



Assessment the working condition of officers engage in settlement of complaints and denunciations in long bien district, hanoi-Vietnam

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Abstract This study based on standard questionnaires to collect primary data from all 80 officers engage in settlement of complaints and denunciation in 14 communes in Long Bien district, Hanoi capital of Vietnam. Five-point LIKERT scale was used to assess the working conditions of the officers. The results showed that the Long Bien district has a high quality of human resource, engage in settlement of complaints and denunciation. Most of them were in middle age (88.8%), male (67.5%). They had high qualification (31 % post graduates) with many years of experience (74% from 10 and more years) and good technology skills to handle the complaints and denunciations. The officers felt that law, bylaws on settlement of complaints and denunciation was good, but the provisions were assessed not very well. Employers created a good atmosphere of collective psychology and opportunity to develop, provided the necessary equipment and facilities for working, but the related and supported working condition was not considered good. Salary was evaluated not good, could not ensure their living. A half of the officers felt dissatisfaction with the bonus scheme, and allowances did not commensurate with their responsibilities. The study recommends that salary of these officers should be increased, bonus and allowance scheme should be reconsidered to improve their living standard, encourage them to work more efficiently. Moreover, provisions of law, the bylaws should be more clear, easy to understand and implement.

Keywords Working condition, settlement, complaints, denunciation, officer

Introduction

So far, it seems that, there was no in-depth study about the working conditions of the Vietnamese officers in general, and the working conditions of officers engage in the settlement of complaints and denunciations, in particular. While in social life, there are many conflicts of interest between the collective individuals, between individuals and individuals, between groups with other groups. Similarly, in the public sectors, when performing the task, the state officers or authorized persons may have administrative decisions or administrative acts that cause harm to the rights and interests of citizens, agencies and organizations. This abuse has many different causes, possibly due to qualifications, may be due to negligence subjective, or result from the abuse of duties and powers of state officers. To protect the right and interests of citizens, the Vietnamese law regulates that citizens have the right to request the competent authorities to solve the conflicts, to reconsider the decision, the administrative action, or in other words, the law recognizes the right to lodge complaints and denunciations of citizens[1-2].

Long Bien District, Hanoi capital was established under Decree 132/2003/ND-CP of the Vietnamese Government, dated 11/06/2003, and officially put into operation since 01/01/2004[3]. As a newly established district, Long Bien is undergoing strong urbanization. Along with this development, many problems have been arising such as land disputes, the unsuitable level of compensation when clearance, inappropriate policies, the dissatisfied division of property, corruption, harassment, etc [4]. All these problems lead to the situation that complaints and denunciations become hot and urgent. In 2015, the Long Bien People committee received more than 1.300 letters of complaints and denunciations [4]. Of which, there were 700 letters under the jurisdiction of the Long Bien People committee that they have to solve. The complaints and denunciations of citizens arise,



demanding Long Bien people committee must pay attention to solve these problems accurately, timely to reduce the social instability.

To properly address the problems, the role of officers engage in the settlement of complaints and denunciations is very important. In order to implement their job effectively, they need to have a good working condition. This study aimed to assess and suggest some recommendation to improve the working conditions for officers who deal with the complaints and denunciation in the study sites.

Methodology

Data collection

Standard questionnaire was used to collect primary data from all 80 officers engaged in settlement of complaints and denunciation in 14 communes in Long Bien district, Hanoi capital of Vietnam.

Analytical methods

Five-point LIKERT scale [5] was used to assess the working condition of the officers engage in settlement of complaints and denunciation with each criterion, ranging from (1) Good condition, (2) Rather good condition, (3) Acceptable condition, (4) Not very good condition, and (5) Bad condition. Satisfaction index is the weighted average of the number of officers in each level of response and the coefficient of each level, where "Good condition" scored 1, and "Bad condition" scored 5. Normally, lowers core brings better working condition.

$$\text{Distance value} = (\text{Maximum} - \text{Minimum}) / n = (5 - 1) / 5 = 0.8$$

Table 1: The interval of the level and the meaning

Mean	Level
1.00-1.80	Good condition
1.81-2.60	Rather good condition
2.61-3.40	Acceptable condition
3.41-4.20	Not very good condition
4.21-5.00	Bad condition

Findings and Discussions

Basic characteristics of the officers engaged in settlement of complaints and denunciations in Long Bien district

Age and gender

Solving problem of complaints and denunciations is quite a hard and difficult job that requires officers doing this job have good skills in communication, negotiation, listening, etc., and need certain ingenuity for life to bring high efficiency, avoid unnecessary conflicts and social instability. Therefore, they are normally at rather high age. Surveyed showed that their common age was between 30 and 50 years old, accounted for 88.6%. Of which, 57.5% of them aged 30 to 39, and 31.3% aged 40 to 49. The number of young officers (under 30 years old) accounted for only 7.5%. Among them, 54 over 80 officers were male, occupied 67.5%. The rest 32.5% were female.

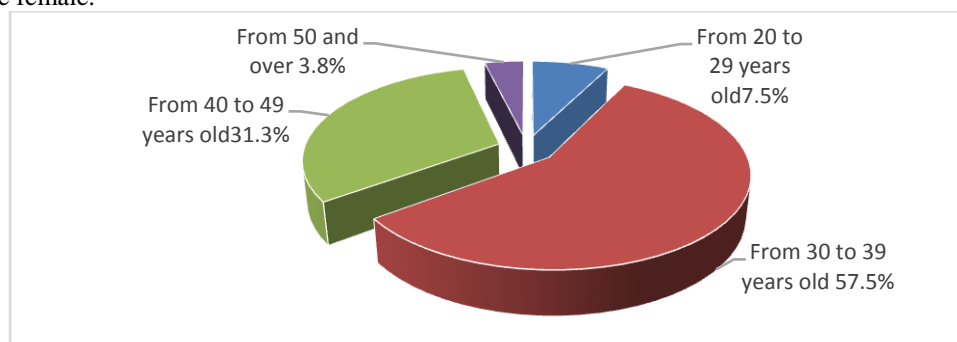


Figure 1: Age structure of officers engaged in settlement of complaints and denunciation in Long Bien district, Hanoi-Vietnam. (Source: Survey data, 2016)

Experience

Due to the characteristics of the job, officers engage in settlement of complaints and denunciations had high experience in solving the problem. Nearly half of them had over 15 years of experience (35 people). Number of people had from 10 years to less than 15 years of experience were 30%. Totally, 74% of them had from 10 and more years of experience. Only 14% of them had less than 5 years of experience. This is an advantage for the handling of complaints and denunciations, because with high experience, they will know how to solve the problem wisely, harmony, avoid conflict and get good results.



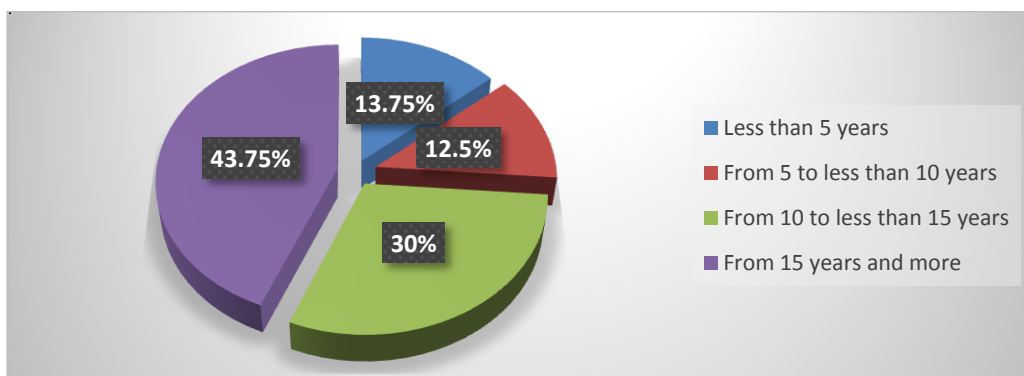


Figure 2: Age structure of officers engaged in settlement of complaints and denunciation in Long Bien district, Hanoi-Vietnam. (Source: Survey data, 2016)

Education

All officers engaged in settlement of complaints and denunciations had graduate degrees and higher, in which the numbers of officers with post graduates were 25, accounted for 31%. Besides, the survey results also showed that 67.9% of them could use and apply the technology and Microsoft office program to serve their jobs frequently and fluently. Only 3.6% of them felt less proficient in using technology and Microsoft office. This is an advantage in handling affairs and doing their jobs. This also demonstrates that Long Bien District owns a high-quality human resources in solving problem of complaints and denunciation in particular, and all the duties in general.

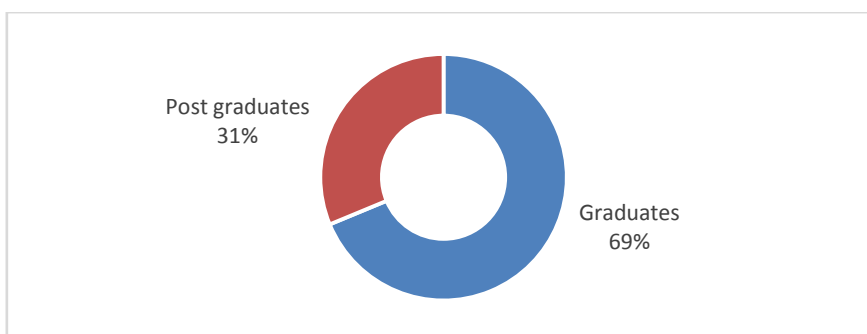


Figure 3: Age structure of officers engaged in settlement of complaints and denunciation in Long Bien district, Hanoi-Vietnam. (Source: Survey data, 2016)

The legal working condition of officers engage in settlement of complaints and denunciation

Law on settlement of complaints and denunciation

The officers felt that laws of settlement of complaints and denunciation was good with criteria 1, 2, 3 (mean of 1.58; 1.53; and 1.78, respectively) and quite good with criterion 4 (mean of 1.98). All surveyed officers responded that law on settlement of complaints and denunciation were adequate and clearly defined the mandates. However, only 77.5% and 85% of officers responded that the provisions of the law on the settlement of complaints and denunciation was easy to implement (1.98), clear and understandable (1.78), respectively.

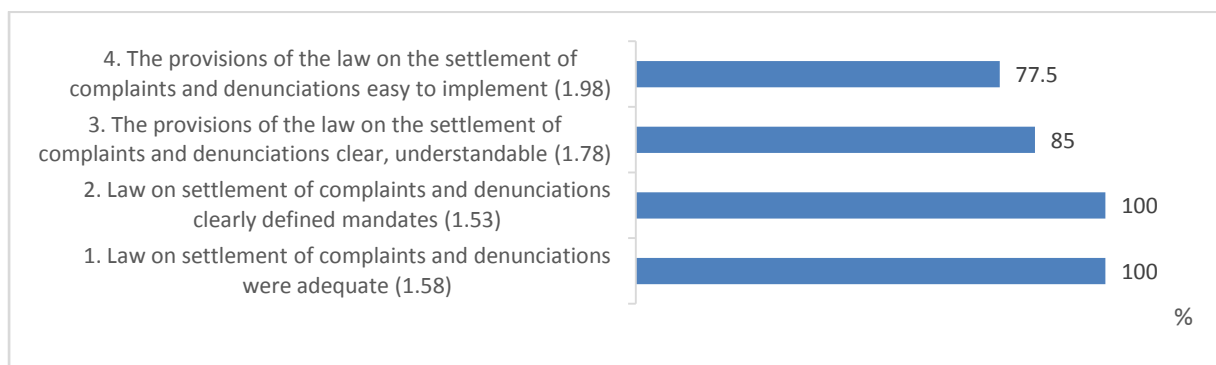


Figure 4: Officers' evaluation of the law of settlement of complaints and denunciation (Source: Survey data, 2016)

Bylaws

The officers responded that only criterion 7 “The bylaws of the settlement of complaints and denunciation clearly defined mandates” was good. Other criteria 5, 6, 8, 9 were evaluated as rather good at a mean of 1.83; 1.85; 1.97; and 2.11 respectively. Especially, both criteria 8 and 9 about the provision of the bylaws were assessed at a lower level of 70 and 82.5%, respectively. These implied that, in general, the bylaws were quite good, but the provision were not very good and the officers still faced difficulty in the process of solving the problem related to complaints and denunciation.

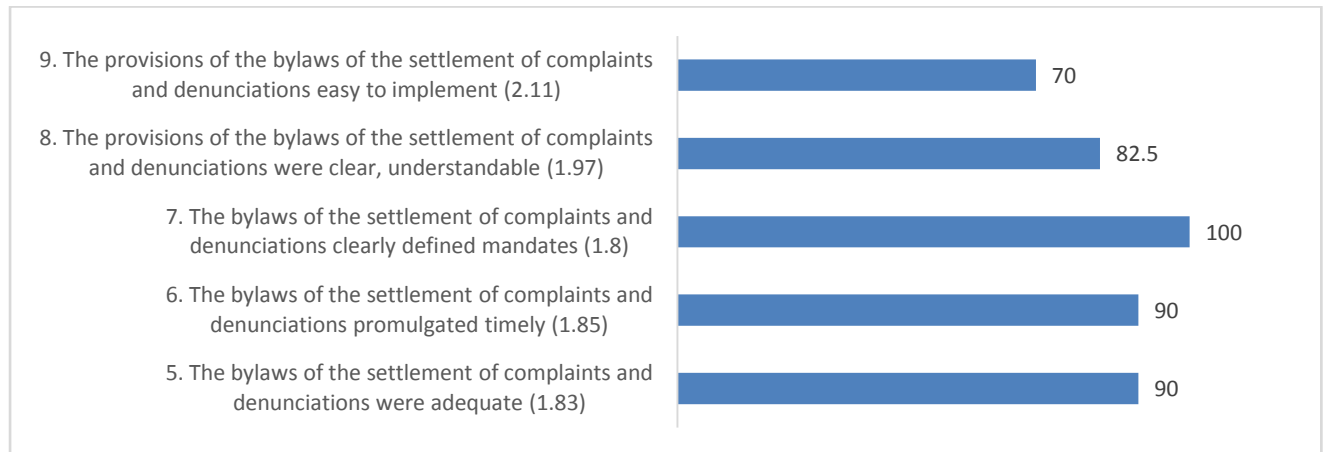


Figure 5: Officers' evaluation of the bylaws of settlement of complaints and denunciation (Source: Survey data, 2016)

Implementation process for the settlement of complaints and denunciation

The officers evaluated positively on the implementation process for the settlement of complaints and denunciation. All criteria 10 to 14 were assessed at good level from 1.45 to 1.78. Besides, almost officers felt that the implementation process was good at high level (from 92.5 to 97.5%). These mean the implementation process was adequate, clear, simple, widely publicized, convenient, easy to understand and implement.

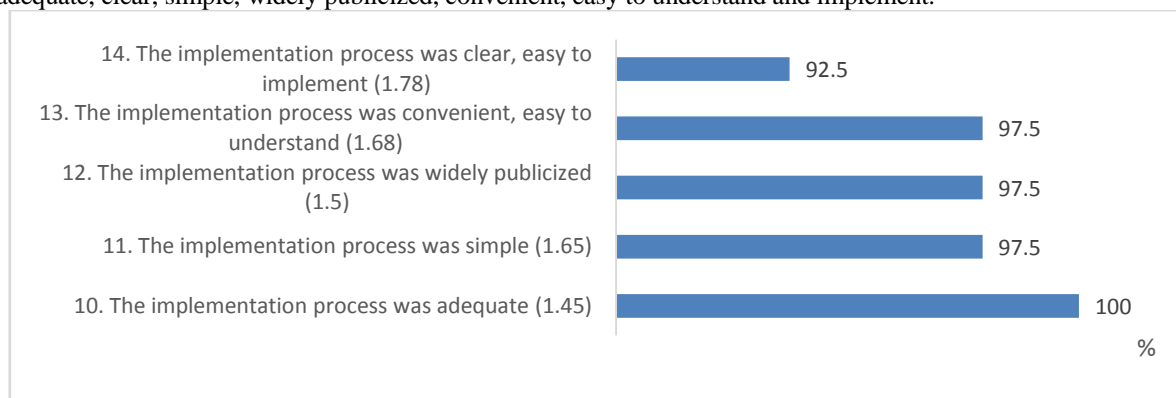


Figure 6: Officers' evaluation of the implementation process (Source: Survey data, 2016)

Physical working conditions of officers engage in settlement of complaints and denunciation

Equipment, facilities and supporting physical aspects

Overall, the officers' response indicated a good and rather level with the equipment and facilities working condition (criteria from 15 to 26). Of which, accepted computer, almost other equipment and working facilities such as internet, telephone, printers, photocopy, stationary, cabinets, files were evaluated at low mean (from 1.53 to 1.9) and higher level of satisfaction from 85 to 92.5%. The supporting physical aspect criteria (criteria from 27 to 30) were assessed at a higher means from 1.93 to 3.4, and at lower levels of satisfaction from 22.5 to 75%. These indicated that the employers created a good necessary equipment and facilities for working, but the related and affecting working condition was not considered good.



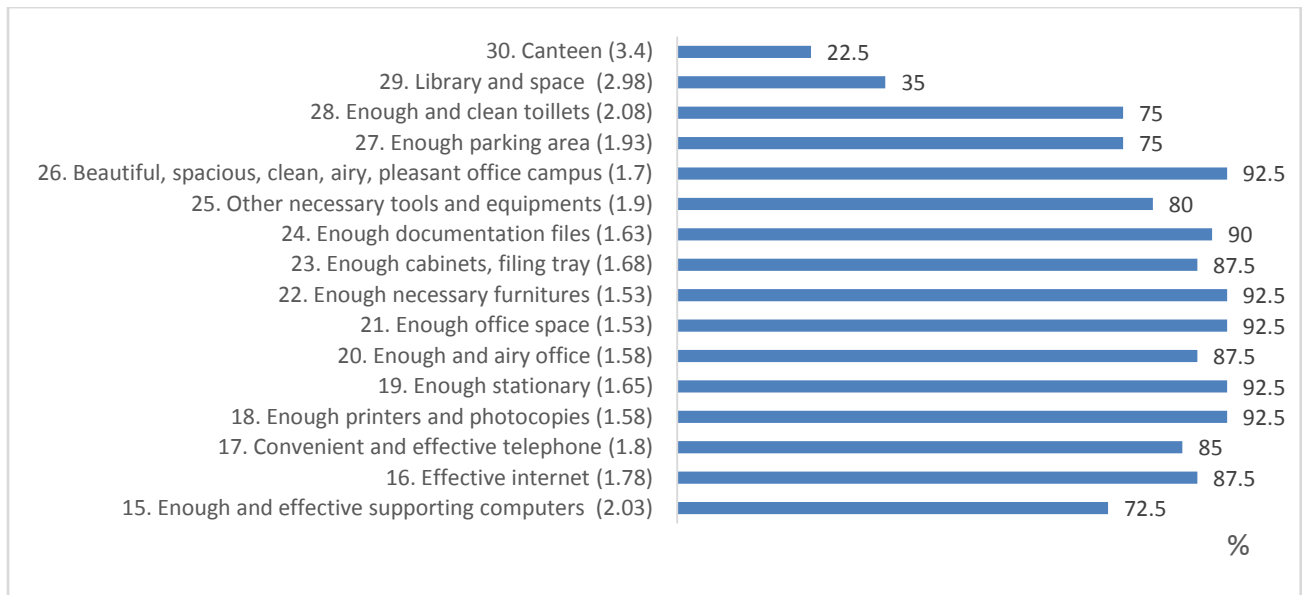


Figure 7: Officers' evaluation of the equipment, facilities and supporting physical aspects (Source: Survey data, 2016)

Salary, bonus and allowances

It seems that, the salary condition was not good as almost salary criteria were evaluated at a quite high mean from 2.2 to 3.2, much higher compared to the above criteria (law, bylaws, procedure, and physical condition). Especially, there were only 22.5% surveyed officers stated that their salary could ensure their living with the acceptable condition (mean of 3.2). In addition, there were only 30% felt that their salary matched with their qualifications and skills at high mean of 3.1. These numbers reveal that, the salary should be paid more attention if the employers would like their staff working more efficiently.

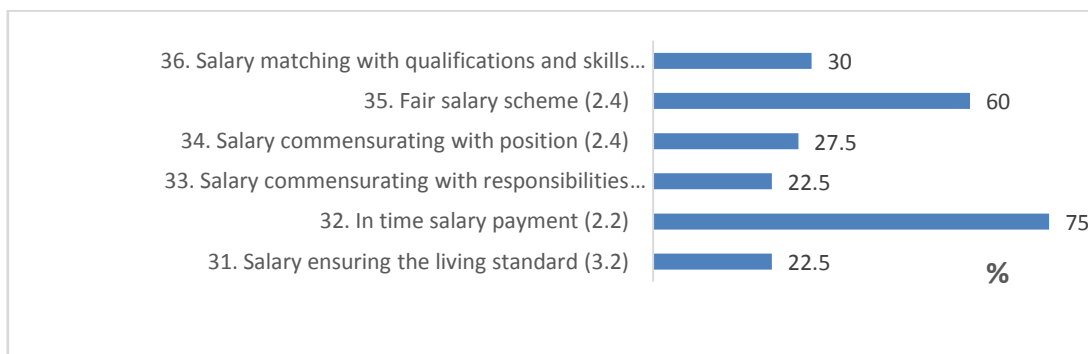


Figure 8: Officers' evaluation of the salary (Source: Survey data, 2016)

The bonus scheme seemed quite well as all criteria 37,38,39,40 was evaluated at a rather good condition by means of 2.45, 2.3, 2.5, 2.3, respectively. However, there were only around a half of surveyed officers satisfied with the bonus scheme. These numbers implied that, the employers should reconsider the bonus scheme to encourage their staff working better.

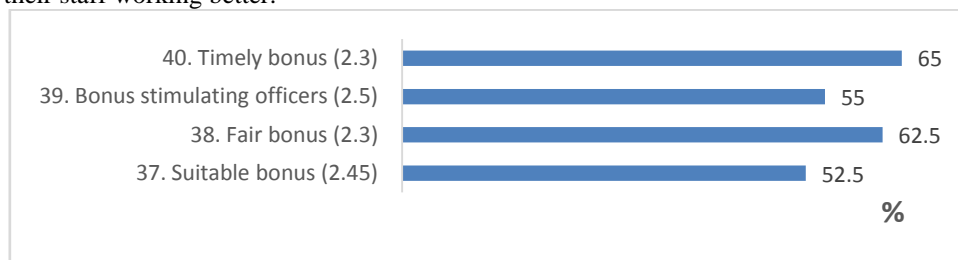


Figure 9: Officers' evaluation of the bonus (Source: Survey data, 2016)

Similar to the bonus scheme, the supporting and the allowance level seemed quite well as all criteria 41, 42, 43, 44, 45 was evaluated at a rather high means of 2.5, 2.3, 2.6, 2.8, 2.7 respectively. were only around a half of surveyed officers agreed with the supporting and allowance level. Of which, there were 50% officers felt that allowance commensurate with their responsibilities. This result was an accordance with salary criterion 33.

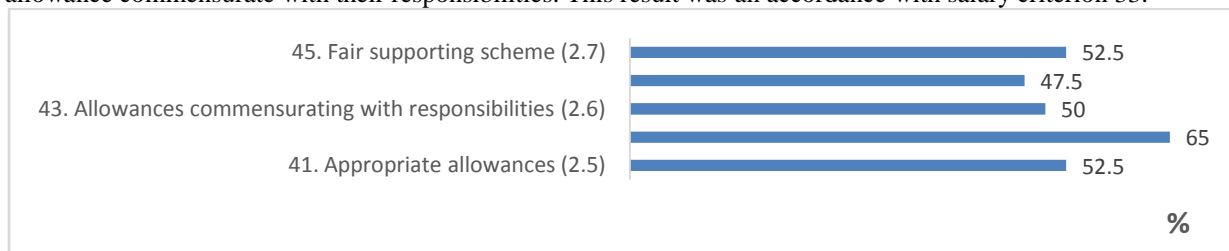


Figure 10: Officers' evaluation of the allowances (Source: Survey data, 2016)

Atmosphere working condition and development opportunity of officers engage in settlement of complaints and denunciation

Atmosphere working condition

The officers were evaluated high about the atmosphere of collective psychology in the working place. All criteria related to these atmospheres including the cooperation (criteria 47, 48), colleague behavior (criteria 46, 53), linkages and support (criteria 49, 50), orientation and direction (criterion 51) were assessed at low mean from 1.55 to 1.63 and at high level from 95 to 97.5%. These numbers may be explained for the reason that even the salary scheme seemed not good but they still keep working.

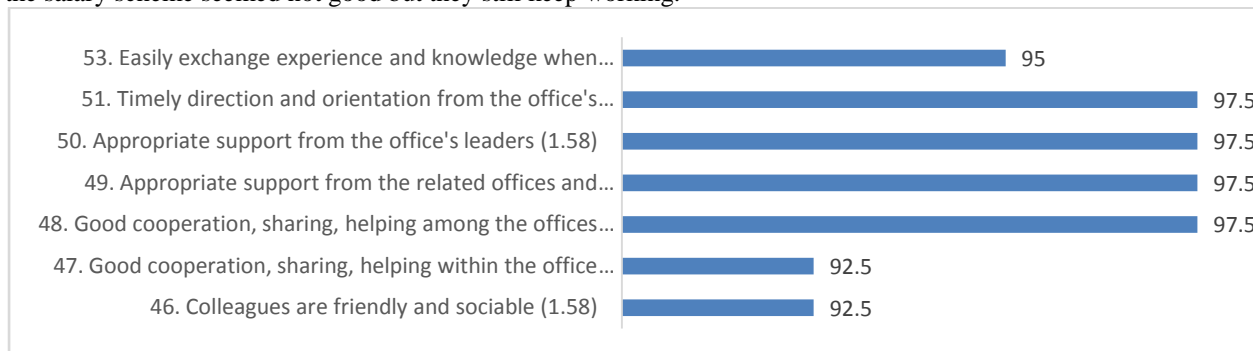


Figure 11: Officers' evaluation of atmosphere working condition (Source: Survey data, 2016)

Development opportunity

The surveyed results showed that, the opportunity to develop of the officers engage in settlement of complaints and denunciation were rather good. Except the prospect to increase salary was not very good with mean of 2.53 at 62.5% responds, all other criteria related to the opportunity to develop, consist of the chance to join the training course (criteria 54, 55, 56, 57), the possibility of developing to higher position (criterion 58), the probability of increasing salary/income (criterion 59), the prospect for joining the exchange program (criterion 60), or the chance to participate in the holiday, picnic and other program (criterion 61) were rated at reasonable mean from 1.88 to 2.23, and suitable level from 72.5% to 90%.

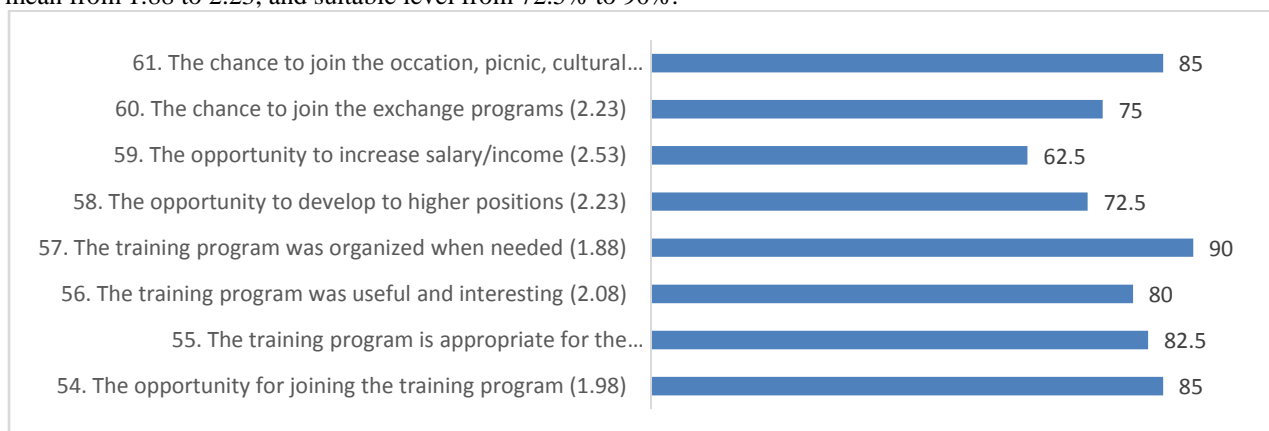


Figure 12: Officers' evaluation of the development opportunities (Source: Survey data, 2016)



Conclusions and Recommendations

This research results showed that Long Bien district has a high quality of human resource engage in settlement of complaints and denunciation. There were 88.8% officers were at the age between 30 and 50 years old, 67.5% of them were male. They had high qualification with 31% had post graduate degrees. There were 74% of them had from 10 and more years of experience. Most of them had good technology skills. This is an advantage in handling affairs and doing their jobs in solving problem of complaints and denunciation in particular, and all the duties in general.

Of the three major legal factors in the working process that the officers engage in settlement of complaints and denunciation had to deal with, the officers felt that law, bylaws on settlement of complaints and denunciation was good, but provision of the law and bylaws were assessed at a lower level, maybe affect their process of solving the problem related to complaints and denunciation.

The results indicated that the employers created a good atmosphere of collective psychology in the working place and opportunity to develop for officers, provided the necessary equipment and facilities for working but the related and affecting working condition was not considered good. Salary condition was evaluated not good, could not ensure their living. There were nearly a half of surveyed officers dissatisfied with the bonus scheme and the same proportion of officers felt that allowances did not commensurate with their responsibilities.

In order to improve the working capacity, increase efficiency of officers engage in the settlement of complaints and denunciations in Long Bien district, some suggestions were made:

- Firstly, this is a high-quality human resource with high levels of education, good experience, and mature age to perform their hard work, while their wages have not ensured for their life, not commensurate with the responsibility of the work that they undertake. Therefore, it is necessary to create a condition to improve their income to help them do not worry about the earning money from outside or part time job that can affect the working time and work efficiently.

- * The Long Bien People committee had better improve the extra incomes for them by internal source or reallocating the internal budget.

- * The Vietnamese government should consider to increase the salary to ensure the life and commensurate with the responsibility for officers engage in settlement of complaints and denunciation in general and for Long Bien district officers in particular.

- Second, in addition to the salary regime, the bonuses and allowances scheme should also be reconsidered and paid more attention to correspond to the characteristics of the job, to the responsibility and enhance the incentives, motivational working for officers.

- Finally, Vietnamese government and authorities also should reconsider to make the provision of law, bylaws on settlement of complaints and denunciations clearly, easy to understand and implement, easier to help officers do the job effectively, to better meet the needs of the society.

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