Human Resource Management, Insurance, on the labor market? The article provides a preliminary overview of the criteria for assessing the quality of labor that businesses focus on, and the skills students need and at the same time suggests solutions through training, equipping students with standard information technology knowledge to meet Microsoft Office Specialist standards.

1. The Problem

It can be seen that the skill of using information technology plays a very important role in the work of most organizations and businesses today. Proficiency in information technology helps employees themselves increase efficiency and businesses improve efficiency at work. Recognizing the importance of skills in using information technology, enterprises have applied strict recruitment policies and high standards requirements for this skill. This move has indirectly impacted the workforce that is starting to enter the labor market, which is recent graduates. This group of workers lacks practical experience and standard computer skills according to the recruitment requirements required by businesses and organizations. Some students are self-aware of job competition after graduation, equipping themselves with computer skills. Participate in computer skills training courses to increase competitiveness, and strive to get a good job after graduation, but this group of students is not much. The University of Labor and Social Affairs and specialized faculties need to develop training programs and support students to orient their knowledge and skills, especially computer skills, according to standards prescribed by the state and required by employers while still in school.

2. General Overview of Microsoft Office Specialist
2.1 General Overview of Microsoft Office Specialist

Microsoft Office Specialist is considered an international office informatics standard and also the leading information technology certificate in the world evaluating skills in using office informatics. In addition, Microsoft Office Specialist is a globally recognized professional skills assessment certification. The Microsoft Office Specialist exam was created by Microsoft and implemented by Certiport (USA). The test is conducted online, with more than 25 languages developed, and Vietnamese, the curriculum has been compiled by IIG Vietnam based on reality in Vietnam. According to Circular No. 03/2014/TT-BTTTT of the Ministry of Information and Communications that has promulgated the regulation on information technology skill standards, Microsoft Office Specialist is recognized as equivalent to the advanced skill standards specified in the above circular.

Microsoft Office Specialist helps take full advantage of the features and functions of the Microsoft Office system, helping to enhance personal performance, confidence, and differentiation at the same time Microsoft Office Specialist is the only

certificate that confirms skills in using Microsoft Office IT software and is directly certified by Microsoft.

The Microsoft Office Specialist information technology standard has three levels including: Specialist certifies basic skills in Microsoft Office products: Word, Excel, PowerPoint, Access, and Outlook. Next is Expert which is the advanced skill certification level in Microsoft Word and Microsoft Excel. Finally, and also the highest level, the Master is the most advanced level of comprehensive overall skill certification in using Microsoft Office.

2.2 Benefits of Microsoft Office Specialist

Applying information technology skills standards according to Microsoft Office Specialist standards contributes to improving the quality of national human resources and enhancing competitiveness and integration opportunities with countries in the region and the world.

In recruitment at enterprises, Microsoft Office Specialist is used as an effective tool in recruiting high-quality human resources as well as a measure of labor productivity, a tool to evaluate labor quality.

In Business Management, Microsoft Office Specialist provides executive management tools, and optimal solutions in making and selecting business plans for businesses.

At work, Microsoft Office Specialist helps employees improve work efficiency and improve labor productivity.

3. Labor Quality Index

In a market economy, competition is the factor that determines market requirements and labor power. The most important factor for the competitiveness of workers is their quality indicators. General labor quality indicators include the following groups: Criteria for assessing the physical fitness of workers (reflecting the state of health and working ability); Indicators of assessment of the intellect of labor (level of education, technical expertise); Criteria for evaluating personality (ethics, lifestyle, behavior in work...); Indicators of social dynamism of labor (job readiness, employment status, competitiveness, adaptability at work...). The combination of the above indicators will create that the ability to perform a certain type of work in each worker will be different and the competitiveness of each person is closely related to the level and quality of education, personality traits, and other intangible assets. For students, specific indicators of competitiveness are the level of knowledge and skills accumulated in the learning process. This degree in each student will be different and make competitiveness different. In other words, students' ability to absorb knowledge from teachers and materials, make it their own, as well as life and soft skills are very different, which leads to different students' competitiveness. Looking at competitiveness will partly tell the position and prospects of that student in the future. For example, students who are highly competitive can later work better, be more productive, more motivated, more creative, solve problems faster, and advance in their careers faster.

4. Skill Groups for Employees

According to Vu The Dung, and Tran Thanh Tong, (2009) [2], Employers' Requirements on Skills for New Graduates of Management-economics: Application of Content Analysis Method, Faculty of Industrial Management of Ho Chi Minh City University of Technology Ho Chi Minh presents the skill groups that employers are expecting from the group of managerial/economics candidates who have just graduated from university:

Group one is a group of basic skills, required, without which candidates will be very difficult or impossible to be employed. This group includes four main skills: foreign languages, office informatics, communication, and independent working. Which, foreign languages and office informatics are the top two important skills.

Group two is the value-added group: this group is the skill group that helps candidates really differentiate themselves from the competition. This group includes eight main skills: organization, management, analysis, teamwork, specialized informatics, communication, planning, and negotiation.

Group three is the group for future leaders: this group includes the skills required of future leaders such as: synthesis, leadership, relationship building and development, human resource organization, and decision-making.

The author describes the relationship between the three skill groups required for new graduates in three concentric circles representing three skill groups. The innermost circle represents the basic skill group of Group One, and the next two circles represent the group added to Group two and the group for future leaders or Group Three respectively.

From the fact that the results of assessing the situation of students finding jobs after graduation as well as the training program of the school show that the University has focused on training information technology skills for students. However, the current curriculum does not meet the regulations on information technology skills standards or meet the international office computer standards of Microsoft Office Specialist.

5. Computer Training for Students According to International Office Informatics Standards Microsoft Office Specialist Improves Competitiveness for Students

From the above analysis, we can see that information technology skills are an important skill at the same time, it serves as a core skill that students must have to prepare when starting to participate in the current labor market. Not only that, the information technology training according to Microsoft Office Specialist standards also helps students even in the process of studying at the University of Labor and Social Affairs have knowledge and computer skills for learning. Improve the efficiency of using IT tools, thereby increasing learning productivity and saving learning time. Help students focus on their expertise instead of wasting time processing content on the computer. When graduates graduate, if they are trained in information technology and international office computer standards, Microsoft Office Specialist will bring many benefits such as improving their own productivity and increasing the reliability of employers in all job positions. Have more opportunities to advance and receive the expected salary and earn the respect of colleagues in the career field. Therefore, in order for students at the University in general and students of faculties such as Accounting, Human Resource Management, and Business Administration in general to receive the above benefits, it is necessary to take some measures as follows:

The school assigns the faculty of majors here which are the disciplines being organized by the school and the information technology department to deeply understand the specific requirements of employers about the information technology knowledge and skills required for their training

majors, thereby designing the content of the training program in association with the reality, social needs and learning needs of students. Based on the results of practical research works on the employment of graduates and from there, there are directions to overcome.

It is recommended that the school use information technology skills standards or Microsoft Office Specialist international office computer standards to build outcome standards for students.

Along with that, the school needs to assign the Department of Information Technology to develop lectures, learning materials, and teaching information technology for students to meet the international office computing standards of Microsoft Office Specialist in the coming time.

Finally, the university needs to organize classes to improve information technology skills for staff and lecturers to support the capacity and teaching skills of lecturers for students. Changing information technology thinking for students indirectly through teaching activities of lecturers.

6. Conclusions

Currently, Vietnamese education is having to find answers to many difficult problems. Improving the competitiveness of students in the domestic and international labor market is one of the solutions to have a workforce with a high labor quality index, strong vitality, always ready to face a changing world, and quickly adapt to the internationally integrated working environment. Improving the competitiveness of students is a very important factor contributing to promoting the development and application of science and technology, contributing to ensuring the competitive advantage of Vietnamese human resources in the context of globalization.

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