

## **Factors affecting the quality of higher education: Research in Political Science, Hanoi University of Home Affairs, Vietnam**

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### **Abstract**

Higher education is an intensive vocational training level, serving the requirements of the knowledge economy, creating skilled and highly qualified labor resources. The quality of higher education reflects the quality of education, reflecting a nation's human strategy. Therefore, the quality of education in general and the quality of higher education in particular is a matter of concern for each country. In Vietnam, the Ministry of Education and Training, departments, institutes, universities have organized many conferences and seminars to discuss the strategy of higher education in order to find the direction of higher education in the century. XXI. Our country has entered the WTO to enter the market economy, education is a special type of economy belonging to the knowledge-based economy, so the quality of education is a trademark and a vital issue for every university. But ensuring and improving the quality of higher education is not a simple matter, much less an overnight thing. It has a process, a process and needs the right development strategy. So, what factors affect the quality of education? The article analyzes the factors affecting the quality assurance of higher education: Research in Political Science, Hanoi University of Home Affairs.

**Keywords:** Quality of higher education; Education quality; Quality assurance; Political Science; Hanoi University of Home Affairs; Vietnam.

### **Introduction**

After 51 years of construction and growth, Hanoi University of Home Affairs has had different specific tasks in different periods, but the school's collective has always united, thoroughly grasped the Party's policies and resolutions, and adhered to supervise the tasks assigned by superior agencies, complete the tasks well and constantly innovate and develop. The university has affirmed its position before the requirements of the industry and the needs of society. Has trained and fostered thousands of officials providing for the Home affairs industry and for the society. Generations of students and graduates of the University are constantly growing and developing. On April 24, 2012, the Rector of Hanoi University of Home Affairs signed the decision No. 216/QĐ-ĐHNV to establish the Faculty of Political Science under the Hanoi University of Home Affairs. The Faculty of Political Science is a unit of Hanoi University of Home Affairs that has the function of organizing and implementing the process of training and fostering human resources with graduate, university, college and professional intermediate degrees. , vocational colleges, vocational secondary schools in the fields of politics, public policy, religion and other related professions; international cooperation, scientific research and implementation of scientific and technological advances for socio-economic development. The Faculty of Political Science is a specialized unit of Hanoi University of Home Affairs [22,23], with the function of organizing and implementing educational and training activities at undergraduate and postgraduate levels; organize professional training activities associated with the Faculty's expertise; carry out international cooperation activities; science and technology in accordance with the goals and development direction of the University. Currently, there are 19 lecturers and employees of the Faculty, including 18 lecturers with a Master's degree or higher and one officer in charge of education and administration. In addition, there are part-time lecturers, who are chairpersons of the School Council; Formerly the School Board of Directors; are leaders and managers in other departments and faculties in the university, including: 03 Associate Professors, 08 PhDs and a number of masters [25, 26, 27, 28, 29, 30, 31, 32, 33]. In addition to the permanent teaching staff, there are also visiting lecturers who are international experts from prestigious universities such as: University of Giessen; University of Posdams (Germany); experts, lecturers from leading institutes, academies, universities in Political Science, Public Policy and Religious Studies participate in teaching and research.

### **Theoretical basis**

#### ***Quality of higher education***

Quality is “the sum total of basic properties and attributes of things (things)... that make this thing (thing) distinguishable from another” (Vietnamese Dictionary for Popular). [34, 35]. When assessing the quality of an object, we must consider and consider only all the characteristics of the object that are relevant to the satisfaction of

specific needs. Needs can be clearly stated in the form of regulations and standards, but there are also needs that cannot be described clearly, users can only perceive them, or sometimes only discover them in their use process.

Quality is always a matter of great concern and striving to improve the quality of training is always considered the most important task of all training institutions in general and vocational training institutions in particular. The improvement of training quality is considered an important task of training institutions in general. The results of the training process are reflected in the qualities, personality values and capabilities of the learners corresponding to the training objectives.

The quality of training is the fulfillment of the school's set goals. Objectives in this definition are understood in a broad sense including the mission, goals and characteristics of the training program. Objectives must be consistent with the functions, tasks and resources of the school, but at the same time, training objectives must meet the development requirements of the country's socio-economic development.

The basis of approaches to higher education quality is that quality is a relative, dynamic, multi-dimensional concept and with people in different positions may have different priorities when viewing it. For example, for teaching staff and students, the priority of the quality concept must be in the training process, which is the material and technical basis for the teaching and learning process. As for the employers, their priority on quality is on the output, that is, in the qualifications, capacity and knowledge of students when they graduate, etc. Therefore, quality cannot be said as a measure. Concept of unity, quality should be defined with its purpose or meaning, and in this respect a university can be of high quality in one area but in another. may be of low quality.

#### ***Quality assurance of higher education***

According to AG Rbertson, a British manager: Product quality management is the application of measures, procedures, economic and technical knowledge to ensure that products are or will be products in accordance with the design and requirements in economic contract, the requirements in the economic contract by the most efficient way;

According to Philip B.Crosby's view: Quality management is a systematic means of ensuring total respect for all components of an action plan.

According to Kishikawa, a Japanese education quality expert: Quality management of higher education products means research, design, implementation, teaching organization, and output of quality graduates. , ensure the most useful and always satisfy the requirements of the labor market and society.

Quality assurance in education is approached as a system that includes: The Quality Management System (QMS) is seen as a necessary means to perform the quality management functions. A quality system is the organizational structure of responsibilities, procedures, processes and resources needed to manage quality. In training, the quality system is the organizational structure that ensures quality at the current level of each branch or higher education institution.

## **Results**

### ***Admission factors affect the quality of higher education in Political Science***

Develop the unit's enrollment plan for each year: Based on the survey and investigation of the learning needs of agencies and departments and based on the enrollment targets of the University and the training associate unit. draw up an enrollment plan on the number of classes, number of students, branches, professions... Then submit it to the Ministry of Education and Training and the Ministry of Home Affairs to open specific joint classes. However, in reality, because the joint training unit is not fully active in this work, the enrollment sometimes does not go as planned. In some local occupations, learners do not have enough to set up classes and vice versa, leading to an imbalance in industries and occupations, not meeting the requirements to open classes .

Coordinating the implementation of enrollment: After that, there are documents permitting training association according to regulations. The Department of Education - Training of the University will coordinate with the admissions department of the joint training unit to organize this stage. Organize enrollment announcements to all subjects, the content of the notice must be full of information such as course registration, exam time, review plan , other requirements. Organize the collection of enrollment documents in accordance with regulations and then transfer them to the admission committee of the University. The collection and receipt of records, although the training associate is only a coordination unit, it is required to ensure the accuracy and the right audience so as not to disadvantage the learners. Participating in the application review board and the admission examination board in accordance with regulations. After the enrollment results are available, the organizers send the results and admission papers to the learners and organize the opening of classes as prescribed.

### ***Factors of staff and lecturers affecting the quality of moral education in Politics***

The Faculty of Political Science organizes the implementation of the curriculum of the subjects according to the school's plan and has exceeded the volume norm. Compilation of course outlines, lecture sets, and textbooks to serve undergraduate teaching of the Faculty and the University. Coordinate with other faculties in the University to develop higher education programs such as: Human Resource Management, Library Science, Office Administration,

Archives, State Management, etc. preside over the formulation and development of undergraduate and graduate education programs in Political Science, Public Policy and Religious Work [18, 19, 20].

Along with the task of teaching and compiling course materials, the faculty members also actively participate in scientific research and guide students in scientific research. scientific papers, specialized journals. Many of the lecturer's articles have been published in the conference proceedings at the university, national and international levels. Each school year, the Faculty prints and publishes 01 Home journal. The Faculty has also successfully organized university-level seminars, seminars with domestic and foreign experts, seminars of experts in open disciplines, etc. In recent years, the Faculty has had many lecturers. The student went to graduate school and successfully defended his doctoral thesis; The professional qualifications of the lecturers in the department are from masters and above.

The Faculty has been recruiting and training in Public Policy at the graduate level; majoring in Political Science, majoring in Public Policy, University degree. The number of students of the Faculty is more than 300 people; The Faculty always aims to train and foster learners with knowledge, competence and soft skills to meet the output standards and needs of the society [21, 22, 23]. Therefore, in addition to studying in class, the Faculty also regularly organizes practical sessions, fills out at agencies, People's Committees of communes/ wards/ towns, political schools, etc., so that students can have better experiences. experience and make learning more effective.

***Factors of training organization affecting the quality of higher education in Political Science***

Manage the implementation of the training plan. The implementation of the training plan has the participation and coordination of functional departments and specialized faculties.

Managing teaching activities of lecturers (management of teaching methods, application of science and technology and technology in improving teaching methods, teaching content of modules, practice, theory.. ).

Managing students' learning activities during the implementation of the training plan (attitude, diligence of students, initiative, creativity, self-research... of students when implementing the training plan) .

Manage the compilation of documents, textbooks, learning materials, reference materials for training. The Rector has the right to designate specialized faculties to develop and compile materials for the study of each discipline. Documents and textbooks must be consistent with the training program, updated and supplemented in a timely manner.

Manage the examination, examination and evaluation of the results of the module, semester of each subject or course.

Managing administrative and teaching work: managing grades, considering promotion, conditions for continuing study, dropping out... every year, considering commendation, considering graduation, awarding diplomas, transcripts to students when the training course ends end.

Management of facilities and teaching facilities for training.

The management of the examination and assessment of the student's learning results is coordinated by the participating parties quite smoothly. In the past years, the unit has not allowed any phenomenon such as revealing questions, taking exams on behalf of students, cheating in exams, and there has been no phenomenon of students or supervisors having to suspend exams or examine exams because of violations of regulations. There are no complaints or denunciations about the inspection and evaluation process. Graduation internships are rigorously conducted and evaluated. However, there are still some shortcomings in the management of this stage that need to be overcome for the parties involved in the association. 100% of the course exam questions are not for teachers to teach, set questions, and consider such exams very objective.

***Factors of facilities and equipment affecting the quality of higher education in Political Science***

The school regularly upgrades and modernizes teaching equipment, lecture halls, and study rooms for students. Invest in IT infrastructure, in which priority is given to strengthening the computer system, synchronizing training management data, managing facilities, the school's website in the Internet system to meet learning requirements, research by faculty and students.

General facilities and technical facilities in service of teaching, research and learning activities of the University are gradually being invested, upgraded and expanded in accordance with the training scale. Striving to 2020, the school has full modern facilities, serving high-quality training to meet the training requirements of human resources in the Interior industry.

Especially, the University has applied information technology to the management of facilities, equipment, electronic file codes, documents in the library are also electronic.

According to the training regulations, an associate training unit is a unit that fully prepares the conditions for facilities: classrooms, machinery, equipment, learning materials, practice facilities for teaching activities; arrange convenient accommodation for teachers and learners; Clean classrooms, ensure green - clean - beautiful surroundings.

With the joint training unit, it must be fully equipped with a system of classrooms with basic equipment to meet the needs of teaching and learning. With the budget and from the socialization of education, that unit is equipped with functional rooms to apply information technology in teaching, laboratories, libraries, and informatics rooms.

***The factors of output quality and job search for learners affect the quality of higher education in Political Science***

This is the last job of the training activity, but it is equally difficult and complicated, requiring the close, persistent and continuous coordination of the educational institution, the educational institution, and the joint training institution. for joint training classes) and employers. That combination helps the University to collect sufficient and accurate information, to supplement and correct inadequacies and limitations in the management of joint training activities in order to promptly meet the needs of students. education and the increasing requirements of society, maintaining the school's brand in the competitive period and in the context of regional and international educational integration.

Regularly monitor the use of training products of the University, the number of students who find a job after graduation, the number of students who use the right training expertise, other training specialties, the number of students working in the field. after school, the level of promotion, work results after completing the course.

Distributing questionnaires, assessing and collecting opinions of students who have been working at other educational institutions, as well as agencies that are using staff on training programs, training contents, methods management, teaching methods, learning methods, facilities, curricula, documents, testing, assessment and necessary services after training.

Create an information bridge between the University and students, between students and the University, between the University and the employer.

***Cooperation with training institutions affects the quality of higher education in Political Science***

Since the School was upgraded to a university in 2011, the scale of its associate training has increased significantly through university-level training. The school has promoted the tradition and training capacity to organize multidisciplinary with formal and non-formal training forms. Has signed cooperation agreements with 15 universities, academies and training links with about 35 different training institutions in the country. Every year, the University enrolls about 8,000 full-time students of majors and about 4,200 students who are in the subject of joint training .

The fields of training of the Faculty of Political Science: Undergraduate training of the university has 8 majors: Law studies, Organization and government building; Office Administration, Archives, Library Science, Human Resource Management, State Management, Cultural Management. College-level training has the following disciplines and majors: Archives, Office Clerks, Office Administration, Clerical Archives, Administrative Studies, Clerical Administration, Cultural Management, Library Information Science Institute, Applied News, Legal Services, Human Resource Management. Intermediate level training has the following branches: clerical administration, archiving, office administration, office secretarial, library, office informatics, administration. Vocational college and vocational training: Administrative Clerk, Office News, Secretarial [20, 21, 22].

By synthesizing the number of courses that have been trained at all levels, including nearly 17 disciplines, majors have shown the diversity of disciplines in order to meet the requirements of agencies, organizations and businesses on human resources in the field of human resources. perform professional duties in the field of Home affairs. With 50 years of training in specific disciplines in the fields of clerical work, archives, offices, State organizations and the fields of Home Affairs, it has shown the concern and direction of the University in the future. training human resources with professional skills and knowledge is correct in terms of policy, vision and development trend of society. In parallel with the regular system, the University has signed cooperation agreements with many other training institutions in the country, also achieving remarkable results. The joint training majors also focus on the traditional disciplines of the University such as Archives, Office Administration, Clerical Administration, Legal Services, Human Resource Management, and State Management.

**Discussion and Conclusion**

In the general development trend of the country in response to the requirements of human resources serving the Home Affairs industry and high-quality human resources, ensuring quality to serve the development needs of society, through practice shows that the Renovating the management of joint training activities is very necessary and highly feasible. Therefore, the authors propose 7 measures to strengthen and improve the quality of the management of joint training activities to ensure the quality of higher education in the Political Science major of the Faculty of Political Science of the University. Hanoi School of Home Affairs:

Surveying needs and collecting feedback on training quality of training courses.

Enhance innovation in the examination and assessment of teaching activities of lecturers and students' learning.

Completing regulations on coordination and management of joint training activities.

Strengthening and consolidating modern facilities and equipment for joint training classes.

Develop and innovate training content, programs and methods.

Completing the process of managing and organizing examination, examination and assessment of learning results. Strengthening socialization in joint training activities.

These measures must be taken in interaction, supporting each other to form a whole to mobilize the synergy of joint training activities for both the training host and the coordinating unit. training links,

The above conclusions confirm that the hypothesis raised by the topic is correct, the purposes and tasks of the research have been carried out, measures to improve the quality of training, and ensure the quality of higher education in the Government sector. The study of political science at the Faculty of Political Science, Hanoi University of Home Affairs has initially yielded results. However, with limited time, we have not analyzed and explained deeply and closely all the issues of the topic. but only stop to see it as a premise for further research.

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