

SUGGESTED SOLUTIONS TOWARDS ADMINISTRATIVE STAFF DEVELOPMENT TO MEET THE REQUIREMENTS FOR EDUCATION REFORMS IN CAN THO UNIVERSITY, VIETNAM

Le Nguyen Ngoc Huynh^{1*} & Thai Cong Dan²

¹*Administrative staff/ School of Political Sciences, Can Tho University, Vietnam*

²*Senior lecturer / School of Social Sciences & Humanities,
Can Tho University, Vietnam*

Authors' emails: lnhuynh@ctu.edu.vn; tcdan@ctu.edu.vn

*Corresponding authors: tcdan@ctu.edu.vn, lnhuynh@ctu.edu.vn

Abstract. This paper deals with Can Tho University (CTU), one of the most comprehensive public universities in the Mekong Delta region in the south of Vietnam, on the way to improve both the quantity and quality of the administrative officials after its 55 years of foundation and development. Enhancing CTU staff is an indispensable thing to meet increasingly modern requirements for the education reforms throughout Vietnam in the educational settings. This paper also presents the results of a survey in the forms of a questionnaire with open-ended interviews on the current state of the development of the administrative officials in CTU on the factors such as planning, recruitment, employment, training and fostering and building working environment and conditions for these staffs. Also, some suggested solutions will be posed to help CTU Board and college and school leaders to have reliable data on human resources development towards its high qualified staff.

Keywords: Professional development, administrative staff, education reforms, Can Tho University

1. Introduction

In the general development trend of the country, the field of higher education is being deeply innovated in many areas. In that context, the staff and experts are not only factors that affect quality but also factors of quality, educational and training efficiency. The 8th Conference of the 11th Party Central Committee issued Resolution 29-NQ/TW, Vietnam on fundamental innovation, comprehensive education and training, which defines the directing view: "strongly shifting the educational process from mainly equipped with knowledge to comprehensive development of academic capacity and qualities". In order to improve the quality of human resources, comprehensive innovation and rapid development of education and training, the school has been interested in the development of administrative staff in all contents, such as planning, recruitment, use, training and retraining, team evaluation, environmental construction and working conditions for this team. However, the staff serving the management, training and scientific research of the school is still not synchronized, needs to continue to be completed in quantity and quality. Therefore, it is necessary to have a large-scale and serious study on the current situation of the development of can tho University's staff to

build a practical basis for finding ways to improve the effectiveness of this work, in order to develop the school's staff to meet the current educational innovation requirements.

From the above reasons, the issue of “*Suggested solutions towards administrative staff development to meet the requirements for education reforms in Can Tho University, Vietnam*” was chosen as a research topic.

2. Literature review

2. 1. Basic concepts

2.1.1. Specialists (administrative staff)

According to the Vietnamese dictionary: The specialist is a person who is proficient in a professional field, is a highly professional officer, specializing in research to help leaders in a management agency.

According to the Law on Cadres and Civil Servants 2010, Vietnam, specialists are ranks of administrative civil servants assigned to people with professional qualifications at university level with the task of helping leaders of state agencies and organizations to organize the management of a field or professional issue.

2.1.2. Team

According to the Vietnamese Dictionary of the Vietnam Academy of Social Sciences, the concept of the Team is: "a large group of people with the same function or profession as a force". The concept of a team has many different ways, but all have in common that a group of people are gathered into a workforce to perform one or more functions in the same career field, towards the goals of the organization to complete the task.

The team is not only used in the military but also used in other fields of activity such as intellectuals, workers, staff,... In the field of education, the team is also used to direct the group of staff with the same functions as teachers, management staff, and professional staff.

In summary: The team is a team consisting of a large number of people with the same ideals, the same purpose, following the direction of the organization in a system, planning to stick together in terms of rights, material as well as spiritual.

2.1.3. Team of administrative staff (experts)

The team of experts is a collection of people who are proficient in many professional fields, are highly professional staff, specializing in research to help leaders in a management agency. They have the same ideals, the same purpose, follow the direction of the organization in a systematic way, plan to stick together in terms of rights, material as well as spiritual.

2.2. Functions and duties of specialists at university

Elaborating specific plans, master plans and regulations for the implementation of state management tasks in sectors and fields; participate in formulating specific mechanisms and decisions of each management contents in accordance with the provisions of law, in accordance with the actual situation.

Research and settlement according to competence or advise competent authorities to decide on the handling of specific issues; coordinate with colleagues in performing relevant work.

Guiding, monitoring, urging, examining and proposing measures to implement regulations or management decisions to achieve results.

Participate in checking, collecting information, statistics, managing dossiers, storing documents and data in order to serve the state management is strictly, accurately and on principle.

Actively coordinate with relevant units and coordinate with other civil servants in implementing work, doing the right authority and assigned responsibilities.

Summing up the situation, conducting a review analysis, evaluating captioning work performance and reporting to superiors.

Gather people's reflections on issues related to the field assigned to monitor to study the proposals of superiors. Directly perform the tasks and tasks and perform other tasks when assigned by their superiors.

2.3. Developing the university's professional team

2.3.1. The role of developing a team of administrative staff (specialists) at the university

Currently, the scientific and technological revolution develops more and more rapidly. Knowledge economy plays an increasingly prominent role in the development of production forces. In this context, education has become a decisive factor for socio-economic development. Countries around the world, including developing countries, see education as a leading factor in each country's fast and sustainable development.

For our country, the national liberation is completely triumphal, our country enters a new stage of development; it is in addition to protecting the Fatherland must be associated with the construction and development of economy, culture - society, science and education ... Aware of the great historical problems and urgent demands of building the country's development, the 6th National Congress of the Communist Party of Vietnam in 1986 set out the way for national innovation: It is the comprehensive economic innovation and gradually political innovation. Therefore, in order to meet that requirement, it is necessary to develop a professional education career to train new people who are both "Pink" and "Professional", qualified and fully qualified to meet the requirements of national innovation.

Especially in the current period, the process of international integration is taking place around the globe, in order to reach countries with advanced scientific qualifications,

it is necessary to have highly specialized people. To do that, it is necessary to improve the education system, including building a team of staff and experts in the university.

2.3.2. Planning for the development of specialists at the university

When the administrative staff lacks a plan, the coordination in the work is not rhythmic, the working skills are not proficient, the work efficiency is not high, it can be confirmed that the CV is not professional. The professionalism of the team of administrative staff shows how to work smoothly and smoothly in a strict, proficient and skilled order according to the defined process and achieve high efficiency. Professional employees demonstrate understanding, knowledge, demonstrate good working skills and have a standard attitude to their work. There are 4 basic factors to determine the professionalism of the team of administrative staff:

Firstly, professional knowledge about the work undertaken by the team of administrative staff. There are three types of knowledge that administrative staff needs to accumulate during its working time: basic knowledge, narrow professional knowledge and the knowledge necessary to handle situations that occur. The basic knowledge underpins the expertise of the team of administrative staff. Narrow professional knowledge is the necessary knowledge to perform the work, if there is not enough narrow professional knowledge, it is difficult for the CV to do its job well. The necessary knowledge for the administrative staff to handle the situations that occur is that the knowledge needs to be relevant to the work that the administrative staff is undertaking to handle the situation in a good, situational and reasonable way. For example, a person working in the organization of cadres of an agency in the education sector needs to have a broad and basic knowledge about human resource management, the organization of the administrative apparatus, on personnel management and also the necessary knowledge about the organization of officials of the education sector with the specific characteristics of the sector. At the same time, we must also equip ourselves with knowledge about relations, communication, culture, organizational characteristics of the locality where they work ... Thus, the new administrative staff is firm, confident to perform the work and handle situations that occur effectively. Basic knowledge is obtained through training courses, through the collection of books and from the realities of vivid life.

Secondly, the skill of performing work. If knowledge is an understanding of work, the skill is the way to work, is the organization of the work implementation, is the answer to the question: how to do that job? A skilled person is a good organizer of work, working in a mature and fluent way with good results. People who don't have the skills to work are often clumsy. I don't know how to implement the work, work or have problems and the results are usually not high. Working skills are not "heaven for", but because training takes a long time to get.

Thirdly, building workflows. The work needs to be divided into different small parts and arranged in a certain order of necessity. When performing operations to complete each small part, each step, the administrative staff has completed the tasks in the order

arranged according to the regulations and as a result, the work is completed according to the standards set before. For example, in order to organize the implementation of a planned course, it is necessary to give all the work in order from the development of a detailed plan, the division of work, the issuance of decisions, the issuance of student summonses, the invitation of lecturers, the budget estimate, the preparation of the equipment, organize classes, open, monitor classes, evaluate, close, settle, make reports. All parts of the work are broken down and specify how to do it, so that the team of administrative staff easily does as required.

Fourthly, other supporting factors, such as the working environment, leadership, management, working attitude, health status, remuneration, reward and sanctioning are all factors that directly affect the professionalism of the team of administrative staff. As an add-on factor, but they have a huge role to play in professionalism, such as low remuneration, no competition, it is difficult to talk about enthusiasm, long-term dedication to work, it is difficult to talk about doing well, without errors, on time of the administrative staff.

In order to have a professional staff, it is not recommended to pay attention to one factor, take the other factor lightly, but need to pay attention to build and develop all factors from knowledge, skills, processes to other supporting factors.

2.3.3. Training and fostering staff at universities

Training and fostering staff and staff in the university to ensure the strong and sustainable development of the education career. Assessing the current situation of education and training after 20 years of renovation, the 10th National Party Congress affirmed that the education and training of our country continues to develop and be invested more. Investment in facilities, expansion of training scale, innovation in management mechanisms ... in particular, it is emphasized to invest in improving the quality and number of cadres and public employees in the education system and the most interested staff and lecturers in universities of the national education system.

Building a contingent of cadres and public employees in the university to contribute to the common and ideal career of the Party "Rich people, strong countries, fair society, democracy and civilization".

With the objectives and ideals of our Party is to build the country so that "The people are rich, the country is strong, the society is fair, democratic, civilized". It is the ideal goal of high beauty, ideal for people. However, in order to do that, there must be people who are healthy, have qualities, have ideals, ambitions and have progressive knowledge. But in order to have qualified people to implement the Ideals of the Party, it is necessary for that person to be educated and trained in an advanced environment. Therefore, in order for the quality of education to improve, meet but the requirements are both ideal and practical, it is necessary to build a contingent of officials and officials in Vietnamese universities in both quality and quantity.

Building a contingent of cadres and public employees in the university is also aimed at fostering revolution for the next generation.

Implementing the words of President Ho Chi Minh: taking care of fostering the revolutionary generation for the next generation is a very important thing; Enhancing ideal education, revolutionary ethics, cultural lifestyle, citizen consciousness to form a generation of young people with good qualities, temperament and determination to successfully implement the industrialization and modernization is one of the important solutions. Comprehensive innovation in education and training, creating opportunities for all young people to study, constantly improving their qualifications, knowledge and skills, rising to the same level as young people in advanced countries in the world; improving the quality of young workers, solving jobs, increasing incomes and improving the lives of young people; building a healthy social environment, creating conditions for youths to improve their spiritual cultural life and comprehensive development; more importantly, the use of young talents, creating breakthroughs in the layout and use of young staff in all fields.

3. Methodology

3.1. Main goals

It would research and develop a team of experts at Can Tho University, Vietnam, thereby contributing to the development of a team of experts in universities across the country.

3.2. Specific objectives

It would analyze, synthesize and systemize the basis of reasons on the development of a team of specialists. Also. It would survey on the development of experts of Can Tho University. And finally, it would propose suitable measures to develop a team of experts of Can Tho University.

3.3. Hypotheses

The development of a team of officials at Can Tho University now plays an important role in ensuring the quality of education and training; the practice of developing the staff for management, training and scientific research of the school is still not synchronized, needs to continue to be completed in quantity and quality. If the following stages are well implemented: planning, recruitment, use, training and retraining, team evaluation, environmental construction and working conditions; it is necessary to raise the awareness and responsibilities of the subject and enhance the training, retraining, examination and supervision; promote the active nature in self-training of the school staff ... the quality of the team and the capacity of each specialist public employee will be improved, meeting the requirements, tasks and assigned duties; contributing to the successful implementation of the fundamental and comprehensive education innovation today.

3.4. Subjects of study

Develop a team of administrative staff (experts) from Can Tho University, Vietnam

3.5. Research guests

Administrative staff of Can Tho University in the school year of 2020-2021

3.6. Scope of research

3.6.1. Content scope

The topic focuses on researching the basis of reasoning, surveying the situation and proposing measures to develop the team of experts of Can Tho University with the main management subject is the Head of units under the University and the President of Can Tho University.

3.6.2. Space range

Surveying the situation and testing proposed measures at units of Can Tho University including: 15 Departments, 01 Department under the School, 03 Institutes, 01 High School, 17 Centers, 11 Departments and 03 union units (Trade Union, Youth Union, Party Committee Office).

3.6.3. Time range

The study period is from November 2020 to June 2021. Survey data are for 2019-2020 and 2020-2021.

3.7. Approach

The system-structured approach is the main approach that requires when studying the situation, proposing measures to develop the university's staff to consider the subjects in a state of movement and development in a comprehensive, many-faced, multiple-relationship way. , under specific conditions and circumstances to find out the nature and laws of advocacy of the subject. In addition, we also learn and evaluate the implementation of such steps as:

Team planning

Team recruitment

Use the team

Training and fostering the team

Team evaluation

Build environment and working conditions for the team

3.8. Methods to survey

3.8.1. Method team of reasoning studies

The method of studying reasoning aims to gather reasoning information to build the reasoning basis of the topic. This research group also has the following specific research methods:

3.8.1.1. Methods of analyzing and synthesizing documents

Analytical and integrated methods are used to analyze and synthesize documents related to the team of experts and develop the team of experts, as a reasoning basis for surveying the situation, proposing measures to develop the staff of Can Tho University.

3.8.1.2. Independent generalization and recognition methods

The method of generalization and independent recognition is used to draw on specific generalizations, comments, on research issues, first of all the basic concepts of the subject from the independent views and concepts of the authors ahead.

3.8.1.3. Modeling methods

The modeling method is used to build a model (reasoning and practice) of the object of study, thereby finding out the nature of the problem that the topic needs to achieve.

3.8.2. Practical Research Methods Group

Using the questionnaire investigation method is mainly to collect information about the current situation and limited causes of the staff of can tho university's units. :

3.8.2.1. Method of investigation by questionnaire

In addition, this method is also used to survey the urgentness and feasibility of proposed measures. Guests can participate in the investigation by questionnaire including: managers and staff of units of Can Tho University.

3.8.2.2. Interview method

The interview method is used to understand the situation of developing a team of experts from Can Tho University through direct communication with the investigating subjects to support the investigation method by questionnaire. In addition, this method is also used to survey the urgent and feasibility of proposed measures.

Guests can participate in the investigation by interview including: managers and staff of units of Can Tho University.

3.8.2.3. Experience summary method

The method of summing up experience is used to collect practical information about the staff of units and experience in developing a team of experts of units of Can Tho University.

3.8.2.4. Methods of studying achievements

The method of studying the achievements in the work of the staff of can tho University's units surveyed, related to research issues.

4. Findings and Discussion

4.1. Situation of the staff of the university can be poetry

The assessment of the current situation of Can Tho University is shown on 3 levels: Good, normal and not good.

Regulations on sing-singing for the current situation of Can Tho University:

Good: 3 points

Normal: 2 points

Not good: 1 point

Average score ($1 \leq \bar{x} \leq 3$). The survey results are shown as follows: $\bar{x} = X$

4.1.1. Situation of awareness of functions and duties of can tho university specialists (via Questionnaires & open-ended ques)

The survey results on the political, ethical and lifestyle qualities of the CV are obtained as follows:

Table 4.1: Situation of level of meeting the job standards of the professional development capacity of the team of the administrative staff

No.	content	Level of evaluation						Total points	Evrage Score	Hierarchy
		good		normal		Not good				
		Quanlity	%	Quaanlity	%	Quanlity	%			
1	Having political qualities: being a state of love, a love of socialism, the performance of the Party's guidelines and guidelines, policies and laws of the State; participate in socio-political activities; performing citizen obligations.	123	97.6	3	2.4	0	0	375	2.98	1
2	Have professional ethics: love the profession, stick to the job; to comply with the university's regulations and regulations; have a sense of discipline and a sense of responsibility; preserve the qualities, honor and prestige of an official; live honest, healthy.	120	95.2	5	4	1	0	371	2.94	2
3	In behaving with colleagues: Solidarity, cooperation, cooperation with colleagues; have a good sense of collective building to perform their assigned tasks together.	110	87.3	11	8.7	5	4	357	2.83	4
4	Regarding lifestyle and style: Lead a healthy, civilized lifestyle, suitable for national identity and educational environment; exemplary, scientific work.	115	91.3	11	8.7	0	0	367	2.91	3
								2.92		

The survey results showed that the political, ethical and lifestyle qualities of the WYD were highly appreciated with an average score: $2.83 \leq \leq 2.98$. The best-rated qualities are political qualities: love of water, love of socialism, the implementation of the Party's guidelines and guidelines, policies and laws of the State; participation in socio-political activities; performance of citizen obligations. Ranked 2nd is professional ethics: love the profession, stick with the job; to comply with the university's regulations and regulations; have a sense of discipline and a sense of responsibility; preserve the qualities, honor and prestige of an official; live honest, healthy with =2.94. Healthy, civilized lifestyle, in line with national identity and educational environment; exemplary, scientifically working is ranked 3rd with an average score of 2.91. The 4th assessed qualities are in behaving with colleagues: Solidarity, cooperation, cooperation with colleagues; have a good sense of collective building to perform their assigned tasks together. This gives him that the WYD's 2019 university is highly valued for its political, ethical and lifestyle qualities.

4.1.2. Capacity and working environment

Table 4.2: Situation of level of meeting the job standards of the professional development capacity of the team of the administrative staff

No.	content	Level of evaluation						Total points	Average Score	Hierarchy
		good		normal		Not good				
		Quantity	%	Quantity	%	Quantity	%			
1	Ability to work: There is a method of collecting and processing regular information about the needs and characteristics of the work, using the information obtained in the performance of assigned tasks.	107	84.9	15	11.9	4	3.2	355	2.82	1
2	Develop a work plan suitable for the assigned work and tasks.	104	82.5	20	15.9	2	1.6	354	2.81	2
3	Using working facilities increases work efficiency.	98	77.8	27	21.4	1	0.8	349	2.77	5
4	Build a democratic, friendly, cooperative, cooperative, convenient, safe and healthy working environment.	100	79.4	25	19.8	1	0.8	351	2.79	4
5	Management of work records: construction, preservation and use of dossiers as prescribed.	103	81.7	21	16.7	2	1.6	353	2.80	3
6	Checking and evaluating the results of work to ensure accurate requirements, good completion of assigned tasks	95	75.4	28	22.2	3	2.4	344	2.73	6
									2.79	

The results showed that the working capacity of the Can Tho University was evaluated at a fairly high level, the majority were assessed at 2.73 to 2.82. Working capacity: There is a method of collecting and processing regular information about the needs and characteristics of the work, using the information obtained in the performance of the highest rated assigned task =2.82. Next is the capacity to develop a work plan suitable to the assigned work and tasks, capacity to manage work records: building, preserving and using dossiers in accordance with regulations and capacity Building a democratic, friendly, cooperative, cooperative working environment. , favorable, safe and healthy are also evaluated with insible differences from 2.79 2.81. Two capacity: Using working means increases work efficiency and Checking and evaluati captioning work results to ensure accurate requirements, successfully fulfilling assigned tasks, although not ranked high but also evaluated at a fairly high level. $\bar{X} \leq \bar{X} \leq$

4.1.3. Professional development capacity

Table 4.3: Situation of level of meeting the job standards of the professional development capacity of the team of the administrative staff

No.	content	Level of evaluation						Total points	Average Score	Hierarchy
		good		normal		Not good				

	* Career development capacity	good		normal		Not good		sum point	Average Score	Hierarchy
		Quantity %		Quantity %		Quantity %				
		Quantity	%	Quantity	%	Quantity	%			
1	Self-assessment, self-study and training in political qualities, ethics, professional expertise, in order to improve the quality and efficiency of work.	95	75.4	31	24.6	0	0	347	2.75	2
2	Participate in political and social activities inside and outside the school to develop schools and communities.	120	95.2	6	4.76	0	0	372	2.95	1
3	Detect and solve problems arising in the practice of professional activities to meet the requirements of innovation in education in accordance with the overall development of the School.	90	71.4	24	19.1	12	9.5	330	2.62	3
									2.77	

The survey results show that: The ability to detect and solve problems arising in the practice of professional activities to meet the requirements of innovation in education in accordance with the overall development of the School is assessed with an average score of 2.62. Compared to the capacity to participate in political and social activities inside and outside the school to develop the school and the community is rated top with a very high average score of 2.95. Next, the second-ranked capacity is self-assessment, self-study and training in political qualities, ethics, professional expertise, in order to improve the quality and efficiency of work. X=

4.2. The situation meets the requirements for the staff of Can Tho University

The survey results on the ability to meet the requirements of the administrative staff are obtained as follows:

4.2.1. Political, ethical and lifestyle qualities:

Table 4.4: Situation of level of meeting the job standards of the professional development capacity of the team of the administrative staff

No.	content	Responsive level by job standards						sum point	Average Score	Hierarchy
		good		vase often		not yet meet				
		Quantity	%	Quantity	%	Quantity	%			
1	Having political qualities: being a state of love, a love of socialism, the performance of the Party's guidelines and guidelines, policies and laws of the State; participate in socio-political activities; performing citizen obligations.	120	95.2	6	4.8	0	0	372	2.95	1
2	Have professional ethics: love the profession, stick to the job; to comply with the university's regulations and regulations; have a sense of discipline and a sense of responsibility; preserve the qualities, honor and prestige of an official; live honest, healthy.	118	93.7	8	6.3	0	0	370	2.94	2

3	In behaving with colleagues: Solidarity, cooperation, cooperation with colleagues; have a good sense of collective building to perform their assigned tasks together.	116	92.1	10	7.9	0	0	368	2.92	4
4	Regarding lifestyle and style: Lead a healthy, civilized lifestyle, suitable for national identity and educational environment; exemplary, scientific work.	117	92.9	9	7.1	0	0	369	2.93	3
									2.94	

According to the results in Table 4.3: The professional development capacity of Can Tho University is highly appreciated for the level of meeting the work standards with an average score of 4 surveyed contents of 2.94. $\bar{X} =$

4.2.2. Capacity and working environment

The survey results on the performance of tasks of the University of Vietnam are obtained as follows:

Table 4.5: Situation of level of meeting the job standards of the professional development capacity of the team of the administrative staff

No.	content	Level of meeting according to work standards						Total points	Average Score	Hierarchy
		good		normal		Not good				
* Capacity and working environment		Quantity	%	Quantity	%	Quantity	%			
1	Ability to work: There is a method of collecting and processing regular information about the needs and characteristics of the work, using the information obtained in the performance of assigned tasks.	104	82.5	22	17.5	0	0	356	2.83	1
2	Develop a work plan suitable for the assigned work and tasks.	102	81	24	19	0	0	354	2.81	2
3	Using working facilities increases work efficiency.	98	77.8	28	22.2	0	0	350	2.78	3
4	Build a democratic, friendly, cooperative, cooperative, convenient, safe and healthy working environment.	93	73.8	33	26.2	0	0	345	2.74	5
5	Management of work records: construction, preservation and use of dossiers as prescribed.	95	75.4	31	24.6	0	0	347	2.75	4
6	Checking and evaluating the results of work to ensure accurate requirements, good completion of assigned tasks	85	67.5	41	32.5	0	0	337	2.67	6
									2.76	

The data obtained in Table 4.5 shows that: The working capacity of the University of Technology meets the job standards evaluated at a fairly high level (=2.76). At the top of the table of working capacity is the method of collecting and processing regular information about the needs and characteristics of the work, using the information

obtained in the performance of the assigned tasks (=2.83). The capacity to develop work plans suitable to the assigned tasks and tasks is ranked 2nd (=2.81). Ranked 3rd out of 6 criteria for working capacity is the use of working facilities that increase work efficiency (=2.78). Next are 2 capacity: Work record management: construction, preservation, use of prescribed records and Building a democratic, friendly, cooperative, cooperative, convenient, safe and healthy working environment with an inconsiderable average score (=2.74 and =2.75). The bottom position of the table is the ability to check and evaluate the results of work to ensure accurate requirements, complete the assigned tasks well although not ranked in a high position but the average score of this capacity is not low, = 2.67.

4.2.3. Professional development capacity

The survey results on the status of the level of meeting the work standards of the professional development capacity of the University of Technology are obtained as follows:

Table 4.6: Situation of level of meeting the job standards of the professional development capacity of the team of the administrative staff

No.	content	Level of meeting according to work standards						Total points	Average Score	Hierarchy
		good		normal		Not yet met				
		Quantity	%	Quantity	%	Quantity	%			
* Career development capacity										
1	Self-assessment, self-study and training in political qualities, ethics, professional expertise, in order to improve the quality and efficiency of work.	46	36.5	80	63.5	0	0	298	2.37	1
2	Participate in political and social activities inside and outside the school to develop schools and communities.	45	35.7	81	64.3	0	0	297	2.36	2
3	Detect and solve problems arising in the practice of professional activities to meet the requirements of innovation in education in accordance with the overall development of the School.	40	31.8	86	68.3	0	0	292	2.32	3
								2.35		

Survey results: the majority of respondents think that the professional development capacity of the CV is at a decent level with the majority of surveys obtained at a normal level for all 3 criteria surveyed. The surveyed abilities were assessed with a disparate difference: from 2.32 ≤ ≤ 2.37.

5. Conclusions and Suggestions

Developing a sufficient administrative staff team in quantity, synchronization in structure and improving quality is an urgent requirement for universities in the context of university education innovation and international integration. In order to perform this work

well, Can Tho University needs to apply a synchronized solution: Develop a administrative staff team planning according to the job position; administrative staff team by job position; Evaluate the administrative staff team by job position; Finalizing the policy regime for administrative staff team according to the working position; Create a favorable working environment for the administrative staff team.

Through the survey, the team of administrative staff of Can Tho University has good qualifications, qualities, capacity and skills, meeting the basic requirements of educational innovation. The planning, recruitment, use, training, retraining, evaluation and construction of the environment and working conditions are regularly carried out by the school. However, in the near future, the university needs to invest more in the development of microfinance in the following contents: training and fostering the team; equip the school's facilities, technical facilities, take care of the material and spiritual life of the university.

5.1. Suggestions

Some solutions to develop university professionals to approach job positions to meet the requirements of educational innovation

5.1.1. Elaboration of planning of professional staff according to working positions

The elaborating of the administrative staff team planning must be based on the job placement scheme. Therefore, in the coming time, the University needs to direct the units to continue completing the job placement scheme of their units. In particular, it is necessary to pay attention to building the capacity framework of the dosing position to be measurable when it is necessary to evaluate the administrative staff as well as when recruiting the administrative staff. Along with the development of the administrative staff team planning, it is necessary to develop a team plan for managers of departments and units under the working position to improve the professionalism of this team. Currently, the majority of heads of units are in the faculty ranks, so they must lead and manage the administrative staff team with many different job positions.

5.1.2. Training and fostering a contingent of professionals according to working positions In order to train and retrain the CV team according to effective working positions, it is necessary to identify some of the following contents: Be aware of the objectives and models of BD according to the working position:

Regarding the goal of the Ministry of Training and Education: Training is the process of systemic transmission of knowledge and skills, helping the administrative staff to perform its functions and tasks. In other words, training is a process that helps the administrative staff not understand a specific job, can understand and perform its work well in the future. Education is only applicable to the administrative staff who know the profession but are not complete, need to equip more knowledge or skills, especially for updating newly issued documents and business processes. According to the job position is equipped with professional knowledge and processes directly related to the job position

of each the administrative staff, each specific job. With the goal of Ministry of Training and Education, according to each job position is to create administrative staff with the ability to deeply understand the knowledge and practice accurately after training and educating;

Regarding the model: It is necessary to build a training and educating model on the basis of classification of subjects in need of the Ministry of Training and Education. The classification of subjects in need of training and educating is very important, because after classification, the implementation of EIA programs will be the right focus, focus, avoid duplication, save time and funding. With this approach, subjects who need training and educating can be classified by location of each job (specific expertise). The training and education program can be divided into the following: training and educating departments, centers / stations holding leadership positions; administrative staff old positions to perform specific professional skills such as: Training; General administration; Planning - Finance; Science and International Cooperation; Organizing cadres...

Innovate the training and educating method, attach the training and educating with the use of administrative staff after training. Each job position in the university's system must be equipped with the corresponding knowledge and skills. In order to achieve this goal, the University needs to build a system of job positions, and specify what each job position must be training. The University can coordinate with external professional agencies or assign units to self-implement EIA activities with the content determined by the employment location group.

After completing the training and educating course according to the job position, the administrative staff must be professionally mastered that he is trained. Those administrative staff that have been professionally arranged by the Ministry of training and education, the units must be arranged in the right position planned to promote the real results in the training and educating.

Building job positions for administrative staff. The university needs to base on the standards of each job position of the cv departments, centers and units to specify which job positions have vocational certificates. From there, build a vocational certificate system for the school's administrative staff team. In addition to general certificates in Information Technology and Foreign Languages, depending on the group of job positions, cv requires other staff certificates.

5.1.3. Evaluation of professionals by job position

The administrative staff team of the university needs to be evaluated according to the job position. The process of evaluating those team, it is necessary to follow the following steps:

Step one. Determination of assessment objectives: The assessment objective is to consider the level of task completion of the administrative staff, on the basis of comparison with the requirements of the job position;

Step two: Selection of assessment content: Content of evaluation of administrative staff team includes: assessment of political qualities, ethics, lifestyle; professional

knowledge and capacity according to the job position. Evaluation of administrative staff team can be evaluated in all 3 of the above-said methods; can also focus on assessing the field of capacity;

Step three: Development of standards and assessment scales: In order to objectively assess the SCV, it is necessary to develop standards and assessment scales. The more detailed the standards and assessment scales, the easier it is to measure how much the administrative staff team objectively evaluates. In the development of standards and scales for evaluating the cv team of the University, the most difficult is still to build the administrative staff capacity framework according to the job position;

Step four: Assessment organization: In the assessment organization, it is necessary to combine the self-assessment of the administrative staff with the assessment of the heads of units. The assessment can be conducted periodically or at the time of promotion, recognition of emulation titles of administrative staff...;

Step 5: Processing results after assessment: administrative staff assessment results should be used for different purposes: Building and re-developing contents of training and educating for administrative staff: administrative staff rating and promotion...

5.1.4. Finalizing the policy regime for professionals according to the working position

Each job position requires an administrative staff that needs to meet certain requirements. These requirements are related to the process of performing the functions and tasks of each administrative staff. The same administrative staff but the nature and requirements of the work are not the same. There are job positions that require a high administrative staff qualification, but there are also job positions that require an administrative staff that does not require a high level of the administrative staff . Therefore, it is necessary to develop and improve the policy regime for administrative staffs according to each job position.

The policy regime for the administrative staff team according to the job position needs to be based on the principle: Who is mature in the administrative staff, has many contributions to the school, that person is entitled to higher remuneration. In addition to material remuneration, universities also need to pay attention to the mental remuneration for the administrative staff team, such as: priority in the administrative staff , facilitating the performance of public duties, considering the awarding of emulation titles ...

5.1.5. Create a favorable working environment for professionals

The working environment has a direct impact on work results. A favorable environment will bring high work results. On the contrary, an unfavorable environment will bring low work results. The same is for the administrative staff team. Therefore, it is necessary to build a working environment for the administrative staff team. In particular, it is necessary to emphasize the creative and professional nature of the working environment.

6. Acknowledgements

The researchers would, first and foremost, like to express their sincere thanks to lecturers at Can Tho University (CTU) Vietnam, who taught the first program of Education Administration in CTU, especially those from CTU Board, Department of Psychology-Education at School of Education (SoE), School of Social Sciences & Humanities (SSSH), and other centers and institutes in CTU as well. Secondly, their great thanks would come to CTU administrative staff and leaders for their kind co operations to the research through questionnaires and interviews. Thirdly, the authors would show their great thanks to Ms. Thai Phan Bao Han, Mr. Chau Vinh Thanh and Mr. Thach Chanh Da for their proofreading and great ideas to its format. And last but not least, their respectful thanks would go *The 2nd International Conference on Innovations in Social Sciences Education and Engineering (ICoISSEE)* in August, 2021, Board for this paper to be published to the public, especially those interested in educational reforms in terms of administrative staff in Can Tho University in particular and throughout Vietnam in general.

References

- Bui Thi Mui, Bui Van Nga and Nguyen Thi Bich Lien (2007), General Education, Can Tho University.
- Chu Xuan Khanh (2010), Completing the building of professional public administrative staff in Vietnam, Doctoral thesis in educational management, Vietnam Institute of Educational Sciences, Hanoi, Vietnam
- Do Quang Trung (2009), Renovating to improve the quality of training and fostering civil servants to meet the requirements of administrative reform, Vietnam
- National Assembly (2010). Law on Public Employees (Law No. 58/2010/QH12), Vietnam
- Ngo Thanh Can (2002), "Solutions for training and fostering administrative civil servants in the period of national industrialization and modernization" Thesis of Doctor of Education, Hanoi National University of Education, Vietnam
- Nguyen Thi Thanh Huong (2018). The actual situation of the development of administrative staff to meet the requirements of educational innovation at Saigon University. Education Magazine, period 1 – October 2018, Vietnam

Leonard Nadller and Galand D. Wiggs (1986), Human Resource Development Management. NY Press

My Giang Son (2017). Managing the quality of educational administrative staff to meet the requirements of educational management support. Education Magazine, Vol. 405, pp. 15-19.

Noonan Richard (1977), Human resource development: Models, policies and practices. NY Press.

Party Committee (2013), Resolution No. 29-NQ/TW on comprehensive fundamental renovation of education and training, meeting the requirements of industrialization and modernization in socialist-oriented market economic conditions and international integration, Hanoi on November 5, 2013.

Tran Luong and Bui Thi Mui (2018), Education textbook, Can Tho University Publishing House

Tran Kiem and Bui Minh Hien (2007), School management and leadership, Pedagogical University Publishing House, Hanoi.