

Original Article

# The Quality of Workers of TNG Investment and Trading Joint-Stock Company

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**Abstract** - The paper aims to research and evaluate the labour quality of TNG Investment and Trading Joint Stock Company. On the basis of investigation, survey, collection, data and used statistical methods, comparing data, the results of the study show that most of the employees at the company are at the young age and middle-aged, most of them aren't highly qualified. The income of employees at TNG Investment and Trading Joint Stock Company is lower than the average of the country. Therefore, the Company needs to have effective solutions to use human resources and improve employees' income.

**Keywords** - Quality of labour, workers, TNG Investment and Trading Joint Stock Company.

## I. INTRODUCTION

Quality of human resources can be understood as a certain state of human resources expressing the relationship between internal components of human resources [1]. According to statistics, in 2019, the labour force aged 15 and over of the country was 55.8 million, increasing 417,1 thousand people compared to 2018. The labour force aged 15 and older employed is 54,7 million people, in which labour employed in industry and construction is 16.1 million, accounting for 29.4% [2]. The proportion of or in the industry sector tends to increase. However, the quality of Vietnamese labourers is still low, mainly low- and middle-level quality of labour is one of the factors leading to low income and low living standards.

TNG Investment and Trading Joint Stock Company is a multidisciplinary enterprise in which the main business is garment export. The total number of employees of the company is 14056 [3]. Currently, the income of employees in the company is low. This affects the spirit and psychology of employees, thereby affecting productivity, quality of work, and production efficiency of the company. Therefore, the study and assessment of the quality of labour, thereby offering solutions to increase income and to motivate employees of the company, are very necessary.

## II. METHOD

Data collection methods:

- Secondary data collection method: Secondary data was collected from The General Department of Labour's 2019 Socio-Economic Situation Report 2019, Vietnam

Labour Market Update 2019 of The Ministry of Labour, War Invalids and Social Affairs, Survey results on salaries and life of employees in 2018 of The Vietnam General Confederation of Labour, Annual Report 2019 of TNG Investment and Trading Joint Stock Company.

- Primary data collection method: Primary data was collected through surveys of workers at TNG Investment and Trading Joint Stock Company.

The quality of labour is assessed by education, expertise, skills, and health [4]. According to this view, the quality of labour is assessed through the criteria: education, expertise, skills (mentality), and health (physical). Regarding health criteria, employees of TNG Investment and Trading Joint Stock Company are given health checks when recruiting and periodic health examinations. If the employee is not fit to meet the job requirements, he will be detected. The study focuses on evaluating criteria that play the most important and decisive role in the quality of the Company's labour force, which are criteria of educational level, expertise, and skills. On the basis of the preliminary survey results, the educational level, expertise, and skills of employees at TNG Investment and Trading Joint Stock Company are expressed through the factors: age, education, working grade, the number of times trained in a year, the level of complexity in the job which is expressed through technology level requirements, working grade requirements, experience requirements, Operating skill requirements, working with machines.

The number of survey samples at TNG Investment and Trading Joint Stock Company is as follows: the number of votes issued is 200 votes, the number of votes collected is 198 votes, accounting for 99%. In particular, the number of valid votes is 195 votes, accounting for 97,5% of the total votes.

Methods of processing and analyzing data: The data processing method used is aggregation, statistical data, and comparison. Data collected from the survey will be aggregated, statistical, and illustrated through tables and graphs. From there, the results of the statistical data on the education, specialization, and skills of employees at TNG Investment and Trading Joint Stock Company will be compared with the corresponding data of the nation's labour. On that basis, the research analyzes and evaluates

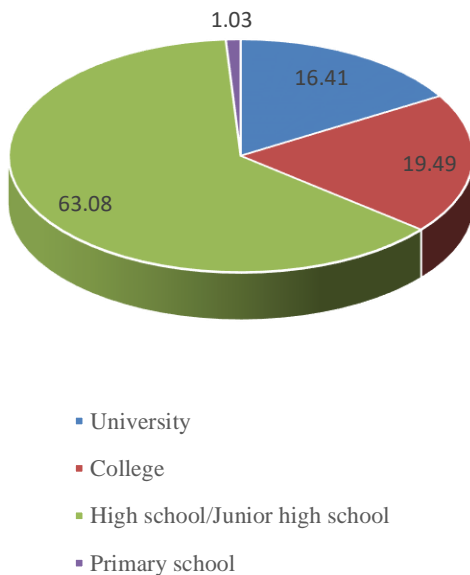


the quality of employees at TNG Investment and Trading Joint Stock Company.

**III. RESULTS AND DISCUSSION**

In terms of age, the surveyed workers have the lowest age of 17. The highest is 63. The ages from 17-24 are 60 employees, accounting for 30.77%; from 25-49 are 173 people, accounting for 67.69%; from 50 years old and above are 3 people, accounting for 1.54%. This rate of the national labour force is 13.04%; 59.93% and 27.02% [2]. Thus, the employees at TNG Investment and Trading Joint Stock Company are mostly from 25 to 49 years old. The percentage of employees at this age is higher than the general level of the Vietnamese labour market. This is the age that has accumulated experience and expertise. The need to switch jobs is lower than that of workers aged 17 to 24 and has better health and morale than workers aged 50 and over. Therefore, the quality and efficiency of their work are higher than the other two groups.

In terms of professional qualification, labourers with college degrees accounted for the majority with 38 people, accounting for 19.49%; 32 university graduates, accounting for 16.41%. The number of labourers with basic secondary education and upper secondary education is 123 people, accounting for 63.08%. Labour with primary education is 2 people, accounting for 1.03%. This result shows that most employees of TNG investment and trading JSC are untrained (accounting for 64.11%).

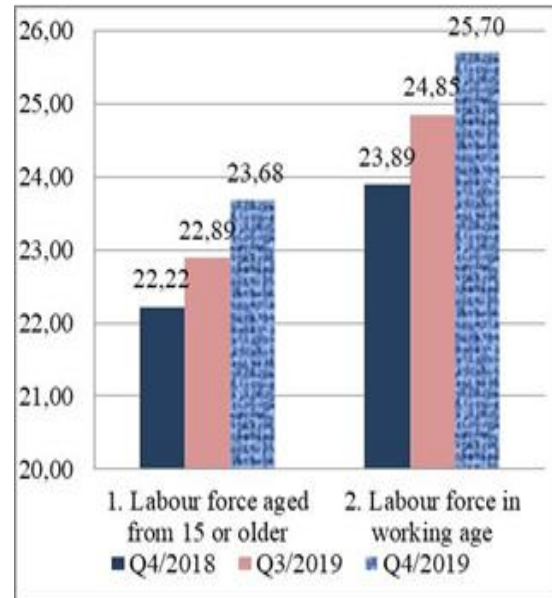


**Fig. 1 Results of a Survey on Employee Educational TNG Investment and Trading Joint Stock Company**

According to the General Statistics Office, the labour force aged from 15 and older having diploma/certificate with the term from 3 months and higher in quarter 4/2019 was 13.29 million people, increasing by 930 thousand people (equivalent to an increase of 7.52%) compared to

quarter 4/2018. The rate of trained workers having diplomas/certificates was 23.68% of the labour force aged from 15 and older, increasing by 1.47% compared to quarter 4/2018 and 0.79% compared to quarter 3/2019. In which, university degree holders accounted for 11.39%, college: 3.8%; intermediate-level, vocational training: 4.70% and elementary-level vocational training: 3.71% in the total labour force aged from 15 and older [6].

Unit: %

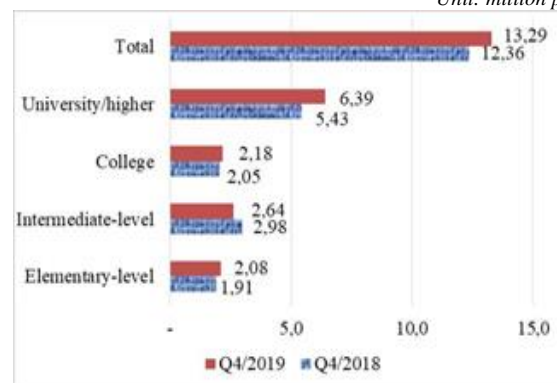


Source: GSO (2018, 2019), Quarterly labour force survey.

**Fig. 2 The Rate of Trained Workers Having Diploma/Certificate in the Labour Force Aged From 15 And Older and the Labour Force in Working Age, Q4/2018, Q3/2019, and Q4/2019**

The trained labour force in working-age having diploma/certificate with the term from 3 months or higher of quarter 4/2019 was 12.69 million people, going up by nearly 1 million people compared to quarter 4/2018 (8.51%) and nearly 490 thousand people compared to quarter 3/2019 (3.98%). The rate of trained workers having diplomas/certificates in the labour force in working age was 25.7%, increasing by 1.81% compared to quarter 4/2018 and 0.85% compared to quarter 3/2019.

Unit: million people



Source: GSO (2018, 2019), Quarterly labour force survey

**Fig. 3 The Labour Force Aged From 15 And older by Occupational and Technical Qualifications, Q4/2018 And Q4/2019**

Thus, the employees at TNG Investment and Trading Joint Stock Company have not been trained yet, but their qualifications are higher than the national average.

Regarding the skills, most workers have average worker level, focusing from level 1 to level 3. Thus, it can be seen that most of the employees creating the Company are low-skilled workers. Survey results are shown in the following table:

**Table 1. Grade Survey Results of Workers at TNG Investment and Trading Joint Stock Company**

Grade	1	2	3	4	5	6	7	Total
<b>Number of employees (people)</b>	49	53	51	14	18	7	3	189
<b>Ratio (%)</b>	25,13	27,18	26,15	7,18	9,23	3,59	1,54	100

Regarding the number of times trained in a year, the majority of workers in industrial enterprises are trained once a year with 54.87%; 32.82% of workers are trained 2 times a year. The number of untrained workers is 2, accounting for 1.03%. The number of workers trained 3 times, 4 times, 5 times a year only accounts for 7.69%, 2.56%, and 1.03%.

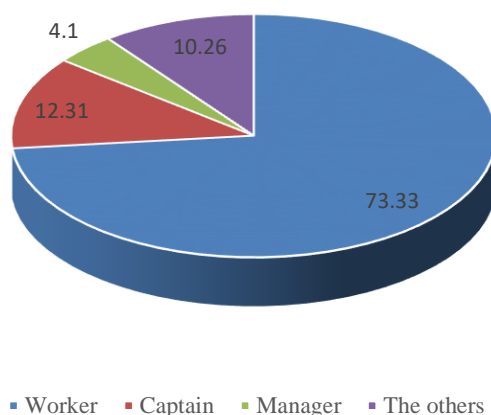
**Table 2. Survey Results of The Number of Training Courses in a Year of Employees at TNG Investment and Trading Joint Stock Company**

Training times	0	1	2	3	4	5	Total
<b>Number of employees (people)</b>	2	107	64	15	5	2	189
<b>Ratio (%)</b>	1,03	54,87	32,82	7,69	2,56	1,03	100.0

Regarding the complexity of the job, the survey data shows that the work of the employees at TNG Investment and Trading Joint Stock Company requires skill and professional qualifications is an average level. Specifically, 43.08% of the job Requires technical qualifications; 41.03% of the workers require grade; 44.62% require work experience; 48.72% require skilled equipment operation. Besides, the work required to work with machinery accounted for a high proportion of 73.33%.

**Table 3. Survey Results of the Complexity of the Work of Employees at TNG Investment and Trading Joint Stock Company**

No.	Norm	Yes		No	
		Number of employees (people)	Ratio (%)	Number of employees (people)	Ratio (%)
1	Technology level requirements		43,08	111	56,92
2	Grade requirements	80	41,03	115	58,97
3	Experience requirements	87	44,62	108	55,38
4	Operating skill requirements	95	48,72	100	51,28
5	Working with machinery requirements	143	73,33	52	26,67



**Fig. 4 Survey Results of the Survey of Employee's Working Positions at TNG Investment and Trading Joint Stock Company**

Regarding working positions, the majority of workers are workers, with a rate of 73.33%. The positions of captain and manager respectively accounted for 12.31% and 4.1%. Other positions accounted for 10.26% of employees at TNG Investment and Trading Joint Stock Company.

Regarding the workload, the majority of the surveyed workers are sufficient, accounting for 81.54%, exceeding the norm by 4.62%, and lacking the norm of only 13.84%.

**Table 4. Survey Results of Income Survey of Employees at TNG Investment and Trading Joint Stock Company**

Income levels (million)	Less than 5	From 5 to 10	More than 10
Number of employees (people)	58	132	7
Ratio (%)	29,74	66,67	3,59

Regarding income, employees at TNG Investment and Trading Joint Stock Company surveyed earn less than VND 10 million per month, of which the income is less than VND 5 million per month accounting for 29,74%; income level from VND 5 million to VND 10 million per month with a large proportion of 66,67%; the income of over VND 10 million per month only accounts for 3,59%. The average income of employees at TNG Investment and Trading Joint Stock Company is VND 6,23 million; the lowest income is VND 3,99 million, the highest income is VND 30 million. In quarter 4/2019, the income of salaried workers from their main jobs was VND 6,71 million/month on average, increasing by 130.000 dongs (1,98%) compared to the previous quarter and 830.000 dongs (914,12%) compared to quarter 4/2018. Compared to the previous quarter and quarter 4/2018, average income from the main jobs went up in almost all groups, except for workers in the Cooperative area, decreasing by 440.000 dongs compared to quarter 3/2019. Thus, the income of workers at TNG Investment and Trading Joint Stock Company is lower than the national average income of VND 480,000 and lower than the average income of workers VND 20,000 và thấp hơn mức lương của Lao động có trình độ Elementary-level của cả nước 67000 dongs.

**Table 5. Average Monthly Income of Salaried Workers From Main Jobs**

Unit: million dong

	2018	2019			
		Q1	Q2	Q3	Q4
	Q4				
Aggregate	5,88	6,82	6,46	6,58	6,71
Male	6,18	6,87	6,60	6,75	7,07

Female	5,47	6,09	5,80	5,91	6,25
Urban	6,85	7,29	6,89	7,05	7,83
Rural	5,18	5,74	5,59	5,68	5,87
No skill occupational qualification	5,04	4,26	5,33	5,42	5,74
Elementary-level	6,58	8,02	7,28	7,10	7,74
Intermediate-level	6,08	6,52	6,46	6,61	6,90
College	6,35	6,84	6,67	6,75	7,24
University & higher	8,27	8,93	8,32	8,50	9,28
Household/individual	4,94	4,92	5,06	5,16	5,41
Cooperative	4,22	4,78	5,15	5,69	5,25
100% State capital	7,631	9,26	8,13	8,51	9,07
State-owned <sup>2</sup>		9,27	8,3	8,34	8,73
Non-State	6,68	7,40	6,90	7,04	7,52
FDI	6,62	7,83	6,93	6,96	7,38

Source: GSO (2018, 2019), Quarterly labour force survey

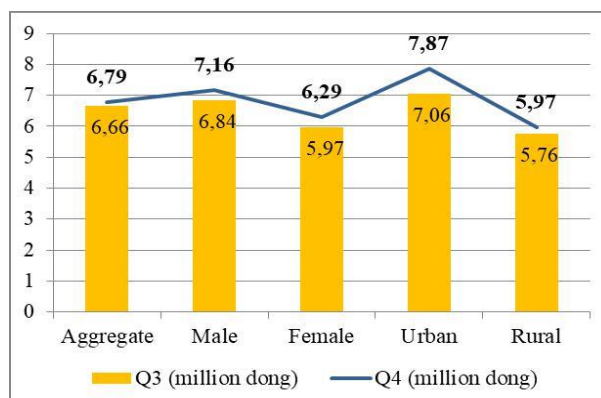


Fig. 5 Total Average Monthly Income of Salaried Workers From All Jobs, Quarter, Quarter 4/2019

Source: GSO (2019), Quarterly labour force survey

In quarter 4/2019, the average monthly income from all jobs of salaried workers reached VND 6,79 million, an increase of 130.000 dongs compared to quarter 3/2019 (1,95%). Thus, the income of employees at TNG Investment and Trading Joint Stock Company is lower than the national average but higher than the income of the country's unskilled labour.

#### IV. CONCLUSION

The quality of labour at TNG Investment and Trading Joint Stock Company is assessed above the national average. This is reflected in the criteria of age, qualification, worker level, number of times trained in a year, the complexity at work. However, the income of employees at the company is still low. In order to improve the quality of labour, employing employees to achieve the highest efficiency, thereby increasing income for employees, the company needs to implement several solutions, namely the related

solution group to recruit. The company attaches to the quality of labour from the recruitment stage. The need for labour recruitment comes from the actual needs of the company. Employees with appropriate professional qualifications, processes, and recruitment standards must build clearly and publicly. The second is the solution related to the training, namely training when starting to get a job, training during working and training for future jobs. Training activities for employees must come from training needs. Training must be associated with post-training labour use; the organization of the training process must not

affect production and business activities. The company's training plan must be feasible, ensure the quality and effectiveness of training. The third is solutions related to labour arrangement and arrangement. In order to enhance work efficiency and improve the quality of labour, the company needs to focus on arranging the right people for the right jobs, which will help employees promote their knowledge, professional qualifications, and experience and complete the work and assigned tasks. The fourth is motivational solutions for employees. In order to encourage employees to actively improve their professional qualifications, the company can implement measures to motivate employees physically and mentally through policies on wages, bonuses, welfare, and bonus policy.

### **ACKNOWLEDGMENT**

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