



Assessing Employee Satisfaction with Human Resource Training at Nin Sing Company Limited Logistics Hanoi Branch, Vietnam

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ABSTRACT

In recent years, along with our country's integration process into economic regions, businesses are facing many big challenges, one of which is the competitiveness of each business. The competitiveness of most domestic enterprises is still low in the international market. The main reason here is not because Vietnamese enterprises lack capital or technology, but an extremely important factor is the human factor. People. Nowadays, human resource issues are of great concern, most business managers in Vietnam are now aware of that. Therefore, improving the quality of human resources for businesses through training and human resource development plays a very important role. On the other hand, up to now there has been no investigation or research on the issue of assessing satisfaction with training at Nin Sing Logistics Co., Ltd., Hanoi branch. Therefore, realizing the necessity of human resource training, as well as starting from our own awareness of how to improve employee satisfaction so that the quality of training is increasingly improving. , the author chose the topic: "Assessing employee satisfaction with human resource training at Nin Sing Logistics Co., Ltd., Hanoi branch"

Keywords: Satisfaction; Human resource training; Nin Sing logistics co., ltd. hanoi branch

1. Introducing research

Evaluating employee satisfaction with human resource training is an important part of the human resources management process in an enterprise. Properly trained employees will understand their jobs better and will be able to perform their jobs effectively. Satisfaction with the quality of training can lead to increased skills and knowledge, making employees more confident in performing their duties. Opportunities for training and career development are an important factor in helping employees feel committed to the company. Satisfaction from the training process can create a positive work ethic and loyalty on the part of employees.

Well-trained employees are able to adapt quickly to new working environments, reducing the risk of needing to recruit new people. Training costs are smaller than the costs of recruiting and training new personnel. Training programs can provide outstanding employees with opportunities to develop leadership and management skills, thereby helping the company have a strong management team from within. Training programs can provide outstanding employees with opportunities to develop leadership and management skills, thereby helping the company have a strong management team from within. Trained employees can easily adapt to changes in the industry and company, ensuring organizational agility and mobility.

Taking care of employees through quality training is an important part of building a positive corporate culture that focuses on personal development. Training programs can provide outstanding employees with opportunities to develop leadership and management skills, thereby helping the company have a strong management team from within. Evaluating employee satisfaction with the training process provides important information so the company can adjust and improve the quality of future training. Evaluating employee satisfaction with training is an effective tool to ensure that the company's human resources are always improved in both skills and working spirit.

2. Results of research on the current status of factors affecting employee satisfaction with training at Nin Sing Logistics Co., Ltd., Hanoi branch

Education program

“Training program” (training program) is a factor that affects employee satisfaction best.

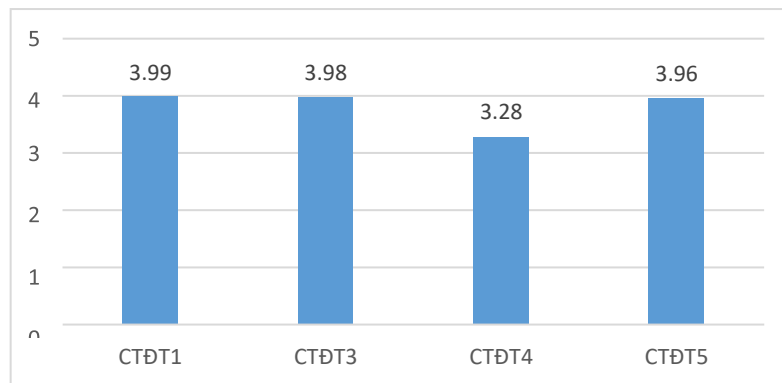


Figure 1: Average value chart of the Training Program factor

It can be seen that the average score of "Curricular training program is designed in accordance with training objectives" (Curricular training program 1) is rated highest with average score of 3.99. Curriculum programs are based on identifying needs

Training needs and training goals of the branch. The branch regularly learns about the training needs of employees and based on that determines the branch's needs, develops training goals, and requires staff qualifications to match the nature of the job to determine the needs of the branch. human resource development training needs. Next is "Curriculum updated and adjusted to suit social needs" with GTTB 3.98. With the characteristics of an e-commerce company, technology is always developing and innovating, requiring e-commerce companies to regularly update and adjust accordingly. This satisfies most employees in the branch. The "training programs focusing on training many soft skills" (program 5) at the branch are also highly satisfied by employees with average score of 3.96. Communication skills and teamwork skills are of high concern at the branch because the nature of the work here requires a high level of coordination and smooth coordination between departments and between individuals. In contrast, the criterion "Training program is implemented according to the plan announced to employees" (Programme 4) is rated lowest with average score of 3.28. Due to the impact of the Covid19 epidemic, some branch training programs were postponed due to an insufficient number of people participating in the training because employees were infected with Covid19.

Infrastructure

“Facilities” (CSVC) is the second factor affecting employee satisfaction.

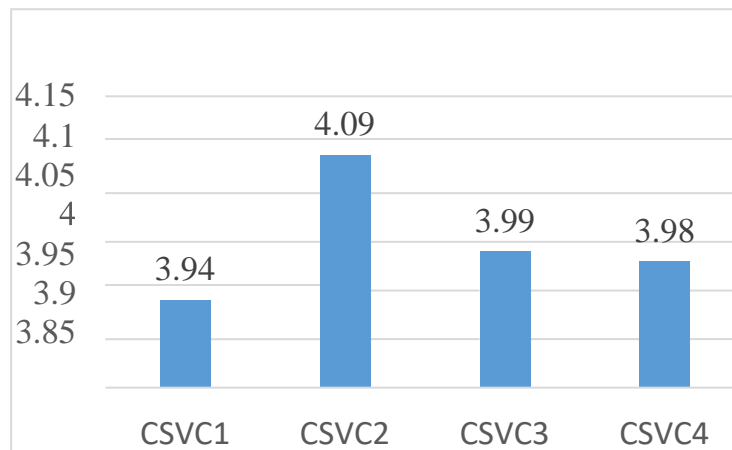


Figure 2: Average value chart of the Facilities factor

It can be seen that the factor "Classrooms are fully equipped with equipment for training" (CSVC2) has the most agreement among employees, followed by the factor "Internet benefits in the company operate effectively" (CSVC3), "The company has a place to take lunch breaks for employees" (CSVC4), "Spacious classrooms" (CSVC1) with average scores of 4.09 respectively; 3.99; 3.98; 3.94. In general, facilities and equipment for training have a great impact on the effectiveness of training and the training of employees. Therefore, the branch has paid great attention to investing in equipment to bring training and comfort to employees. Most of the missing and damaged training equipment will be maintained or purchased new. Upgrading facilities with modern technology ensures stability and the highest efficiency for students when studying. Every year, the company should spend 15% - 20% of training costs on upgrading facilities so that the training system not only meets demand but can also keep up with modern technology to help employees succeed. Training is made easier.

Teacher training

“Teacher training” (GV) is the third factor affecting employee satisfaction.

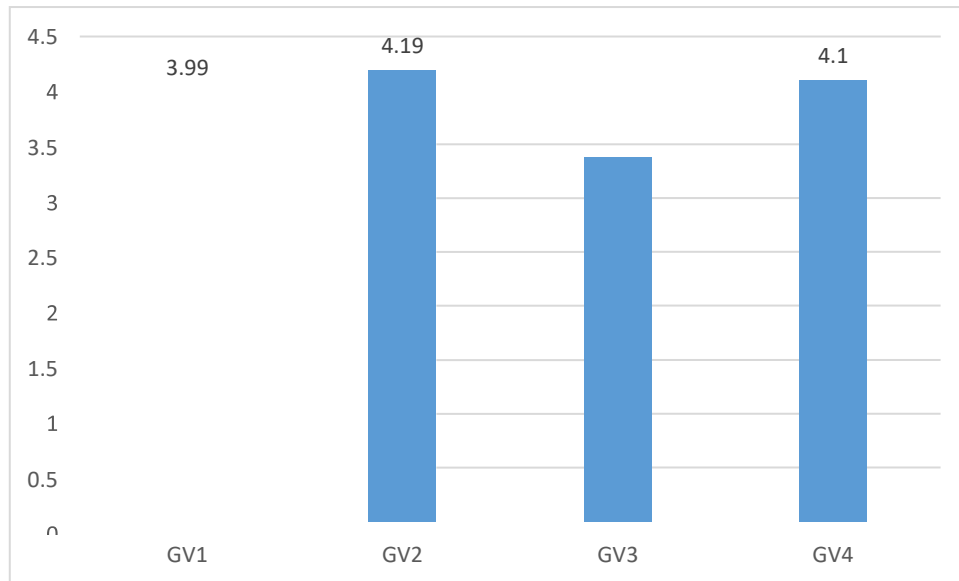


Figure 3: Average value of the Teacher factor

From the chart above, teachers feel most satisfied with "Teachers often use technology in teaching" (Teacher2) with an average score of 4.19. Assessing enthusiasm and friendliness, most staff agree with the statement "Teachers have a friendly attitude" (GV4) with GTTB 4.1. Third is "Teacher has an easy-to-understand and vivid way of communicating" (Teacher3) with GTTB

3.99 and finally with GTTB 3.38 is "Teachers ensure class time according to the training plan" (Teacher1). The branch will appoint employees with many years of work experience who understand and firmly grasp all activities of the Company. They are usually heads or deputy heads of functional departments or team leaders. Besides, depending on each training subject, the company can choose more employees in departments with experience and high professional qualifications to participate in the training... The branch also hires a number of teachers from outside, these teachers are also researched and consulted by the branch from many sources to select reputable teachers. In addition to good knowledge and skills, those selected as instructors must have good dignity and ethics, and gain the trust of many people in the Company.

Training organizations

“Training organization” (TC) is the fourth influencing factor on employee satisfaction.

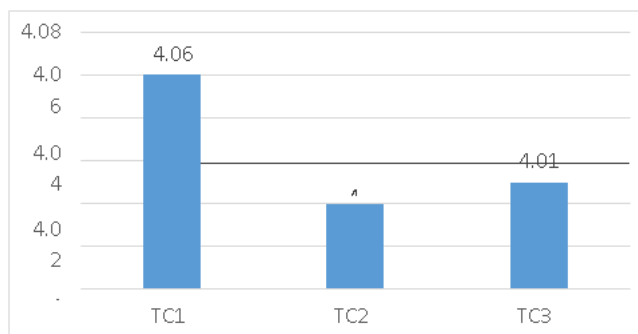


Figure 4: Average value of the Training Organization factor

From the chart above, it can be seen that "Employees are fully informed of training plans" (TC1) at the branch with the highest average score of 4.06, employees feel satisfied with fully and detailed informed plans. "The assessment and examination work is organized seriously, closely, and fairly" (TC3) is also highly appreciated by employees and qualified with average score of 4.01 and "Training time is arranged conveniently for employees" (TC2) has GTTB 4.0. The time and location of the training courses are also arranged reasonably, receiving high consensus from employees because the time and location of the courses are also reasonably arranged for employees to You can participate in training while still ensuring your job.

Administrative work

“Administrative work” (CTHC) is the 5th factor affecting the satisfaction of employees.

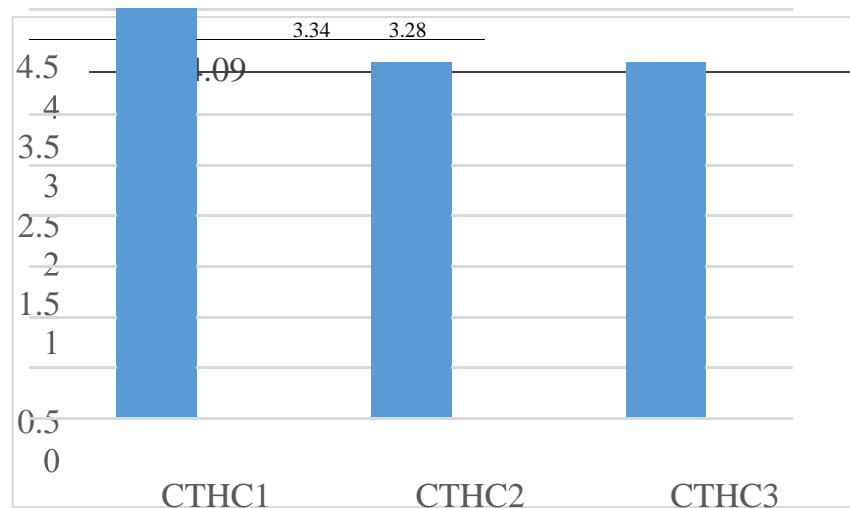


Figure 5: Average value of the Administrative work factor

Through the survey, the factors "Resolve staff's recommendations quickly" (CTHC2), "Workers always receive notifications in a timely manner" (CTHC3) have average values of 3.34 and 3.28 respectively. Thereby, it shows that these factors still do not really satisfy employees, although the branch has announced the full training plan, but those notifications are still slow and employees' recommendations have not been resolved promptly.

3. General assessment of employee satisfaction with human resource training at Nin Sing Logistics Co., Ltd., Hanoi branch

Advantage

Training and human resource development at Ninja Van Company, Ha branch

Noi has received a lot of attention from the branch leadership. The branch has built training programs, invested in facilities, provided instructions to departments, created favorable conditions in terms of time so that employees can feel secure in participating in learning, helping employees apply acquired knowledge. learn in practice. In addition, the skills of human resources are improved. After the training process, employees can apply their skills in practice to achieve the goals set by the company. With training programs and skills development, employees will gain satisfaction and passion in their work. When employees are trained and motivated to work, the branch can achieve much success and work productivity is increased. From there, human resources have the opportunity to assert themselves. When employees cultivate and improve their skills and professional knowledge, they will have the opportunity to assert themselves. Especially the increase in enterprise productivity. With satisfaction and knowledge after training, employees will contribute their efforts to the company's productivity. When aware of their own role and value, employees will achieve work efficiency and passion for work.

Limitations and causes leading to limitations

First, the issue of time in the personnel training process. Implementing human resource training programs takes a period of time for the company. The time spent in training activities by employees and trainers may disrupt the daily work of employees. Second, workers are under some pressure and stress. Training programs are often held after working hours, leaving workers with no time for their other problems. In addition, some training programs that last long or have complex content can turn motivation into pressure for employees. Third, human resources move to another working environment. After being trained and more capable, they can move to other businesses and companies that have better benefits or salaries. This is also one of the risks of the human resource training process

4. Propose solutions

Solutions to improve training programs and training methods

Through the regression results, it can be seen that "Training program" has the strongest influence on "Employee satisfaction". The branch needs to improve the quality of training programs organized by the company. Building a scientific training program will help employees easily absorb knowledge and at the same time have the best conditions for their current study and work at the branch. The branch needs to build a clear, professional and correct training program including: learning methods, instructional materials, content and other related aspects. Training content must meet the practical needs of the job. The branch also needs to build a reasonable timetable so that employees can both participate in study and have reasonable time to work and rest. Branches can organize courses on certain working days of the week combined with 1 day off so that workers can rest 1 day a week. In addition, branches need to encourage employees to self-study and read books, by rewarding, promoting... and building reading rooms, bookcases... in the branch.

Complete the selection and training of training teachers

In training work, teachers play a very important role in improving quality and bringing training satisfaction to employees. Therefore, there need to be requirements set

for each teacher. That is good expertise, use of technology in teaching, and friendly enthusiastic attitude. Currently, both in-house teachers and outsourced teachers meet the branch's training requirements. However, for teachers in the company, although they have high knowledge and expertise, their pedagogical abilities as well as how to communicate and inspire learners are still limited. For outside teachers, their ability to understand the company and its products and services is also limited. Therefore, in order for training to be more effective, for teachers in the company: Branches should have policies and regimes to encourage staff to participate in teaching such as: increasing salaries, bonuses, supplementing Teaching allowances to help them feel secure and focus on good training. For teachers outside the company: Before teaching, the Human Resources Administration department needs to discuss and provide them with the branch's products and services so they can better understand their work and prepare teaching content. better.

Solutions to perfect facilities for human resource training

Equipment for training has a great impact on employee satisfaction with training. Although staff's satisfaction with training facilities is very high, staff are satisfied with the classrooms, accommodation, and Internet facilities, but the branch does not have a logistics team to carry out classroom support like Arrange tables and chairs, prepare drinks. Branches should appoint officers in charge of logistics to support classroom preparation during the training process. In addition, branches should also apply some training software to their training programs to increase their attractiveness and keep up with technology development trends.

Solutions to complete the organization of human resource training

In order for training to be organized and implemented effectively and bring training satisfaction to employees, it is necessary to increase interaction and coordination between relevant parties. Training plans or notifications need to be sent to employees promptly and quickly. The branch should ensure that the time is arranged conveniently for the employee. Special. Examination work needs to be fair, without the situation of "grandfather's children", properly assessing the true ability of employees at the branch.

Solutions to improve administrative work and create human resources

"Administrative work" is the variable that has the lowest impact on employees' satisfaction with training at Ninja Van company, Hanoi branch. That proves that the administrative work here is not really good. Therefore, branches need to pay attention to this issue. The company should regularly organize dialogues with employees to see what employees want, what they recommend, and the branch's recommendations should be resolved quickly and thoroughly, meeting the needs of employees.

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