

SUMMARY
ACADEMIC AND THEORETICAL CONTRIBUTIONS AND NEW POINTS
OF THE STUDY IN TERMS OF SCIENCE AND PRACTICE

1. General introduction

Title of the study: *Quality of civil servants in labour, invalids and social sector in Hanoi*

Major: Public Administration Management

Code: 62 34 82 01

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Supervisor 1: Assoc.Prof.Dr. Nguyen Tiep; Supervisor 2. Dr. Hoang Quang Dat

Training Institution: National Academy of Public Administration

2. Summary

Firstly, the quality of civil servants of labor, invalids and Social Affairs sector is evaluated through the effectiveness of State management activities in the field of labor, national devotees and society as well as the qualifications and capacity performing by these civil servants, meanwhile reflecting the relationship of coordination, synergy between the elements, the members constituting skills and methods of dealing with work related to the field of labor, national devotees and society in specific conditions.

Secondly, the study researched on experiences of some developed countries: experience in recruitment; experience in training and retraining; experience in using of wage tools to attract talents; experience in using incentive measures; some implications drawn from international experience in improving the quality of public servants.

Thirdly, the study pointed out the existing drawbacks of the public servant quality of labor, invalids and social sector in Hanoi, including: i) the rate of civil servant that capacity and professional qualification does not meet the requirement of the job is rather high, especially public servants of departments of labour, invalids and social affairs in some mountainous districts like Soc Son, Ba Vi; ii) lack of professionalism in working, low working performance; iii) not fully aware of the change of work in the future; iv) Cooperation, coordination and synergy in the work, sharing information, the spirit and working methods of remains low.

Fourthly, basing on the views of raising the quality of public servants of labour, invalids and social sector of Hanoi in the near future (improving the quality of Hanoi's public servants of labour, invalids and social sector must be considered as the task of the authorities of Hanoi's People Committee and the Ministry of Labour - Invalids and Social Affairs; focus on capacity and morality; not only meet the present tasks and functions but also have a long-term vision with appropriate steps with the requirements, tasks and development of the sector for each period; focus on creating working motivation for civil servants), the doctoral study proposed five measures to improve quality of Hanoi's civil servants of labour, invalids and social sector in the coming time, including: (i) Improving the recruitment quality ; (ii) Paying great attention on using civil servants; (iii) Paying great attention on training; (iv) Improving the ethics of public servant, strongly fighting against corruption of public servants; (v) Applying key performance indicators in terms of management leadership.

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