

Training Vietnamese Civil Servants in The Context Of Industrial Revolution 4.0

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Abstract

The activities of civil servants are associated with the performance of public duties, serving the political goals of the state, and serving to best meet the legitimate demands of the people. However, civil service activities of countries are being affected by the development of technology in the context of the Fourth Industrial Revolution (revolution 4.0), so training of civil servants needs to have suitable change to build a team of civil servants that meets the requirements of serving the state and the people in new conditions. To plan and organize the good implementation of policies for civil servants, including training policies, managers need to rely on the characteristics of civil service activities in the process of developing and promulgating policies. At the same time, policies need to be consistent with the changing movement trends of society, especially the strong changes in the context of the Industrial revolution 4.0. In this study, the author focuses on analyzing the issue of civil servants training to meet the requirements of the revolution 4.0 in Vietnam. By analyzing and synthesizing secondary documents, the author clarifies a number of contents: Characteristics of civil service activities; requirements of the revolution 4.0 for civil servants; innovating civil servant training content in Vietnam to meet the requirements of the revolution 4.0.

Keywords: Civil servant training; Civil service activities; Industrial revolution 4.0; Vietnam.

1. Introduction

Vietnam's civil service activities are regulated by law, including organizational and management issues of agencies and organizations in the public sector. These agencies and organizations are established and operate for the common good, associated with the implementation of the country's political and social goals, including: Agencies and organizations of the Communist Party of Vietnam, the State Socialist Republic of Vietnam, Vietnamese Fatherland Front, socio-political organizations and a number of other special organizations. The establishment of public sector agencies and organizations is carried out in a synchronized system at the central and local government levels: 63 provincial governments, 705 district governments and 10,599 commune-level governments (GSO, 2023).

Civil servants of public sector agencies and organizations are recruited, appointed, and receive salaries from the state budget according to the provisions of law; They are responsible for performing public duties, serving the people and are trained to meet the requirements of civil service activities (VNA, 2008). Along with the development of society, the professional qualifications, knowledge, skills and operations of civil servants are affected by many factors such as: Administrative reform; Revolution 4.0; international integration and other social change trends. Therefore, managers need to adjust civil servant training policies in a way that is consistent with practice (content, training methods) according to the development trends of the above factors to always maintain human resources. High quality force meets the requirements of civil service activities and meets the requirements of serving the people.

The above reality also requires promoting research in each country, locality, each agency and organization to best serve policy making. In this study, the author selected the content of civil servant training in Vietnam in

association with one of the movement trends of contemporary society, which is training civil servants to meet the requirements of the 4.0 revolution.

2. Characteristics of civil service activities in Vietnam

Public service activities are a political and legal category, governed by socio-political relations, regulated by state law and go beyond conventional theoretical concepts. The concept of public service activities can also be different in each country, even different within a country according to each period of historical development. Many contemporary researchers emphasize the connotation of the term "public service activities" associated with organizational institutions, operating according to the regime of serving the state, serving society and citizens, performed by civil servants. based on legal regulations (NAPA, 2012; Trung, N.S., 2016). Some other researchers also have a similar approach to public service activities, which are public service activities, including many participating organizations, in which the State plays the main role (Cuong, T.V. et al., 2016; HUHA, 2020).

In Vietnam, civil service activities are regulated by the constitution including agencies and organizations in the political system: Agencies and organizations of the Communist Party of Vietnam, State of the Socialist Republic of Vietnam, Vietnam Fatherland Front, socio-political organizations and some other special organizations (VNA, 2013). Characteristics of civil service activities consistent with Vietnam's political regime: (1) Public sector activities are under the leadership of the Communist Party of Vietnam, the State plays a central role in management, managing all activities of social life, along with the participation in management of the Vietnamese Fatherland Front and socio-political organizations; (2) Civil servants are subjects who carry out civil service activities and perform public duties based on standards of public service ethics and professional qualifications prescribed by the Government (VG, 2017), serving for political goals of the state, serving to best meet the legitimate demands of the people.

Thus, civil service activities in Vietnam are influenced by both political and legal factors. Therefore, to plan and organize good implementation of policies for civil servants - the subject of public service activities, including civil servant training policies, managers need to rely on the characteristics of civil service activities. Civil service activities in the process of developing and promulgating policies. At the same time, policy planning needs to be consistent with the changing movement trends of society, especially the strong changes in the context of the revolution 4.0 so that civil servants can always meet task requirements and serve people in the best way.

3. Requirements of the revolution 4.0 for civil servants

The revolution 4.0 was initiated and officially announced in 2016. The role of the revolution 4.0 is defined as a revolution in smart manufacturing, based on the achievements of artificial intelligence, internet of things, and biology technology and nanotechnology (Klaus, S., 2016). According to experts, the revolution 4.0 with the explosive development of technology will completely change the way people live, work and interact with each other: (1) Mass producing process instead of Single-piece production, meeting customer needs in both form and quality, at the lowest cost; (2) The internet connection system helps manufacturers and customers connect and interact with each other on a large scale and scope, with flexibility to satisfy the needs of both parties; (3) Artificial intelligence is used to replace direct human labor, both reducing production costs and increasing labor productivity (Phuong, L.Q., 2017).

Revolution 4.0 is covering the world, not only in the manufacturing sector, but also in public service activities, leading to changes in the management style of agencies and organizations in the public sector, but first of all from the awareness and skills of civil servants. This is both an opportunity to improve the working efficiency of civil servants and the management efficiency of agencies and organizations in the public sector, but also a requirement for civil servants - the subject of civil service activities. , which are: (1) The ability to grasp policy needs from the people; ability to analyze, evaluate, and synthesize policy needs in digital society trends; (2) Equipping digital knowledge and skills in civil service activities to work in the digital environment. These requirements are explained as follows:

- First, civil servants have the ability to grasp policy needs from the people; With the ability to analyze, evaluate and synthesize policy needs, they will perform well their advisory duties, thereby proposing appropriate management measures and policy content to meet legal needs increasingly diverse from customers who are people. Civil servants are people who perform public duties and serve the people, so it is their responsibility for civil servants to grasp the needs and aspirations of the people (Hai, N.H., 2014). In the traditional way, civil servants's performance of public duties is carried out through the process of contacting and resolving people's requests at the agency's headquarters. However, in the context of the revolution 4.0, civil servants urgently need appropriate skills to capture information and people's needs quickly and regularly through support tools and their adaptation with the development of technology applied in management activities. Thereby, civil servants can obtain multi-dimensional, objective information to synthesize and research to serve as policy advice in the digital society trend.

- Second, the revolution 4.0 will open a new context of a modern civil service and e-government becomes popular. When civil servants have digital knowledge and skills to work in the digital environment, they will be the subject of digital transformation in civil service activities to develop digital government; They truly master the ability to connect and interact with customers, who are people with a diversity of awareness, culture, ethnicity, and religion, to satisfy both the legal needs of the people and the needs of the people innovate, improve and improve management efficiency. To perform this task, they must be equipped with basic, necessary and proactive digital knowledge and skills, and regularly update this knowledge and skills to successfully complete assigned tasks in the digital environment: Advising and organizing the implementation of assigned tasks in the digital environment; leading, operating, inspecting, supervising, and reporting the results of implementing assigned tasks in the digital environment...

The performance of agencies and organizations in the public sector is evaluated through the quickest and best response to people's requests. In performing tasks, if civil servants have digital knowledge and skills to work in the digital environment, it will be an important factor to help the work of agencies and organizations go smoothly. This requirement is intended to change the way civil servants operate professionally: Civil servants must truly master digital technology to handle professional work quickly and accurately to meet the needs of the people in the workplace in the age of digital technology; Civil servants must also truly master digital technology to become effective connectors between people and state agencies and organizations. With the formed digital knowledge and skills, civil servants will have advantages in professional work and interacting with people in the digital environment; People's comments and criticisms of policies will be transmitted quickly and promptly, meeting the requirements of national and local social development policy planning.

4. Innovate civil servant training content in Vietnam to meet the requirements of the 4.0 revolution

Revolution 4.0 places many requirements on civil servants, especially the requirement for digital knowledge and skills to work in the digital environment. However, civil servant training in Vietnam is currently carried out according to the plans of each agency and organization and mainly to achieve professional qualifications according to the assigned job position. Training objectives are often determined based on general provisions of the law, which are: Building a team of professional civil servants, with good moral qualities, political bravery and capacity, meeting people's service requirements and the country's development (VG, 2017). Many researchers evaluate this as an unspecific goal in the management and training of civil servants, and not adaptive to social change in the context of the revolution 4.0 (Cuong, T.V. et al., 2018; Cuong, V.T., 2019).

From the characteristics of civil service activities and the requirements of the revolution 4.0 for civil servants; From the reality of the revolution 4.0 with the explosive development of digital technology and civil servant management practices, the author has objective observations and scientific judgments to suggest innovative content for civil servant training in Vietnam. Accordingly, in addition to specialized training according to output standards prescribed by law, the content of the civil servant training program needs to be built to ensure the formation and development of digital knowledge and skills to work in a new environment number field; Ability to analyze, evaluate and synthesize policy needs in digital society trends. These training contents are explained as follows:

- First, forming digital knowledge and skills to work in the digital environment. E-government is being widely applied in countries around the world; The Internet of Things is a condition for implementing the revolution 4.0. Therefore, digital knowledge and skills are both a basic and a high requirement for civil servants. The effectiveness of public service activities and the working efficiency of civil servants are evaluated through the quickest and best response to people's requests. When civil servants are trained to form digital knowledge and skills, they will be the subjects performing public service activities in the digital environment; will be an important factor to help facilitate the work of state agencies and organizations.

- Second, forming the ability to analyze, evaluate and synthesize policy needs in digital society trends. The activities of civil servants are often activities associated with advising on policy planning and implementing state policies and laws to manage social development and meet the requirements of serving the people. Policies and laws are implemented effectively when they are planned scientifically and in accordance with the practical situation. Therefore, the requirement for civil servants is to have the ability to research, analyze, evaluate and synthesize policy needs. And in the context of a digital society, the interaction of social subjects will follow the trend of thoroughly applying digital technologies, so the ability to analyze, evaluate, and synthesize policy needs in the digital society trendy of civil servants must definitely be promoted. If so, civil servants promptly advise and propose to leaders of agencies and organizations in making policy decisions as a tool for state management.

Conclusion

Revolution 4.0 with the development of digital technology has changed thinking and management methods and is creating adaptation for each agency, organization and civil servant. In this study, on the basis of analyzing the characteristics of civil service activities and the requirements of the revolution 4.0 for civil servants, the author has suggested a number of contents that need to be researched to innovate civil servant training policies, that is: Training to form and develop digital knowledge and skills to work in the digital environment; Form and develop the ability to analyze, evaluate and synthesize policy needs in digital society trends. Although the results of this research are narrow in scope, they are meaningful to the author and provide useful information for managers to synthesize and promptly evaluate public management and training policies in Vietnam.

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