

Regulations for Infrastructures and Improving Quality of Lecture Hall Service – Case in NEU University Hanoi

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Abstract

The goal of this paper aims to discuss Regulations for Infrastructures and Improving Quality of Lecture Hall Service – Case in NEU University Hanoi. By using description, qualitative analysis including synthesis and inductive methods, This study finds out that A university consists of areas that are learning areas and scientific research facilities; Sports and Exercises area; student dormitories include housing and living facilities; living quarters of teaching staff and staff. And solutions to improve lecture hall service including: Building a culture of communication and behavior-Lecturer service staff is the part that has direct contact with teachers and students on a daily basis, the way they behave, speak or dress greatly affects the quality of service in the lecture department. Building a culture of interaction between lecture staff, students and teachers is really necessary.

Keywords: Infrastructures, Neu University, Lecture Hall, Regulations.

JEL: A2, A20, A22, A23

1. Introduction

The objectives of the study: discuss Regulations for Infrastructures and Improving Quality of Lecture Hall Service – Case in NEU University Hanoi.

Next, The antecedent and intermediate model of Dabholkar et al. (2000): This is a model that can be considered as a comprehensive model of service quality. In addition to providing a deeper understanding of service quality concepts, the model considers antecedent, intermediate, and outcome factors of service quality as factors that are considered antecedents. improve service quality and the relationship between service quality and customer satisfaction and customer behavioral intentions.

Service quality model in online banking by Broderick and Vachirapornpuk (2002): These two authors have pointed out five important factors that are considered to have the main influence on perception of service quality, including: customer expectations of service, the image and reputation of the service organization, aspects related to service setting, actual service exposure and customer engagement.

We see, NEU University Hanoi has goals:

Expanding, developing and affirming its position as a leading and prestigious center of scientific research and economic and business administration consulting in Vietnam.

Develop close cooperation, linkage and enhance the role of training, research and consulting in the network of universities with training in economics and business administration, in the higher education system, Research institutes, enterprises in Vietnam; expand cooperation and exchange effectively with universities, research institutes and international organizations in the region and in the world. Expanding influence and constantly improving the prestigious image of the school at home and abroad.

Striving to become a modern university with full facilities and advanced equipment, environment for basic training and research up to regional standards with qualified lecture system, system modern library system and a system of high quality services.

The goal is to strive to become a school named in 1,000 schools in the world education system by 2020. That will have a great impact on ensuring the school's synchronous equipment. This is a huge strategic task and affects many aspects of the University's work and activities, requiring an appropriate approach while the University's ranking is still quite modest in the world education system. According to the table In this ranking, in 2013, the University ranked 4,718 in the world (Source: Webometrics)

Figure 1 - Neu University Hanoi



(Source: internet)

2. Methodology

Authors use description, qualitative analysis including synthesis and inductive methods in this paper. Authors analyzed previous related studies as well.

Then this study also uses observations and dialectical methods.

3. Main Findings

3.1. Background Information

Started in late 2003 with a table area of 96,000 m², up to now, "building of the century" - the name of lecture hall A2 of NEU students - has been basically completed and put into use in the new school year 2017 -2018.

The school decided to build the lecture hall in the style of modern French architecture, designed by the architect from this country, creating a new and unique environment for students to study.

At the end of 2013, the basic lecture hall was completed with the rough part. By 2014, the work continued to be completed the internal parts.

Figure 2 – NEU Building



(Source: Internet)

3.2 Infrastructures Regulations for Universities

A university consists of areas that are learning areas and scientific research facilities; Sports and Exercises area; student dormitories include housing and living facilities; living quarters of teaching staff and staff; Technical works area includes pumping station, transformer station, repair workshop, warehouse and garage for cars and bicycles.

What are the requirements for student housing at the university in terms of layout design?

According to Section 3.59 to Section 3.63 of the National Standard TCVN 3981:1985 on Universities - Design Standards, there are regulations on student housing as follows:

(1) Student housing at universities must be designed to ensure that boarding students have the following systems:

- 100% of long-term students
- 100% of students of the specialized system
- 20% of in-service students
- 100% of students of post-graduate, graduate, foreign students and fostering and preparatory systems.

Next, Through Draft or building universities:

For public schools, there must be a school construction investment project approved by the governing body, clearly identifying the capital source for implementation as planned; for a private school, it must have a minimum investment capital of 1,000 billion VND (excluding the value of land

for school construction); investment capital is determined in cash and assets prepared for investment and certified in writing by a competent authority; By the time of appraisal to allow the establishment of a private university, the investment value must be over 500 billion VND.

Having the decision to establish or permit the establishment of a university by the Prime Minister. There is at least 5 hectares of land for construction of the school at the head office.

Having facilities and equipment meeting operational requirements for the expected training sector and field, and the expected size of enrollment according to the regulations of the Ministry of Education and Training. The university construction site must ensure an educational and safe environment for learners, teachers, administrators and staff according to the contents of the committed school establishment project.

There are training programs and textbooks, teaching and learning materials for the sectors and fields to be trained, meeting the training program standards as prescribed by the Ministry of Education and Training.

Having a contingent of permanent lecturers and managers in sufficient quantity and meeting professional and professional standards to meet the requirements of the industry, the expected field of training and the expected size of enrollment in accordance with the provisions of the University. Ministry of Education and Training.

3.3. Improving Quality of Lecture Hall

First, Evaluation of lecture staff according to the criterion of Reliability.

Lecturer service staff believe that they have served properly and ensured the time prescribed by the University, while lecturers and students do not agree with that opinion. According to the regulations of the department and the University, the working time of the staff on duty to reduce the road is divided into 2 shifts, the morning shift from 6:45 to 12:15 and the afternoon shift from 12:30 to 21:30 daily. The duty of the lecture hall staff is to open the classroom doors at the beginning of the school day, lock the doors at the end of the lessons, and serve drinking water to staff and teachers. Because 01 staff member is assigned to be in charge of many classrooms and many teachers' rooms, it is not always possible for teachers or students to come to the room to meet the lecture staff, the fact that the research subjects have opinions. Differences in service time assurance may be partly due to the lack of understanding of the duties and positions of the lecturers on duty. However, there are also many opinions of teachers and students that there is still the phenomenon of lecture staff leaving their positions to go to work separately or to other areas to talk privately during working hours.

When asked about the level of service delivery right the first time, the lecture department self-assessed that they always did the right thing from the beginning, while the majority of teachers and students disagreed with the idea. there. In fact, lecture staff only do simple jobs, out of habit and through observation of other staff. The job of recruiting the lecture department is also quite simple, does not require professional qualifications, even many employees who work as janitors or janitors move to the lecture department without training. Lecturers said that they rarely made mistakes in performing tasks, but other subjects judged the opposite. The lack of a standard scale, evaluation criteria for task performance, and the lack of good inspection and examination of the lecture hall led to the failure to detect the level of errors while performing the tasks in a timely manner.

Figure 3 - Planning Industrial Parks



(Source: internet)

Evaluation of lecture staff according to the criterion Assurance

According to the evaluation of the surveyed subjects, the majority of opinions differ between the subjects. When asked about the extent to which they know the timetable and the process of borrowing equipment in the lecture hall, the lecture staff said that they know the timetable and regulations on borrowing equipment in the lecture hall, but teachers and students did not agree. In addition, criteria such as service attitude and communication skills of lecturers are quite different between different target groups.

4. Discussion and Conclusion

Some solutions to improve the service quality of the lecture department at National Economics University.

A. Improve the quality of the teaching staff.

1. Develop a reasonable monitoring, evaluation and reward mechanism to motivate people to work hard.

2. Each faculty member on duty has a job description with clear responsibilities, rights and obligations.

3. Conduct ongoing training. It is necessary to regularly organize training and training courses on serving, communicating, and dealing with customers.

B. Improve the service process of the teaching staff.

C. Building a culture of communication and behavior.

Lecturer service staff is the part that has direct contact with teachers and students on a daily basis, the way they behave, speak or dress greatly affects the quality of service in the lecture department. Building a culture of interaction between lecture staff, students and teachers is really necessary. Attention should be paid to building a culture of communication and behavior between classroom staff, students and teachers. Expressed through words of speech, communication, caring and sharing, responsibility for work. The specific codes of conduct are:

1. Internal conduct.

1.1 Standards of attitude towards work.

- Strictly comply with the rules, regulations, regulations of the department, the School and legal regulations.

- Comply with the direction and assignment of the department's leaders

- Have a serious, enthusiastic working attitude, not afraid of difficulties.

- Always have a demanding, frank and sincere attitude to contribute in the work.

- Emphasize personal responsibility, do not avoid, deal with, blame, twist or push responsibility.

- Working with a high sense of responsibility, wholeheartedly in the work, focusing energy and intellect on the assigned work.

- Working scientifically, professionally, dynamically and responsibly.

- Must have a spirit of cooperation, mutual help, information to solve work with high quality and efficiency for the common benefit of the team and the department.

- Participate enthusiastically and effectively in joint work.

- Always have a sense of keeping the workplace green, clean and beautiful, protecting and using the University's assets.

Facilities have been describes as enabler that supports the teaching and learning process.

Figure 4 – Planning and Managing Industrial Parks



(Source: Internet)

Last but not least, Graham (2013) pointed that Although professional staff comprise more than half the Australian higher education workforce, typically research has concentrated on the work of academic staff. Professional staff are increasingly researching the working lives of professional staff, adding to the understanding of the work of professional staff and the contributions they make towards the strategic goals of their institutions. Emerging from these interviews is a conceptualisation of the work of professional staff in relation to student outcomes, from the perspectives of professional staff themselves. This paper concludes with proposals to improve the outcomes for students, and improve the working lives of both professional and academic staff.

Then, Sahney et al. (2004) describe physical resources in the form of facilities among the vital inputs required for the success of educational institutions. Facilities have been describes as enabler that supports the teaching and learning process (Sapri et al. 2009)

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Conflicts of Interest

There is no conflict of interest.

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