

Core Values of the Civil Business in Vietnam in the Context of Industrial Revolution 4.0

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ABSTRACT: Public service is a power-legal activity, performed by a contingent of state officials and civil servants, that is, this team is empowered by the State to perform the State's functions and tasks in the state, the process of comprehensive management of all aspects of social life. Public service is to serve the state, serve the people, and associate with state power. Therefore, in order to develop a sustainable and lasting country, it is necessary to build the core values of the civil service in Vietnam in order to keep up with other countries in the digital transformation period of the public revolution. technology 4.0 and is an urgent requirement of the current national administration.

Keywords:Core values; Equipment; Industrial Revolution 4.0.

I. INTRODUCTION

XXI century always has many changes, especially in the field of science and technology, leading to leaps and bounds with the knowledge economy playing a prominent role in the development of productive forces. The 4.0 technology revolution is an objective trend that attracts more and more countries to participate and transnational capitalist economic groups to pay attention, creating a new wave, having both positive and negative aspects. poles, both cooperation and struggle. In addition, the world faces many global problems that no single country can solve on its own without multilateral coordination such as: environmental protection, population explosion limit, repel dangerous diseases, fight international crimes, protect workers.

Particularly in Vietnam, the risk of falling further behind economically than many countries in the region and in the world has hindered the implementation of the Party and State's guidelines,

guidelines and policies, causing discontent and causing dissatisfaction. at the same time, while the international competition is getting fiercer, if we do not quickly rise up, the lag will be even more serious, especially Vietnam is in the period of digital transformation. The role of civil service construction is very important for economic development, culture, politics, social life and international integration.

The document of the 13th National Congress of the Party pointed out: "Building a state administration in service of the people, democracy, rule of law, professionalism, modernity, purity, strength and publicity. , transparent. Continue to renovate the organization and operation of the Government in the direction of leanness, effectiveness and efficiency"[8]. Therefore, it is very necessary to build the core values of the civil service in Vietnam in the 4.0 technology era, aiming to serve the country and the people.

II. LITERARURE REVIEW

2.1. Concept

Acts is a term that is understood and used with many different narrow ranges. In the most general sense, "public affairs" is "public affairs". These public works are performed for the common benefit of the community and society.

The concept of public service in a broad sense is understood as public service in the public sector, corresponding to the "political system". Subjects directly performing official duties are cadres, civil servants and public employees in order to perform functions and tasks prescribed by competent authorities. Thus, civil service activities include activities of the Communist Party of Vietnam (which is the leading organization of the State and society); Government; Vietnam Fatherland Front and socio-political organizations. In the narrow sense: the public service belongs to

the area of “State”, corresponding to the subjects of public service being state agencies and the subjects directly performing official duties being cadres and civil servants in administrative agencies. state, performing public functions and tasks in accordance with law[9]. Therefore, building core values for the civil service of the country is building core values for the majority of cadres and civil servants performing the functions and duties of the State.

Activities performed by cadres and civil servants in the State apparatus, in political organizations, socio-political organizations and many other social organizations, are essentially activities serving the public interest.. . This stems from the nature of the State of the people, by the people, for the people and the common goal of the political system.

2.2. Features of public service

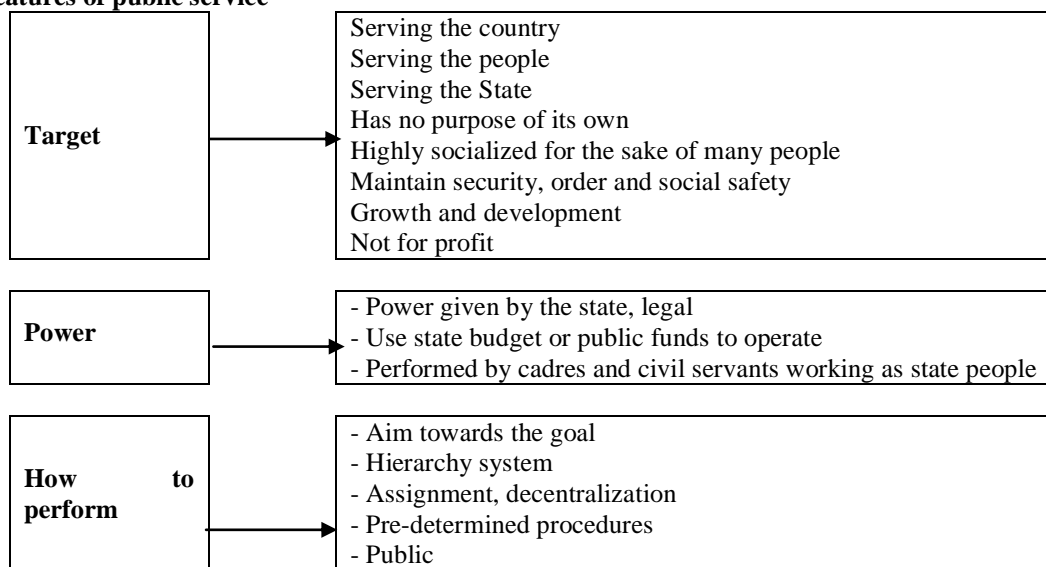


Chart 1. Features of Vietnam's civil service

(Source: Nguyen Thi Hoa Tam & Ho Duc Hiep (2021))

2.3. Civil service in some typical countries in the world

In 2006, Singapore was voted by the World Bank as the country with the best administrative and business environment in the world. In Singapore, in relation to public administration agencies, citizens or business people are all customers of that agency, because they have to pay some prescribed fees when using public services. The service they receive must be commensurate with the money and time spent. Therefore, employees at the grassroots level of Singapore understand very well that in order to receive a monthly salary, of course, they must serve customers - citizens very well. In addition, civil servants also learn how to communicate with people, from showing a smile to how to behave... If civil servants are reacted, complained by people 3 to 5 times, depending on the level, they will salary cut, not put in a position to communicate with people, or worse, fired. This is the mandatory minimum cultural behavior for civil servants,

through the feedback assessment channel of the people to create publicity and transparency of the service administration. In addition, Singapore has a reasonable remuneration policy for civil servants when choosing the issue of civil servant salaries as the key to all reforms. At the same time, Singapore has developed an effective legal system on supervision and evaluation of civil servants, in fact aimed at strictly managing and controlling the income of civil servants. This action has caused the civil servants to voluntarily and seriously implement the "four nos": "Can't, can't, don't want and don't dare to be corrupt".

In Canada, the reform and improvement of civil service culture is always the top concern of the Government. Renovation of the civil service is not only in human resources but also requires the active participation of the Government: creating all favorable conditions for state administrative agencies to serve citizens in the best way and achieve high efficiency. . In order to successfully carry out the reform of public administration and

bring a full and prosperous life to the people, administrative agencies in Canada have always focused on planning, recruiting, and developing capacity for the people, public servants, and at the same time constantly improve the infrastructure, creating conditions to support the effective management of the civil service.

Japan is a country that applies the civil service system according to a mixed model, which has both the characteristics of the career model and the characteristics of the job position model. The feature of the career model is that after being appointed to positions in the state apparatus, except in case of violation of discipline and forced to quit, Japanese civil servants work under the regime for life, i.e. until Retired Age. According to the job position model, after being appointed, civil servants must meet all the requirements of the job position and can only change their specialization and position by passing the exam to transfer. change. The scope of Japanese civil servants is defined in the Civil Service Law, which includes all salaried employees managed by the National Personnel Commission.

Thus, the construction of the core goal of the civil service is to serve the Fatherland, to serve the People, to meet the legitimate demands of the People and the organization and bear the essence of being the People's State. , by the People and for the People. The state civil service has no purpose in itself, the public service objective must be for the Fatherland, for the people, for the interests of the Fatherland and the people.

III. ASSESS THE CORE VALUES OF THE CIVIL SERVICE IN THE CONTEXT OF THE 4.0 INDUSTRIAL REVOLUTION IN VIETNAM TODAY

Performing public duties in the era of the 4.0 technology revolution always has advantages, as well as difficulties and challenges.

3.1. Advantage

Vietnam's civil service has a history of development over 70 years, since the Democratic Republic of Vietnam was born on September 2, 1945 with the first Constitution (in 1946) of a free and independent country. . With Decree No. 18-SL/1945, dated August 18, 1945, the Provisional Government of President Ho Chi Minh converted the mandarin regime in the French colonial administrative system to a civil service based on capacity and ethics of the Provisional Government. By 1950, in Decree No. 76/SL, dated May 20, 1950, President Ho Chi Minh issued regulations defining civil servants as "citizens who are

assigned specific tasks in the government apparatus". people's rights", "under the leadership of the Government". The Ordinance formally sets forth principles for managing civil servants, such as hiring civil servants based on merit, including qualifications, experience and qualifications. At the same time, recruitment and placement through entrance exam, with a salary system by grade, rank and reward those with outstanding achievements. The above policy has not had the conditions to fully implement due to the long struggle for national independence and reunification[9].

Currently, Vietnam has actively participated in international integration and deepened, ensuring compliance with the policies and guidelines of the Party and State, thus contributing to ensuring the average GDP growth rate in the period 2016-2020 reaching about 5.9% per year, in 2020 alone, despite being heavily affected by the COVID-19 pandemic, the economic crisis, Vietnam's economy still maintained a positive growth of 2.91%, belonging to the group of countries with the highest growth rates in the world. In which, the total import-export turnover increased 1.7 times, from 327.8 billion USD in 2015 to about 543.9 billion USD in 2020. The number of international tourists entering Vietnam in the period 2015- 2019 increased 2.3 times, from 7.9 million to 18 million at a rate of 22.7%/year. In particular, the issue of social security and job creation has been paid great attention by the Party and State, so people's lives, both materially and spiritually, have been significantly improved[13]. The economic restructuring associated with the innovation of growth model, investment and business environment, potential, scale and competitiveness of the economy continued to be improved thanks to the reform of public administration. Services are promoted from central to local.

In terms of politics, society is stable, people's lives have been improved markedly, in which, in the fields of social security, health care, education - training, science - technology, and environmental protection. , cultural development, building Vietnamese people ... have many positive changes, quite prominent presence. The Party building and rectification of the Party and the political system has been paid special attention by the Party, carried out comprehensively, synchronously and effectively in all aspects of politics, ideology, morality, organization and cadres. At the same time, many complicated problems have been raised and implemented in previous years, but the effectiveness is still low, in recent years there have been positive changes...

To achieve the above results, thanks to the leadership of the Party, the timely orientation of institutional reform in line with the times has contributed to building the Vietnamese civil service to increasingly meet the people's expectations. domestic and foreign organizations and enterprises. In particular, the success of e-Government has brought a new face to the political system from the central to local levels in the spirit of serving the people.

3.2. Difficult

According to Official Dispatch No. 6631/SYT-NVY of the Department of Health of Ho Chi Minh City reporting on Covid-19 prevention and control activities on September 15, 2021 on the situation of Covid-19 acute respiratory infections in the world, there are: 226,659,107 people got sick; 4,662,831 people died, Vietnam alone had 635,055 cases of the disease; 398,461 cases have been cured; 220,658 cases are being treated; and 15,936 deaths. This shows that the Covid-19 pandemic has many complicated developments, the number of infections caused by new strains is increasing, and the Government's implementation of long-term social distancing in 20 provinces and centrally-run cities has increased. seriously affect the business situation of enterprises and the lives of the majority of people in general and employees in particular in the present time as well as in the future[12].

In addition, the situation of corruption and deterioration in political ideology, morality and lifestyle in a large number of cadres and party members is very serious. Persistent corruption in the apparatus of the political system and in many economic organizations is a great threat to the survival of our regime. Specifically, during the 12th term, Party committees and inspection committees at all levels disciplined more than 1,300 party organizations and disciplined 87,000 party members for violations. At all levels, more than 3,200 officials and party members have been disciplined for corruption-related violations, of which more than 110 are centrally managed. Procedural agencies have prosecuted and investigated 1,202 cases with 2,649 defendants, prosecuted 1,141 cases with 2,731 defendants, tried at first instance 1,100 cases with 2,663 defendants for corruption crimes, of which 18 were accused. The former is an official under the management of the Central Government. The rate of recovery of corrupt assets has increased, reaching an average annual rate of more than 32% of the enforceable amount, 3 times higher than the previous term. Proposing to recover and handle more than 580 trillion VND, nearly 9,000 hectares of land;

propose to handle the responsibility of more than 9,700 collectives and individuals; transferred to the investigating agency 480 cases with signs of crime... of which 18 defendants were former officials under the management of the Central Government[15].

Besides, the direction, theory, leadership methods, economic and social management in practice in many places and many fields are not very appropriate, effectiveness and efficiency are not high; There are also expressions of "ask - give mechanism", "term thinking", "group interests". The implementation and coordination between sectors and levels in many cases is still not drastic and synchronous, there is still a situation of pushing and avoiding, leading to unanimity and consensus in the settlement of unresolved cases. high. There is no link between the formulation and development of sectoral development plans and the requirements for ensuring the balance of resources for implementation. Inadequate information systems, equipment and databases; forecasting is still weak, especially market and price forecasts. The work of checking, monitoring, evaluating and summarizing practice has not been carried out in a fundamental, methodical, practical and timely manner. The work of selecting, fostering, training and planning cadres is still lacking, the handling of cadres who commit violations is not strictly as well as praising and rewarding good examples and good deeds in time. The evaluation and management of staff is still inadequate. The work of inspecting, supervising, monitoring and urging the performance in the performance of official duties in some agencies and units is still not strict, especially at the grassroots level.

Meanwhile, Vietnam's economy has not developed sustainably, has been affected by the COVID-19 pandemic, the global economic recession, and security in the region has many potentials and existential risks. The advantage of golden population is increasingly lost due to the negative aspects of industrialization and urbanization along with the competitiveness of the economy and businesses that are strong enough, so the risk of falling into the middle-income trap is still great [13].

IV. SOME PROPOSALS TO IMPROVE THE CORE VALUES OF THE CIVIL SERVICE IN VIETNAM IN THE CONTEXT OF THE 4.0 INDUSTRIAL REVOLUTION

In the past time, in the context of the COVID-19 pandemic having a strong impact on

our country, causing a lot of socio-economic damage, but with great efforts, the country has achieved great results and achievements. more special than in previous years. While the world economy was in recession, with negative growth of nearly 4%, our country's economy still achieved a growth rate of 2.91%, being one of the economies with the highest growth rate in the world [8]. However, to ensure sustainable and stable growth, it is necessary to build the civil service in Vietnam to meet the 4.0 technology era and especially build the core values of the civil service to make a difference. especially for the international integration process, so it is necessary to:

Firstly, speed up the investment and complete the digital transformation of the public service from the central to the local level through upgrading infrastructure, modern equipment and machinery to keep up with the times. Continue to strengthen administrative procedure reform further and evaluate the effectiveness of the civil service based on the PAR index (PAR INDEX) and the administrative service satisfaction index (SIPAS).) to further strongly promote administrative reform of ministries, branches and localities in the coming time.

Second, prioritizing focusing on the civil service system on controlling the Covid-19 pandemic, mass vaccination of the community with Covid-19 vaccine for socio-economic recovery and development. Turning risks into opportunities: taking advantage of opportunities to promote research, transfer and application of scientific and technological advances, and innovate to realize national digital transformation, develop digital economy, enhance improve productivity, quality, efficiency and competitiveness of the economy, and in the immediate future, build integrated software to monitor information that people have been vaccinated against covid-19... Continue mobilizing , allocate and effectively use resources, create motivation for rapid and sustainable economic development.

Third, the Party and State must speed up the formulation of plans to re-plan the contingent of cadres and civil servants to serve the civil service in the direction of being lean, professional, and operating effectively and efficiently; ensure adequate and reasonable settlement of regimes and policies as prescribed, taking the contingent of cadres and civil servants as the core in perfecting the legal system, especially the law on intellectual property protection and settlement of civil disputes, especially it is necessary to enlist international support to soon overcome the bottlenecks hindering the development of the country. At the same time,

the study proposes a mechanism to attract and recruit young people with high expertise as cadres and civil servants to meet the long-term requirements when building a modern, civilized and integrated public administration with the world. gender. To consider the contingent of civil servants as the core in the process of building the civil service in the digital transformation era, there must be an action plan, a commitment to do the right thing and do well the assigned tasks, dare to think, dare to do, and at the same time, always be ready to commit themselves for the common good and not for the sake of personal gain.

Fourth, continue to build a synchronous legal system, mechanisms and policies in order to strongly promote socialist democracy and the people's right to mastery. Implementing decentralization, decentralization, personalization of responsibilities, associated with inspection and supervision; review in order to eliminate, amend and supplement institutions, mechanisms and policies to suit development realities in order to remove difficulties and completely handle long backlogged programs and projects. to streamline the responsibilities of each branch and locality in implementing the tasks set out by the Government.

Fifth, strengthening the leadership role of the Party and policies of the State must be strictly implemented. Develop and strictly implement regulations and working regulations, clearly defining the responsibilities of each individual, especially the head, especially in thrift practice, combating bureaucracy, corruption, wastefulness, bossy, authoritarian... Innovating leadership methods and working styles of officials and party members. Well implement regulations on receiving citizens, promptly deal with opinions and recommendations of cadres, party members and people, create a healthy working environment, contribute to building party organizations, agencies and units. clean, strong. Regularly promote studying and following Ho Chi Minh's moral example and applying Ho Chi Minh's thought in formulating mechanisms and policies, and at the same time promoting great national unity and collective building. Solidarity, pure and strong, for the people to serve.

V. CONCLUSIONS AND RECOMMENDATIONS

Taking public service as the universal key, the core in administrative reform, and renovating the institution in accordance with the socialist orientation in line with the times, towards building an orderly, disciplined and secure society. safe, healthy, democratic, fair, civilized and ensure the

peaceful and happy life of the people, in the spirit of transparency "no one is spared", cadres and civil servants need to continue to seriously implement the Resolutions of the Central Committee 4. The XI and XII Central Committees on strengthening the building and rectification of the Party, preventing and repelling the deterioration of political ideology, morality, lifestyle, recessionary symptoms. self-evolution, self-transformation, associated with promoting the implementation of Directive No. 05 of the Politburo on studying and following Ho Chi Minh's thought, morality and style in a substantive manner according to Conclusion No. 01-KL / TW, dated May 18, 2021 of the Politburo, only then will "the core value of the civil service" bring into full play its ability and responsibility to serve the people and the country.

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