

DEVELOPING HIGH-QUALITY HUMAN RESOURCES FOR VIETNAM'S LOGISTICS INDUSTRY

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ABSTRACT

In recent years, Vietnam's logistics industry has achieved certain development steps and achieved some remarkable achievements. However, besides the achieved results, the logistics service industry still has many limitations and has not developed commensurate with the potential and geo-economic advantages of Vietnam; the competitiveness of the industry is still low, logistics costs are still high. The link between export and import enterprises and logistics service enterprises is not tight and inefficient... One of the main subjective causes of the above limitations is the shortage of human resources, and has not really met the development needs in the new situation. Therefore, in the coming time, Vietnam needs to implement synchronous solutions to develop high-quality human resources for the logistics industry.

Keyword: *high-quality human resources, logistics, industry, Vietnam*

1. INTRODUCTION

Human resources have always played an important role in the sustainable development of the logistics industry in Vietnam. However, currently, human resources in the logistics industry in Vietnam are lacking in quantity and weak in quality.

Currently, there are about 3,000 logistics enterprises in Vietnam and it is expected that by 2030, the demand for logistics human resources will be over 200,000 people. Meanwhile, the ability to meet the demand for logistics human resources only meets about 10% of the market's demand, so it can be said that logistics human resources in Vietnam are lacking in both quantity and quality.

Over the past time, Vietnam has faced difficulties from the Covid-19 epidemic. The issue poses challenges in terms of maintaining supply chains and retaining labor skills. Logistics is a very important service industry in the structure of the national economy, playing the role of connecting industries.

Along with policy institutions, infrastructure, enterprise capacity and technology, human resources are a fundamental and fundamental aspect in the development of sustainable logistics services. This will be a key, important and urgent factor to help improve the competitiveness of

enterprises. In the long run, human resources will be a decisive factor to help Vietnamese logistics enterprises quickly catch up with other countries, improve competitiveness, and expand domestic, regional and international markets.

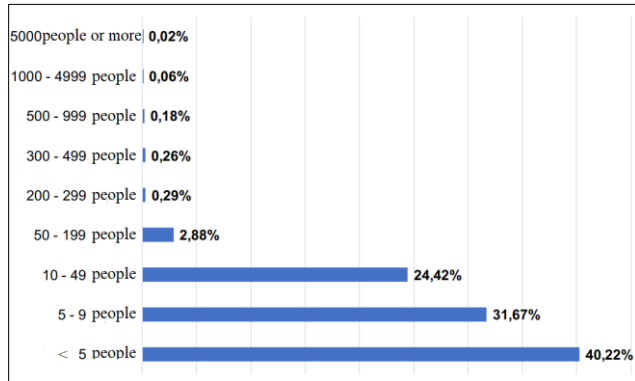
With the development trend of the logistics industry and the era of the industrial revolution 4.0, new logistics services have increased, requiring higher requirements for quality and creative human resources. Developing logistics human resources is an indispensable and urgent need to jointly contribute to the development of the logistics industry to move forward quickly and strongly in accordance with the Government's orientation. Therefore, it is necessary to improve the quality of human resources for Vietnam's logistics sector in particular and human resources in general.

2. CURRENT SITUATION OF LOGISTICS HUMAN RESOURCES IN VIETNAM

According to the General Statistics Office, in terms of human resources, the vast majority of logistics enterprises in Vietnam are micro and small with 40.22% of enterprises having less than 5 employees; 31.67% of enterprises have 5 - 9 employees; 24.42% of enterprises with scale of 10 - 49 employees and 3.17% of enterprises with scale of 50 - less than 300 employees. The number of large-scale enterprises accounts for only 0.52%

of the total of more than 29,694 enterprises in the industry (Figure 1).

Figure 1: Distribution of logistics enterprises by human size



(Source: Vietnam Logistics Report 2021)

By type of service, logistics human resources are mainly concentrated in the field of road freight transport with 82.3% of registered businesses. The number of enterprises providing other types of logistics services accounts for a much smaller proportion, corresponding to the number of logistics human resources operating in these fields, which also accounts for a small proportion, specifically as follows: 4, 8% of enterprises registered to provide sea freight services; 4.7% inland waterway transportation services; 2.8% rail transport service and 1.2% air freight service. The number of enterprises registering for forwarding agency services accounted for 4.4%; Warehousing services accounted for 3.3% and postal and delivery services accounted for 2.8%. The number of businesses registered for business and human resources performing loading and unloading services accounted for only 0.1%.

By geographical area, logistics human resources are concentrated mainly in the Red River Delta and the Southeast region - where the density of logistics service enterprises is the largest in the country, respectively 9,601 and 13,026 enterprises, accounting for 76.2% of the country's logistics enterprises. In which, 5 provinces/cities are Hanoi, Hai Phong, Binh Duong, Dong Nai and Ho Chi Minh City are the localities with the highest concentration of logistics enterprises.

Following are the North and South Central regions with the advantage of geographical location and located on the North - South trade axis, so there is potential for the development of the logistics field

with 1,509 and 2,732 logistics enterprises. Other economic sectors, due to limited economic conditions and fewer advantages in logistics development do not attract many businesses to invest in this field. Therefore, the ability to attract logistics human resources in these economic areas is not high.

The development speed of the logistics industry in Vietnam in recent years has grown by about 14-16%, with a scale of about 40-42 billion USD/year. Although infrastructure, management technology and policy environment have been improved, it still needs to be promoted to catch up with the development level of partner countries and competitors in the region.

Human resources in the logistics industry in Vietnam are lacking in quantity and weak in quality, when only being able to meet about 10% of the market's demand with low quality.

Until now, most of Vietnam's logistics enterprises are small and medium-sized, only providing forwarding services, warehouse leasing, customs clearance and collection of retail goods, and have not participated in operating the whole logistics chain like FDI enterprises.

Human resource is the most difficult problem of the logistics industry today, because due to hot development, the human resource of this industry is both lacking and weak. The difficulty in human resources of the industry is further multiplied when Vietnam joins the ASEAN Economic Community and participates in the new generation of free trade agreements.

Vietnam's logistics human resources are not only short in quantity but also weak in quality, which is very unreasonable for a service industry with a scale of up to 22 billion USD, accounting for 20.9% of the country's GDP. The system of lecturers and facilities for logistics training is still lacking and of low quality; training programs and training contents are lacking and have not been standardized, in line with the requirements of Vietnam's practice and international trade and navigation; the cooperative relationship between schools and enterprises has not been linked in training and recruitment.

With that fact, the need to link, supplement and support each other will help expand the scale and improve the quality of logistics human resources, meeting the labor needs of society.

3. SOLUTIONS TO DEVELOP HIGH-QUALITY HUMAN RESOURCES FOR VIETNAM'S LOGISTICS INDUSTRY

Logistics human resources in Vietnam in the current context need to combine building research models to identify the necessary skill groups. On that basis, it is necessary to have a plan to train and develop Vietnamese logistics human resources towards adapting to fluctuations and risks.

Logistics personnel must perfect their professional skills with the participation of constructive comments from the school and the enterprise. Each human resource training institution for this industry needs to pay attention to training, improve the quality of lecturers, especially in the field of logistics, through short-term training programs and need to focus on training human resources to adapt to changes and risks.

In the context of globalization and the strong industrial revolution 4.0, the requirements for quality, professional qualifications and skills of logistics human resources increasingly need to be improved, in response to actual requirements. To meet the human resource needs of both in terms of scale as well as quality, serving the logistics industry well in the coming period, training human resources for logistics is not only the task of management levels and training institutions, but also needs the active participation of other stakeholders. Enterprises and organizations in providing information, building many forms of encouragement such as granting scholarships, supporting teaching and learning facilities, etc.

Right now, Vietnam needs to have an orientation to develop human resources for the logistics industry to adapt to fluctuations and risks. At the same time, it is necessary to raise the awareness of enterprises about the urgency of building a human resource strategy, thereby aiming for sustainable development and improving the competitiveness of Vietnam's logistics industry.

Universities in Vietnam need to learn from overseas universities' logistics training experience in building innovation centers closely linked with businesses. Thanks to these centers, the universities themselves as well as businesses benefit. On the school side, students will learn in an environment close to reality; on the business

side, they will find high-quality human resources in the future.

Besides, in the context of the lack of training resources (especially the teaching staff at the schools, the staff training internships at the enterprises) and only concentrated in big cities; While the need for learning and training is common across the country, it is very important to invest in building an online logistics training platform (E-platform) where learning and teaching materials are shared, a network connecting lecturers and learners, e-learning, connecting training institutions and recruiting enterprises in accordance with the trend of the sharing economy.

It is necessary to strengthen cooperation between schools and schools, schools and businesses; promote the connection between universities and vocational colleges with short-term training courses; encourage joint training and mutual recognition of credits; closely cooperate with enterprises in the training process by inviting enterprises to contribute ideas to develop and modify training programs, participate in teaching practical practical modules in training programs, participate in participate in the research and evaluation of the university's research works; call to support actual locations, internships for students.

In order to improve efficiency in logistics human resource recruitment, businesses need to regularly forecast development trends of the logistics service industry in order to identify recruitment needs and develop appropriate human resource development strategies. These forecasts, if shared with logistics human resource training institutions, will also help training institutions with important factual bases in recruiting and building training programs that meet the labor market.

Finally, enterprises need to develop a clear and appropriate recruitment and remuneration policy to attract existing workers in the industry to work at the enterprise in order to increase personnel with professional qualifications and practical experience, supplement the existing workforce of the enterprise; reduce the cost and time of training new personnel.

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