

**Improving Physical Environment and Lecture Hall Service for Schools, Children Interests Protection And Ho Chi Minh ideologies of Children Rights**

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**ABSTRACT**

Our study purpose is to find out related studies in school service for children interests and protection and also matters of children interest protection.

Duriscic & Bunijevac (2017) pointed To comply with the system of integrated support for their students', schools need to build partnership with parents and develop mutual responsibility for childrens' success in the educational system. In this way, parental involvement are increased, parents' effort to support schools are encouraged, and they are directly making a positive impact to a successful educational system.

By using qualitative, analysis, synthesis research methods. Study results show that for developing industrial clusters, we would suggest A preschool with fully equipped facilities and infrastructure will help children have many attractive teaching programs. Especially, each child will have a separate learning device to increase recognition and memory. Help children easily grasp the knowledge that the teacher teaches them.

**Key words:** physical environment, lecture hall service, children protection, teachers

JEL: A10, A2

**1. Introduction**

In recent decades, there are many violence cases of children taking place; therefore, it is necessary to have: The implementation of the law on children's rights and child protection contributes to bringing the guidelines and policies of the Party and State on child protection into practical life.

Next, Contributing to ensuring that children live in a safe and healthy environment, contributing to the protection and support of children.

Then, the implementation of the law on child protection contributes to the prevention, prevention and handling of child abuse acts, and strengthens socialist legislation.

Sanders & Sheldon (2009)conducted research on effective schools, those where students are learning and achieving, has consistently shown that these schools despite often working in low social and economic neighborhoods, have strong and positive school-home relationships.

**Research questions**

- What are related studies in school service for children interests and protection?
- What are matters of children interest protection?
- What are Ho Chi Minh ideologies for children rights?

**2. Literature review**

Next we summarize related studies in below table:

**Table 1- Summary of studies**

<b>Authors</b>	<b>Year</b>	<b>Content, results</b>
Lewis & Mitchell	1990	Service quality is the extent to which a service meets the needs and expectations of customers.
Edvardsson, Thomsson & Ovretveit	1994	argue that service quality is a service that meets customers' expectations

		and satisfies their needs.
Briggs & Hakin	1997	Educators and teachers have ability and duty to show deep concern and protect the well-being of children
Saplala	2007	Children are vulnerable to abuse, violence, exploitation, discrimination, bullying and other forms of abuse as they are being described in the Philippine legislation as “persons below eighteen years of age or those over eighteen years of age but incapable to take care of themselves or safeguard themselves from abuse, neglect, cruelty, exploitation, or discrimination because of physical, mental disability or conditions”
Johnson	2010	Children clubs are local structures, often grassroots that can bridge the gap between informal and formal child protection system
Bayuca	2020	found out that most of the teachers are aware of the Child Protection Policy, but its implementation in the schools is not that rigid. Therefore, it is recommended that implementing the Child Protection Policy be monitored and a more comprehensive information drive be given to teachers. Training modules which include positive and non-violent discipline in classroom management, anger and stress management and gender sensitivity should be included in seminars to be conducted
NT Hang, DTN Huy, DT Tinh, DT Huyen	2021	Organize historical tourism also good way for education

(source: author synthesis)

Beside, we need to enhance quality of education or research paths (Thi Hang Nguyen, Van Huan Nguyen, Dinh Tran Ngoc Huy; 2021; Le, K., & Nguyen, M; 2021; DT Tinh et al, 2021; DTN Huy, 2015; PM Dat et al, 2020; TTH Ha et al, 2019; NT Hoang, DTN Huy, 2021; TDT Vu, DTN Huy, NTH Trang, NN Thach, 2021; PN Tram, DT Ngoc Huy, 2021).

### 3. Methodology

Not only this paper uses experiences, observations, practical situation with cases studies of industrial clusters in Hanoi, Vietnam, but it also uses will use qualitative, analysis, synthesis research methods. Relevant regulations and plans of clusters in Hanoi also researched.

□

### 4. Main findings

#### 4.1 Improving lecture hall service, physical environment for schools as a way of protecting children interests

Parasuman (1985) suggested The five-difference model is a general, theoretical model of service quality. To be practical, Parasuraman has tried to build a scale used to assess quality in the service sector. According to him, any quality service is perceived by customers based on the following 10 components:

1. Reliability refers to the ability to perform services appropriately and on time right the first time.
2. Responsiveness expresses the desire and willingness of service staff to provide services to customers.
3. Competence to serve (competence) speaks of the level of expertise to perform the service. The ability to serve manifests when employees interact with customers, employees directly perform services, research ability to

capture relevant information necessary for serving customers.

4. Access refers to creating all favorable conditions for customers to access services such as shortening customer waiting time, convenient service locations and opening hours for customers. .

5. Courtesy (courtesy) shows the character of warm, respectful and friendly service to customers.

6. Information (communication) related to communication, communicating to customers in a language they understand easily and listening to issues related to them such as explaining services, costs, resolving complaints complaints.

7. Credibility speaks of the ability to create trust for customers, making customers trust the company. This ability is reflected in the name of the company, the personality of the service staff who directly communicate with customers.

8. Security is related to the ability to ensure the safety of customers, expressed through physical and financial safety as well as information security.

9. Understanding the customer (understanding/knowing the customer) is expressed through the ability to understand the needs of the customer through understanding the requirements of the customer, paying attention to them personally and identifying the regular customers. often.

10. Tangibles expressed through appearance, clothing The ten-component service quality model mentioned above has the advantage of covering almost all aspects of the service.

Facilities are one of the tools that teachers can directly use for their teaching process. To make the teacher's lectures more vivid and help preschool children to absorb.

And teachers taking advantage of school facilities and equipment to teach will help students have very lively lectures. Create a sense of excitement and avoid boredom when you have to learn dry theories without evidence.

A preschool with fully equipped facilities and infrastructure will help children have many attractive teaching programs. Especially, each child will have a separate learning device to increase recognition and memory. Help children easily grasp the knowledge that the teacher teaches them.

Especially with a quality infrastructure system, children can develop comprehensively both physically and mentally. Creating conditions for children's future development is better than schools with outdated facilities.

#### **4.2 Children interest protection**

The 2016 Vietnam Law on Children stipulates: "A child is a person under 16 years of age".

Through this concept, we see a change compared to before, that is, all children under the age of sixteen, regardless of whether they are Vietnamese citizens or nationals, or stateless people in the territory. Vietnam is protected, cared for and educated equally. This feature shows that Vietnamese law is increasingly harmonizing with international law in the context of integration.

\* Protect children

The Children's Law 2016 defines child protection as follows: "Child protection is the implementation of appropriate measures to ensure a safe and healthy life for children; preventing, preventing and handle acts of child abuse; assist children in special circumstances.

\*Children's rights

There are many different interpretations of children's rights, but the basic understanding of children's rights is as follows: A child's right is a human right that is applied specifically to children to ensure that children live, develop healthily, safely and recognized and guaranteed by the legal system.

**Figure 1 - Children right protect**



(source: internet)

#### **4.3 Ho Chi Minh ideologies for children right protection**

During his life, he devoted all his love to his compatriots and comrades, especially teenagers and children. He has gone far, but his feelings are close, dear, and warm; His teachings on caring for and educating the country's young generation are still valid.

Necessity and content of youth and children's education:

President Ho Chi Minh affirmed: "Teenagers and children are the future masters of the country", whether Vietnam's mountains and rivers will become beautiful or not, will the Vietnamese people step up to the glory station to stand shoulder to shoulder with the heroes. Whether the five continents are successful or not, it is partly thanks to their studies. That is why the entire Party, people and all forces need to pay attention to, care for and educate teenagers and children. "Taking care of and educating children well is the task of the entire Party and people. That work must be done patiently and persistently." Families, schools and society must take care of fostering, educating and training young people to become a force to follow the youth, who are all good citizens, into revolutionary shock squads, and a backup force. of the Party in order to faithfully and excellently continue the revolutionary cause, effectively serving communist ideals. Because if we do not take care of the young generation, do not create a virtuous and talented successor force, there will not be socialist people to successfully build socialism and communism.

The new education that we build will have to aim at training young people and children to become useful citizens for society in the spirit of "small age, small work, according to one's own strength", towards The goal is to educate children to become good citizens.

Ho Chi Minh believes that it is necessary to use a new spirit and morality to wash away these influences in order to become a healthy and progressive citizen, to bring the country ahead of advanced countries around the world. Educational content includes:

“- Exercise: To make the body healthy, at the same time it is necessary to maintain personal hygiene and general hygiene.

- Education: Review what you have learned, learn new knowledge.

- Beauty: To distinguish what is beautiful and what is not.

- Virtue: Love the Fatherland, love the people, love the labor, love science, love the public (5 loves)".

(source: Ho Chi Minh complete volume, National Politics Publishing House, Volume 10, p.175)

## **5. Discussion and conclusion**

Hansemark and Albinsson (2004) put forward the view that customer satisfaction is a customer's overall attitude towards a service provider, or an emotional response to the difference between what the customer anticipating and what they receive, with respect to the fulfillment of some need, goal or desire.

Thus, the level of satisfaction is a function of the difference between the received and the expected results. Customers may have one of three levels of satisfaction: If the performance is worse than expected, the customer will not be satisfied. If the performance results match the expectations, the customer will be satisfied. If the actual results exceed the expectations, the customer is very satisfied and delighted.

Other recommendations for building physical environment in child schools including but not limited to:

### **Garden and play area**

A quality preschool must have a properly designed garden with green trees for shade. In addition, a vegetable garden or green plants is also arranged to help children increase their ability to learn and explore. Play areas that are reserved for children must be planted with clean grass or tiles.

### **Bedroom, common room and playroom**

The common room must be organized so that children can eat and sleep. At the same time in this area, it is necessary to arrange materials as well as toys for children. In addition, the common room should have more ornamental plants and decorative flowers suitable for preschool age.

### **Art and physical education room**

Rooms specializing in teaching and physical education and art need to have an appropriate area. At the same time, it is necessary to arrange the necessary equipment to serve the development needs of the child.

Figure 2 - Children rights



(source: author synthesis)

#### **Research limitation**

For future researches, Authors can make further researches on standards of management of industrial clusters

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#### **Conflicts of interest**

There is no conflict of interest

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