



THE OFFICE CULTURE AT NGHI SON VOCATIONAL COLLEGE THANH HOA PROVINCE OF VIETNAM

Nguyen Thi Huyen

Nghi Son Vocational College - Thanh Hoa, Vietnam.

Doan Van Truong Ph.D.

Thanh Hoa University of Culture, Sports and Tourism, Vietnam.

Corresponding author: *Doan Van Truong

Tel.: +84979283406 **Email :** dvtruongxhh@gmail.com

ABSTRACT

Office culture is a synthesis of a system of material and spiritual values, a result of human creativity and intelligence, expressing the state nature and national identity of each country in the world. each historical period. Office culture is considered as a specific form of social culture including the totality of values, standards, and ways of behaving in office activities that members of the office acknowledge and follow to behave with each other within the workplace and to serve society. Moral values, ethical standards in behavior between people; behavior between people and work is influenced from many directions, from the reverse side of the market mechanism. The pragmatic, selfish lifestyle, pursuing personal interests, local interests, and group interests has had a strong impact on all social relations. Facing the temptation of interests, many officials and public servants have weakened the people's trust. However, the implementation of workplace culture in vocational education institutions is not synchronized, still at different levels. Therefore, building an office culture at the agency is increasingly solid, completing tasks, constantly improving the cultural life for officials, employees, and employees of each agency and unit.

KEY WORDS

Office culture, College, ethics, standards, Thanh Hoa.



1. Achievements in implementing workplace culture at Nghi Son Vocational College

1.1. About the organization and implementation

In the past time, the University has actively implemented the regulations on office culture; especially the Regulation on office culture of the University issued in 2015 and has brought about encouraging results. Based on the contents related to office culture in Decision No. 129/2007/QĐ-TTg, the University has built and integrated the contents of office culture suitable for the School such as dress, In the process of organizing and implementing, the school's leaders also regularly pay attention and remind about the implementation of office culture in briefings. The units under and under the University strictly implement the regulations on the office culture of the University. The school also organizes integration of communication skills training courses for lecturers and staff of the University in training courses to improve pedagogical skills or to raise and change ranks to improve communication skills, the behavior of this team.

1.2. About the working style, costumes, and vestments of the contingent of civil servants, officials and employees

The working style of the staff of civil servants, officials and lecturers of the University has made certain changes and gradually entered into a routine that is suitable for a vocational education institution. According to the poll (for 100 officials, teachers and 100 students of the school), more than 95% of the total respondents answered that the school's dress, style and office layout are a perfect fit. School officials, employees, lecturers and employees wear the card when going to school and going to class. The card is designed with the school's logo, photo, full name, title, and individual number to distinguish each person.

In general, the attire of civil servants, officials, lecturers and employees during working hours is quite neat, polite and following regulations. Several officials and lecturers participating in national defense and security activities, youth shock absorbers, youth unions, etc. have their uniforms when performing tasks in the field of operation of that organization. The school also regulates the seasonal dress code: boys wear suits/shirts, ties; women wear traditional ao dai or women's suits, skirts. This regulation is also implemented by civil servants, employees in large ceremonies, solemn meetings, or foreign guests of the school.

1.3. Regarding ethical qualities, discipline compliance, administrative discipline

Based on the provisions on rights and obligations of civil servants and public employees in the Law on Public Officials 2008, the Law on Public Officials 2010, the Law on Anti-corruption, the Law on thrift practice and anti-waste, and other documents. In other relevant documents, the School Office Culture Regulations have been concretized into regulations on conduct in performing tasks, public duties and administrative communication, working regimes, meetings and receptions. These regulations reflect the ethical qualities, discipline compliance and administrative discipline of the school's civil servants and public employees.

It can be seen that, in recent times, the compliance with discipline and administrative discipline has been strictly and fully implemented by the school's staff: always cultivating professional ethics, fairness and objectivity. , responsible, dedicated. With that spirit, each school employee constantly overcomes difficulties, cultivates ethics, and trains his/her working style to complete assigned tasks.

The vast majority of civil servants and public employees are exemplary, have internal solidarity, and have a sense of observance of labor discipline, working time, administrative discipline,

and a behavioral culture, especially in response activities. treat colleagues, leaders, relevant organizations and individuals when performing assigned tasks, conduct in performing tasks of thrift, anti-waste and anti-corruption are approved by civil servants enforcement is quite strict.

1.4. About communication and behavior

In the process of handling work as well as creating necessary relationships, many skills are needed, in which communication skills, behavior, and talking skills with colleagues are basic and extremely important skills.

Communication and behavior in the workplace at Nghi Son Vocational College is mainly communication with superiors, colleagues, people and students. But regardless of the context, who the object of communication is, the school's staff, teachers, and workers must still ensure respect, courtesy, polite language and gestures.

In communicating with colleagues, always maintain a respectful attitude: No matter who, the Principal, Vice Principal, ahead of a department, a dean, a teacher or just an employee, when working together in an environment, an organization, we called each other colleagues. Respect makes all relationships harmonious, gentle, and healthy and above all creates a comfortable atmosphere, enhances work performance.

For school officials and teachers, no matter when they meet, they always greet each other in a friendly and open manner, greetings are more meaningful than ever, a link connecting individuals, connecting connect and open the story, the inquiry of colleagues with each other.

In today's workplace communication environment, there is a section that does not attach importance to their own words and is still easy to speak and behave. This is something that must be avoided in the context that the country is developing a knowledge-based economy and moving towards building a civilized and progressive society.

Although modern life does not require people to keep rituals as strict and strict as before, speaking in the workplace also needs to follow certain ethical standards and values. Individuals need to know how to say thank you, apologize in specific and necessary situations and must follow the rules of greeting, respecting and helping colleagues.

In addition, each staff member and teacher should avoid making arbitrary and unfounded statements about other people's private lives at work; even if it may be just stories to relax to simply joke. No one forbids you to communicate and integrate with a new co-worker environment. When you are tired and stressed at work, meeting and talking for a few minutes with your colleagues will be the most effective stress reliever.

Regarding working style in the office, professional style is reflected in being on time, school officials and teachers always have a sense of self-discipline in working hours, absolutely limit going late, leaving early, especially teachers avoid using time at work for personal purposes or just deal with arriving on time to take attendance and then go out to work on their own and need to actively comply with workplace regulations.

1.5. About office layout and school campus layout

The arrangement of the office is taken quite seriously by the School. The national flag is solemnly hung in some meeting rooms and above the University's headquarters as well as in ceremonies, welcoming foreign guests and national mourning. Besides, hanging pictures or placing statues of President Ho Chi Minh in the offices and some halls are also implemented.

About the school grounds. Outside the main gate of the school's headquarters, there is a sign with the name of the school. Each office has a unit nameplate attached. The desks of individuals are equipped with equipment and facilities to support working, on each desk, there is a nameplate stating the title, qualification, full name and name of the civil servant. Organization to create favorable conditions for the coordination of work transactions with individuals and organizations inside and outside the school.

In addition, the school also equips and installs a camera system in the school gate area and the corridor reasonably, along with investing in, repairing and upgrading the working rooms, meeting rooms and the hall, the garage should improve working conditions better, the school's office becomes more spacious, green, clean and beautiful.

Through the assessment of the above situation, it can be seen that the workplace cultural values of Nghi Son Vocational College have initially formed and developed towards meeting the requirements of building a professional vocational education environment. Implementing the school's office culture is gradually coming into order. The team of civil servants and public employees has a sense of self-discipline and responsibility for their work. Working methods, attitudes, and communication skills among civil servants and between lecturers and students have been significantly improved. Discipline and administrative discipline are strengthened to improve the work efficiency of the university.

2. The shortcomings and limitations in implementing office culture at Nghi Son Vocational College

2.1. About the perception of office culture

The awareness of the office culture of a part of officials and employees is still limited, shown through communication and behavior in the performance of duties and public duties without the right respectful and gentle attitude. Ink with colleagues and learners (there is still the phenomenon of calling yourself friends to students, the phenomenon of oppressing subordinates, being disrespectful to superiors). There are even cases of false, misleading, incomplete and inaccurate statements about colleagues.

The work of capturing information and situations to advise superiors and school leaders in directing and solving work is still passive, sometimes not close to the actual situation, affecting the quality and effectiveness.

2.2. Regarding costumes, wear tags of civil servants, officials and employees

According to the questionnaire survey, up to 94% of officials, teachers, employees and students feel that it is completely appropriate to prescribe uniforms, vestments, and tags of teachers and employees. With school conditions. However, the wearing of cards in some units is still not synchronized and regular. Although the School has specific regulations: civil servants, public employees and employees must wear tags when on duty. But in fact, many officials and employees do not wear cards when on duty or when going to class. There are even cases where the card is worn

but is not worn or worn in the wrong place such as: putting the card in the pocket of the pants, clipping it in the notebook when going to a meeting, or putting the card in the hem of the shirt, the pocket across the waist... Although the School has clear regulations on card templates, management and use of cards for civil servants, officials and employees, it does not stipulate and distribute synchronously the strap and cover of the card. Therefore, individuals and units automatically equip themselves according to their personal preferences, leading to asynchrony, unification and reduced efficiency.

In addition, the regulation of neat and polite working clothes in general without specificity leads to the phenomenon of employees wearing skirts that are too short, wearing skirts/shirts under armpits, and wearing tunics. Baggy, unwashed, wrinkled, torn clothes to school or when on duty. There are even cases of wearing jeans, T-shirts, and sports shoes to class without teaching the PE class. Costumes worn on holidays sometimes do not stipulate whether to wear ao dai or not, so it often creates inconsistencies and looks unsightly.

2.3. About discipline, administrative discipline

The observance of regulations on working time and class time is not serious: there are still administrative officials who come to work late, leave early, play games, smoke cigarettes, or during work hours. Private work; lecturers come to class late, leave class early or go out after the school's prescribed time. In addition, the situation of dealing with harassment, trouble, and bureaucracy with learners still exists in some units, making a part of learners depressed, not appreciating the training service of the school.

Some officials and employees show signs of opportunistic disease, individualism, pragmatism, lack of responsibility in assigned work, lack of self-discipline in training and striving, handling information not quickly, and relying again on, afraid to work...; There is even a lack of comradeship and co-worker spirit, leading to the phenomenon of disunity, internal division and faction, affecting the school's discipline and administrative discipline, creating bad public opinion. And affect the image and reputation of that institution and the university.

2.4. About the method, working style

In some units of the university, the work settlement process is still lengthy, the responsibilities are unknown, and the coordination in the process of solving work is not closely coordinated, affecting the efficiency, quality of work and reputation. of officials and teachers before learners and society. The mechanism of assignment and coordination among several units in the university on the implementation of common tasks is still loose, lacking rigor, lack of sharing, especially information sharing, affecting progress and quality. Quality and work efficiency.

In the era of technology 4.0, information needs to be public, transparent and updated and transmitted promptly, but on the school's website there is a lot of information and databases on the school's activities. There are many times when the update is slow and incomplete. In some units, there is still a situation where the receipt and handling of procedures for learners is still slow, not following regulations or the notification has been communicated to learners, making it difficult for them to access and carry out administrative procedures related to their training.

While the school is moving towards autonomy, towards building a modern, developed educational institution, providing the best training services to meet the requirements of learners and society according to the motto " Please learners come, please students go", then somewhere some units have not changed, improved working methods and ways, still passive, sluggish, rigid, lacking

flexibility when dealing with cases. The working method is still manual, not yet applied, making full use of the benefits of information technology in solving work; The working style has not yet ensured the scientific and uniform nature of the unit, affecting the quality of operation of the unit in particular and the school in general.

2.5. About construction, office layout

The construction and layout of the office are based on the old infrastructure that has been built, so there are still many shortcomings in terms of architecture, usability, quality and use management. The school's office is still narrow and lacks the area to meet the training requirements of the University. Some departments and classrooms have been degraded but have not yet had investment funds to repair and upgrade. Although the school has implemented regular cost savings and requested funds from various sources to temporarily renovate and repair classrooms and equipment, classrooms should be renovated in a patchy, opportunistic manner. fragmented, backward, not meeting the modern school-office model. The construction density of the main works of the University is quite thick, lacking the necessary space and landscape in the office area.

The allocation and arrangement of working rooms for civil servants, public employees and employees, in general, are relatively reasonable to a certain extent and ensure minimum working conditions. However, there is still the phenomenon of unreasonable allocation and arrangement of working rooms. There are cases where the working rooms of a unit are not arranged in the same place next to each other, the headworks at the top of the floor, the staff at the bottom of the floor interspersed with the office of another unit. The area allocated to units in the University also has no clear criteria. Most of the rooms, faculties and centers are still poorly designed and arranged, reducing the useful area coefficient, making the problems of lighting and ventilation more complicated and costly and wasteful.

Moreover, the allocation of area and arrangement of working rooms and meeting rooms do not follow a certain principle, sometimes unscientific and convenient. Working facilities of civil servants and public employees meet the working requirements. Equipping working facilities for new job transferees or newly recruited people to work at the school, updating information, promptly changing equipment for changed or damaged work positions that need to be replaced. , the repair is still slow, not guaranteed in time, which affects the quality and efficiency of work.

The layout of the working rooms of some units is not neat and scientific. The narrow parking area does not meet the needs of the school's numbers, officials and students, leading to widespread parking, derailing the aisles on peak days. The level of office modernization is still quite limited.

3. Solutions to improve office culture at Nghi Son Vocational College

3.1. Raise awareness of office culture

Firstly, unifying the whole school's opinion on the positive manifestations of office culture, such as The interests of the school and the collective are promoted; cadres, officials and employees in the school should unanimously support all levels of management, especially the school's leaders; have clear regulations on acceptable standards of conduct about leaders, colleagues, learners and individuals and organizations outside the school; fair development competition in professional, work, without prejudice, cover, tolerance or unfair treatment of subordinates and colleagues; healthy public opinion; High responsibility in work; with the spirit of learning; have a healthy democratic spirit...

Second, it is necessary to create a unified awareness of the positive impact of office culture on working regulations, on the reputation of the head of the school, the reputation of the school itself, or, more generally, on the effectiveness of the school. of school management and the multidimensional relationships of a vocational education institution.

Third, the role, ability and mission of each officer, public employee and employee in creating, realizing and multiplying the school's office cultural values. Although in the process of performing official duties, this team is subject to many regulations and sanctions when violating it, if they are aware of their role with creativity. By using and promoting the values of the office culture, they will automatically know how to combine regulations with ethical standards to complete and complement each other, content that regulations are difficult to quantify and describe in the text the process of performing official duties such as: being gentle with colleagues, dedicated to working, dedicated to learners...

3.2. Strengthen propaganda and education on workplace culture

Propaganda, popularization and education of regulations and standards on office culture are very important, contributing to the education of ethics, lifestyle and behavior of school officials, employees and employees. According to corporate culture standards. Strengthen communication; popularize education to improve understanding and importance of office culture for leaders and officials so that they are properly aware of each individual's role in building public culture school, from which they voluntarily and proactively comply.

To effectively propagate, disseminate and educate the regulations and standards on office culture, it is necessary to promote the role of mass organizations in schools (trade unions, youth unions), in coordination with propaganda unions. At the same time, propaganda is necessary to avoid formalism and compulsion. Based on each period, school leaders can give the school's slogans, goals and mottos in the most concise and meaningful way.

3.3. Innovating methods of organization, management and operation

Firstly, the school needs to focus on developing and perfecting projects, regulations, and regulations, including regulations on office culture to ensure the innovation of school management and administration in the direction of autonomous, professional and modern.

Secondly, in training, it is necessary to further innovate the contents, curriculum and research of the university in the direction of modernity, practicality, creativity and conformity with the reality of socio-economic development society and international integration requirements, special attention must be paid to the development of necessary qualities and competencies for students to increase their ability to adapt to society and integrate into the world.

Third, in scientific research, it is necessary to coordinate more closely with other units, actively research and propose solutions that are both strategic, long-term and urgent to solve. Effectively address the problems posed by the school and society's practice in all fields, prioritizing the fields of the school's strengths.

Fourth, constantly improve and expand international cooperation relations, increase investment in upgrading modern and suitable facilities and equipment to ensure quality teaching, learning and research. high quality, focusing on supporting and creating conditions for specific, important and necessary industries, fields and subjects for sustainable development to meet the increasing demand for quality human resources in the country and international.

Fifth, it is necessary to focus on synchronous solutions to soon realize the goal of building the school's cultural environment in the direction of academic, democratic, creative and friendly. There is a mechanism to attract good scientists at home and abroad to work at the university; and at the same time implement preferential policies for highly qualified people. Building a group of teachers and scientists who are truly united and sincerely cooperate in training and research. Paying attention to investing and developing a contingent of lecturers and public employees with sufficient political qualities, professional ethics and professional capacity to meet the requirements and tasks. Focus on developing a team of good lecturers with creative, teaching and scientific research capabilities.

3.4. Strengthening discipline and discipline, improving the attitude of officials and employees to serve students at the university

For the leadership and management team of the school: it is necessary to promote the personal responsibility of the head, saying to go hand in hand with doing; take measures to immediately rectify the situation of harassment and negativity towards learners; attitude, responsibility and culture of non-standard behavior of lecturers, officials and employees under their management; Directing and strictly and exemplary implementation of working regulations and office culture regulations; continue to review, supplement and perfect these regulations. At the same time, specify the responsibilities of each individual in the performance of assigned tasks. Inspect, supervise and urge officials and employees to strictly observe administrative discipline and culture, effectively use working time. Strictly implement the regulations on settlement of complaints and denunciations according to their competence, not to let the situation of complaints exceed the level.

For officials, lecturers and employees: must fully comply with regulations on discipline and administrative discipline; behavior rules; raise the sense of responsibility, spirit and attitude to serve learners. Specifically: Lecturers, officials and employees, based on their job positions and assigned tasks, develop specific work plans and report them to the unit heads for direction, management, monitoring, effective supervision; when performing assigned tasks must comply with the regulations of the school; properly and fully perform their responsibilities and tasks without overdue, omitting tasks or pushing or avoiding responsibility; do not take advantage of their assigned work responsibilities to harass, cause trouble or profit with colleagues, especially learners.

3.5. Strengthen the inspection, examination and supervision of the implementation of office culture

Inspection, examination and supervision are conscious, inevitable and objective activities, essential for all activities of the University in general and the implementation of office culture in particular. To improve office culture, these activities must be respected, done well and strongly strengthened.

It is necessary to focus on inspection, inspection and regular supervision of the implementation of office culture, especially for functional departments and specialized faculties that must have regular contact with learners. At the same time, it is necessary to consider office culture as one of the standards for evaluating the quality and performance of the school; The implementation of office culture is included as one of the criteria to consider emulation, commendation and handling of violations against units and individuals of the school.

The values of office culture are always influenced by socio-economic development conditions. While this factor is constantly fluctuating. Therefore, some aspects of office culture may be lost or affected by socio-economic changes and fluctuations, requiring supplementation and adjustment. Therefore, the examination and evaluation are very necessary to adjust the criteria and standards in the process of building and developing office culture. In the above process, what needs to be done, and most importantly, is to review whether the criteria and standards set out are still relevant to the actual situation or need certain adjustments and changes to suit the situation organization and activities of the school.

3.6. Improve the quality of the working environment of the school's officials and employees

To improve the school's office culture, it is necessary to pay attention to improving the working environment for officials and employees. The improvement of the working environment does not stop at the enhancement and addition of modern and adequate working equipment to meet the increasingly professional working requirements of the school's staff. Because this activity affects the working environment greatly. Non-standard, hierarchical, disrespectful, or job assignment, assessment of work quality is not objective, biased, one-sided... will lead to internal disunity, causing tension exposure and inhibition in the working environment. Causing officials and employees to be discouraged, not wanting to contribute, strive, stick with the school... reduce the efficiency, quality and development of the school.

3.7. Completing the school's regulations on office culture

Nghi Son Vocational College has issued the Regulation on office culture since 2015. After more than 5 years of implementation, along with changes in socio-economic conditions, changes in guidelines and policies of the Party The State, functions, tasks, organizational structure, personnel and practice of education and training activities of the school have had many changes. Therefore, it is necessary to amend and issue a new Regulation on office culture to achieve the sustainable development of the school under the motto: Autonomy, modernity and professionalism.

This new office culture regulation needs to supplement and change the standard system in the spirit of the latest Government documents related to office culture; at the same time, it must be suitable with the changed practical conditions in terms of functions, tasks, organizational structure, personnel and educational and training activities of the school.

In addition, relevant documents such as the Regulation on classification, evaluation, emulation and commendation should also adjust and supplement regulations, considering the performance of office culture as one of the evaluations and commenting criteria. emulation every year for officials, lecturers and employees, especially the heads of units in the university; It is necessary to clearly define strict sanctions for violating individuals and groups to improve the efficiency of office culture implementation in the coming time.

4. CONCLUSION

The research has pointed out the causes of the shortcomings and limitations as a basis for proposing specific solutions to improve the office culture of Nghi Son Vocational College as follows: 1) Raising awareness about culture office chemistry; 2) Strengthen communication and education on office culture; 3) Renovating methods of organization, management and operation; 4) Strengthening discipline and discipline, improving the attitude of officials and employees to serve students at the University; 5) Strengthening the inspection, examination and supervision of the implementation of office culture; 6) Improve the quality of the working environment of officials and employees of the University; 7) Completing regulations on office culture of the university.

Thereby, improving the office culture, on the one hand, requires the unity of the entire leadership, officials, lecturers and employees of the school; At the same time, it depends greatly on the views and policies of the school's leaders, on the sense of responsibility in the coordination of activities of the units, mass organizations, as well as the efforts of each officer and lecturer, workers; On the one hand, the above solutions must be applied synchronously. These solutions are highly applicable and are a useful reference and consulting channel for school leaders to experiment and apply following the specific conditions of the school in improving the office culture. and the sustainable development of the school in the direction of autonomy, modernity and professionalism in the coming time.

REFERENCES

1. Nguyen Hoang Linh Chi (2014), *Office culture in state administrative agencies in our country today*, Master's Thesis in Administrative Law, Academy of Social Sciences, Academy of Social Sciences Vietnam.
2. Nguyen Minh Doan (2006) has an article 2011 Elements of office culture in state activities, published in the No.1 Jurisprudence Journal
3. Phan Hieu with the article Transformation in building an office cultural lifestyle in agencies and units, published on the website "*Ninh Binh online*".
4. Trinh Huyen Mai (2017), Office culture at training and fostering schools for cadres and civil servants under ministries, Master's Thesis in Public Management, National Administrative Practitioner, Hanoi.
5. Pham Hong Tung, editor (2008), "*Political culture and history from the perspective of political culture*", National Political Publishing House.