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Criterion System for Assessing the Quality of Civil Servants: Study at the Northwest Region's Departments of Transport

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Abstract

Over the years, our Party and State have consistently prioritized the development and improvement of public workers in order to enhance cadres' capacity, ethical traits, and working style. Human resource management in general, and civil servant management in particular, is a management activity that encompasses a wide range of activities, including organizing the implementation of the State's regimes and policies for civil servants; arranging, assigning, mobilizing, and transferring work; evaluating; rewarding, disciplining civil servants, etc. Each content has a specific

role and is inextricably linked to the others, with evaluation serving as the premise, carrying significant weight, and serving as the foundation for subsequent stages. This article examines the set of criteria for assessing the quality of government officials. Research using secondary data and conduct surveys at the Departments of Transport in the Northwest region. The research results are the basis for the author to propose a system of criteria to evaluate the quality of civil servants and improve the quality of civil servants at the Departments of Transport in the Northwest region.

Keywords: Quality of Civil Servants, Criteria for Evaluating the Quality of Civil Servants

1. Introduction

Evaluating cadres and civil servants is considered the most important prerequisite but is still the most difficult and weakest step. The most difficult is evaluating the "mind", "range" and political bravery of the cadre; Evaluation of cadres and civil servants is still formal and does not accurately reflect the true nature of cadres and civil servants; Work efficiency has not been used as the main measure in evaluating officials and civil servants; also sentimental, formal, indulgent, perfunctory; lack of fighting spirit, lack of constructive spirit in evaluating officials and civil servants. The innovation of cadre work is still slow, lacking specific mechanisms and policies to truly promote democracy in cadre work, discover and use talented people; slow innovation of mechanisms, methods and processes for evaluating, appointing, dismissing and resigning officials.

The appraisal and usage of staff is a crucial phase in staff work, serving as the first condition for deciding on staff arrangement and use. Properly evaluating staff is the basis for planning, training, fostering, selecting, and arranging to promote the potential of the staff, so that the staff themselves have the right direction in striving and training; is the basis for properly implementing cadre policies, praising and honoring cadres who excellently complete their assigned responsibilities, make contributions and contributions to the country, localities and units; At the same time, criticize officials who do not complete their tasks, do not set an example, and reduce people's trust in the party organization. Properly evaluating officials is an important factor contributing to building solidarity and unity in agencies, localities and units, contributing to political stability, mobilizing and promoting the positivity of the people, officers in the common cause. On the contrary, if you misjudge officials, especially leaders, it is easy to cause distractions among officials, affecting internal solidarity, reducing trust, and sometimes even losing the movement in each locality, industry, unit.

2. Theoretical Background

Concept of Civil Servant

Civil servant is a phrase that has multiple meanings and connotations in different nations, each with its own approach based on the political, administrative, and cultural aspects. In general, public servants are those who are hired by the state, paid by the state, and obligated to serve the state in accordance with its norms.

According to Law No. 52/2019/QH14 of the National Assembly dated November 25, 2019: "Civil servants are Vietnamese citizens, recruited and appointed to ranks, positions and titles corresponding to their working positions in the agencies of the Communist Party of Vietnam, the State, socio-political organizations at the central, provincial and district levels; in agencies and units of the People's Army but are not officers, professional soldiers, or defense workers; in agencies and units of the People's Public Security but are not officers or non-commissioned officers serving under the professional regime, police workers, on the payroll and receiving salaries from the state budget.

Based on the aforementioned premise, we may generalize several traits and functions of civil officials as follows:

The First, public servants are individuals who are recruited or appointed to ranks, titles, and posts and possess the necessary professional credentials.

The Second, government servants labor constantly from the time they are appointed, recruited, and retired.

The Third, government servants are staffed and paid from the state budget.

Quality of civil servants

Quality is a wide notion, and there are still many varied perspectives on it. According to author Vu Hai Nam, the quality of public servants is one of the aspects that influence the quality of the civil servant team. In addition to the quality of public servants, each organization must have a leader capable of managing the civil servant team, as well as a civil servant structure relevant to the nature of operations and functions. Duties and responsibilities of the organization.

According to the author Bui Ton Hien: Individuals regard the quality of government workers as satisfying the quality requirements and standards of employment roles.

Although there are still diverse conceptions, most people believe that the quality of human resources is a collection of components such as mental capacity, mental strength, and physical strength, as well as their connection. These elements exist inside a certain person.

Thus, it is clear that the quality of public servants is determined by a number of elements, including moral characteristics, credentials, capacity, and work performance outcomes.

Criteria for evaluating the quality of civil servants

On the basis of analyzing and synthesizing the results of previous studies, the concept of civil servant quality and on the basis of reference to the standards of administrative rank civil servants in Circular No. 11/2014/TT-BNV of the Ministry Home Affairs, Decree No. 90/2020/ND-CP dated August 13, 2020 on evaluation and classification of cadres, civil servants and public employees, a set of criteria for evaluating the quality of civil servants is supplemented, inheriting the Criteria for evaluating the quality of civil servants in terms of physical strength, mental strength and mental strength are given by authors Nguyen Manh Cuong (2017), Tran Thanh Cuong (2017), Bui Duc Hung (2017), Dang Phuong Nga (2018). This article studies a set of assessment indicators: (1) Attitudes, behaviors, and health of civil servants; (2) Capacity of civil servants; (3) Qualification of civil servants; (4) Work performance results; (5) Creative thinking; professionalism; (6) Ability to use information technology and foreign languages.

(1) Evaluation criteria for attitudes and behaviors of civil servants are expressed in the following indicators

- **Moral qualities:** Political qualities, ethics, lifestyle; Strictly comply with the direction and administration of unit leaders;
- **Unity of thought and action:** Understand clearly the purpose and meaning of tasks, roles and responsibilities of each member in the process of assigning and organizing task implementation; clearly understand the process, work implementation plan, responsibilities and powers of each member; requirements on scale and quality of work; Be willing to overcome difficulties to coordinate with colleagues to perform assigned tasks well.
- **Spirit of cooperation:** Willing to cooperate, share experiences and information with colleagues to perform tasks.

(2) Capacity of civil servants

Capacity is the ability to successfully complete a certain type of activity. The capacity of provincial-level civil servants is the ability to effectively complete assigned tasks in the performance of public duties. Demonstrated in the following aspects: Professional capacity, Policy planning capacity, ensuring that the planning of guidelines and policies of the government and industry is always accurate and consistent with the development direction of the country, locality.

(3) Qualification of civil servants

Educational level is an important criterion, partly reflecting the quality of an organization's human resources. Civil servant qualifications are expressed through two criteria of general understanding and criteria of knowledge and experience in expertise and profession.

(4) Work performance results

The quality of an individual's task completion is always linked to the characteristics of the job position. Therefore, assessing the quality of completing tasks of civil servants must be linked to the characteristics of public service activities, ensuring public service performance - efficiency and effectiveness of State Management at the highest level. Criteria for evaluating the work performance of civil servants:

- Results of directing, operating and guiding functional agencies to organize and implement policies.
- Administrative processes and procedures in policy implementation.
- Level of completion of functions and tasks: Level of completion of annual or period-specific targets, plans, and work programs of the unit.
- Results of developing and promulgating legal documents in the field of management: Progress, quantity, quality of documents; clarity and transparency of legal documents drafted and submitted to competent authorities for promulgation.
- Results of propaganda and dissemination of policies and laws in the field of state management of the Ministry.
- Inspection and testing work; resolve the complaint report.
- Level of violation of policies and laws in the field of management.

- Level of satisfaction of civil servants in the organization with the system of policies, laws, and public services in the assigned state management field.

(5) Creative thinking; professionalism

It is the work of state management officials and civil servants to bring out and clarify for leaders, agencies, organizations, units, colleagues and people to see the creations and improvements to move towards new things, the ability to create new things. New and creative things are evaluated on the basis of new, unique and valuable products for the job, for the agency, and for the people participating in that activity.

Professionalism, that is, rigorous adherence to prescribed responsibilities and tasks in leadership and management operations, whether simple or complicated, huge or tiny, routine or urgent. Strict standards, protocols, and procedures must be followed; no shortcuts or actions that violate regulations or the conscience of authorities and public servants are permitted.

(6) Ability to use information technology and foreign languages

The ability to use information technology and foreign languages is not just about having a standard foreign language level or having a certificate, but that level also requires where the job position is needed, how to use it, and how to use it. Using space and always changing to meet practical requirements, especially in administrative reform, implementation of digital government, digital society of the 4.0 revolution and international integration are being set.

3. Research methods

The article's research methodologies include descriptive statistics, comparative statistics, synthesis, and analysis of secondary data such as historical statistics and reports from ministries, departments, and agencies. Local Department of Transport... on public servants and civil servant quality in the Northwest area.

In addition, the paper employs research and survey methodologies to develop a set of criteria for assessing the quality of public servants in the Northwest region's Department of Transport. The author responds to the statements in the questionnaire using a 5-point Likert scale in order to assess the degree of necessary.

According to Hair *et al* (1998), the smallest sample size must be 50, preferably 100 and the ratio of observations/measured variables is 5/1, so the author distributed 565 survey questionnaires. The results were 367 valid survey forms.

The primary analytical approaches for the questionnaires used in the study include, descriptive statistics, scale testing and EFA testing. The surveys are input and processed using SPSS26 software. Finally, there is the paper presentation and the presentation of study findings.

4. Results

Descriptive statistical results

The total number of survey questionnaires distributed was 565, receiving 367 valid votes. The number of administrative units participating in the survey is 6/6 units, reaching a rate of 100%. Some descriptive statistics of the

sample are as follows:

By gender and unit: Male: 168 people, accounting for 45.8%. Female: 199 people, accounting for 54.2%. All units have civil servants participating.

By age: The highest age is 60, the lowest is 24, the average age is 36.2, divided into 5 groups as follows: Under 30: 92 people, accounting for 25.1% of the research sample. From 31 to 40: 198 people, accounting for 54% of the research sample. From 41 to 50: 47 people, accounting for 12.8% of the research sample. From 51 to 55: 19 people, accounting for 5.2% of the research sample. From 56 to 60: 11 people, accounting for 3% of the research sample.

Cronbach's Alpha test

All Cronbach's alpha coefficients of the variables were ≥ 0.6 , thus meeting the requirements to be included in factor analysis. At the same time, the total correlation coefficients of the observed variables all meet the requirement of ≥ 0.3 , ensuring that the given scales can be trusted in a statistically significant way.

Table 1: Reliability Statistics

Evaluation criteria	Cronbach's Alpha
Attitudes, behaviors, and health of civil servants	.763
Capacity of civil servants	.720
Qualification of civil servants	.757
Work performance results	.770
Creative thinking; professionalism	.671
Ability to use information technology and foreign languages	.815

Source: Author's calculations

EFA exploratory factor analysis

The results of testing the data with $KMO = 0.784 (> 0.5)$, Sig of Bartlett's Test is 0.000, smaller than 0.05, showing that these observations are correlated with each other and completely consistent with factor analysis. Factor loading factor of the observed variables are all > 0.5 , the total variance extracted is 71.08% ($> 50%$) and the Eigenvalue coefficient = 1.164 (> 1). These tests were warranted for exploratory factor analysis.

Thus, all the scales selected for the variables in the model meet the requirements.

Table 2: Rotated Component Matrix

KMO	.784
Sig.	0
Eigenvalue	1.164
Cumulative %	71.08

Source: Author's calculations

Thus, through analysis it can be seen that the author proposes a set of 5 criteria to evaluate the quality of civil servants: (1) Attitude, behavior, health of civil servants; (2) Capacity of civil servants; (3) Qualification of civil servants; (4) Work performance results; (5) Creative thinking; professionalism; (6) The ability to use information technology and foreign languages was agreed upon by survey subjects. This is the basis for the author to propose some solutions to improve the quality of civil servants in general and the quality of civil servants in the Departments of Transport in the Northwest region.

5. Conclusion

Completing the system of professional title requirements for civil servants at Departments of Transport is one of the criteria for creating, managing, and enhancing the quality of civil workers at Departments of Transport. It also serves as the scientific basis for identifying the number of employees, class structure, and professional qualifications as the foundation for recruiting, placement, promotion, assessment, and training to enhance workers' professional qualifications. Roles with the Department of Transport in the Northwest area. This serves as the foundation for selecting work positions and provides a chance to assist agencies and units in reviewing their organizational structures, officers, and civil servants, as well as identifying each position in the organization related with job execution.

Demonstrate the functions and tasks of agencies and units. This work also helps the unit avoid the situation of pre-selecting personnel before creating jobs and avoid overlap when assigning and assigning jobs, overcoming the situation of both surplus and shortage of human resources in the Departments of Transport in the the Northwest area.

In addition, the development of standards and titles also helps civil servants at the Departments of Transport in the Northwest region clearly understand the requirements and standards of the titles, thereby clearly defining training and fostering plans to Equip yourself with the necessary skills according to the job position requirements, contributing to improving the quality of civil servants at Departments of Transport. To put the set of criteria for evaluating the quality of civil servants into practice, the author proposes a number of solutions:

Firstly, Departments of Transport must regularly survey and evaluate the quality of their civil servants to have a basis for planning their use.

Second, build, supplement and complete specific regulations on management and planning of civil servants at the Departments of Transport in the Northwest region

Third, build criteria to evaluate the quality of civil servants at Departments of Transport in accordance with state standards and the characteristics of the provinces in the Northwest region.

Thus, building criteria for evaluating civil servants at the Departments of Transport in the Northwest region will create unity and rigor in building and managing the team of officials and civil servants in the Departments of Transport.

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