

Value System in the Work of Youth Civil Servants: Survey in Hanoi city, Vietnam

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ARTICLE INFO	ABSTRACT
Received: 16 Nov 2024 Revised: 22 Dec 2024 Accepted: 10 Jan 2025	<p>Building a civil service culture, focusing on ensuring discipline and administrative order; improving the effectiveness and efficiency of agencies and organizations; building a team of officials and civil servants loyal to the State; respecting and wholeheartedly serving the People is an important factor contributing to promoting administrative reform, building and perfecting the socialist rule-of-law State of Vietnam; at the same time, arousing the trust, dedication, talent and intelligence of the team of officials and civil servants. The value system of young civil servants is a component of the Vietnamese value system. The study was conducted in March 2024 using a survey method using a questionnaire with 656 young civil servants and public employees (from 18 to 30 years old) in 6 districts of the city including: Dong Da, Cau Giay, Bac Tu Liem, Hoai Duc, Dong Anh, Gia Lam showing: "Sense of responsibility; Filial piety; Kindness; Honesty" are the values that young civil servants consider most important to themselves. Young people expect civil servants to have both "virtue" and "talent", the most prominent of which is the model of "Honesty" civil servants; duty; culture". Research results show that when young people value a value, they also tend to expect that value and quality from those working in public service.</p> <p>Keywords: Value system; Expectation; Youth Civil Servants; Public service performance; Hanoi city; Vietnam.</p>

1. INTRODUCTION

Public service is an activity of state power carried out by cadres, civil servants and public employees in accordance with the provisions of law to perform the functions and tasks of the state, serving the interests of the state and the people. people and society. The team of cadres and civil servants is an important element, constituting the civil service (along with the civil service institution; organization, apparatus; office and budget system; management technology and information technology). trust in public service activities ...). The team of cadres and civil servants is the subject directly performing public service. They are those authorized by the state to perform the functions and tasks of the state in social management, serving the interests of the state and society for a certain purpose. The value of civil servants is an important foundation of civil service culture, affecting the effectiveness of state management of a civil service.

Current reality shows that the majority of cadres and civil servants are always conscious of training, constantly improving their political qualities, ethics, and lifestyle; have an attitude of respect for the people, are devoted, wholeheartedly serve the people, listen to the people's legitimate opinions and aspirations, are subject to the people's supervision, and are trusted by the people. However, there are still a number of cadres, civil servants, and public employees who are weak in both capacity and qualities; A large number of cadres and party members, including those holding leadership and management positions, including a number of high-ranking cadres, have degraded in political ideology, ethics, and lifestyle, showing signs of fading ideals, falling into selfish individualism, opportunism, pragmatism, the pursuit of fame, money, status, factionalism, corruption, waste, arbitrariness, and indiscipline (Pham Thi Thanh Binh, 2021). Many officials and civil servants sometimes arbitrarily apply the policies of the Party

and the State, causing difficulties for the people; and resolve people's affairs in a way that is a favor . issue , not fulfilling the duties and responsibilities of a "loyal servant of the people"; some cadres still lack equality, lack respect for the people, and have not really clearly demonstrated the relationship between the person serving and the person being served. Some cadres and civil servants show signs of bureaucracy, arrogance, and authoritarianism when handling work, there is a phenomenon of pushing and shirking responsibility ; they are not really polite, not courteous , have not performed their duties enthusiastically, responsibly, devotedly, honestly, not self-interestedly, and do not cultivate themselves. Some agencies and units also show signs of internal disunity, factionalism, jealousy, envy, and lack of cooperation with each other in the process of performing their duties. A number of cadres and civil servants show average performance, work in a half-hearted manner, are not regularly, and are not actively studying, training, and improving their moral qualities, lifestyle, and professional and technical qualifications. , professional ... (Nguyen Vinh Thang, 2020). In life, in addition to performing assigned tasks within the scope of work, civil servants in general and young civil servants and public employees in particular also use public services in most areas of life. Therefore, they also have expectations, expectations about the image and qualities that civil servants need to have.

This article, in addition to identifying the value system of young civil servants and public employees, also aims to understand their expectations of those who perform public service activities. These qualities are expected to be important factors to ensure that public service activities are carried out transparently and effectively.

2. THEORETICAL BASIS

2.1. Concept of youth civil servant

Youth are people "from 16 to 30 years old" (Congress, 2020).

Civil servants are "Vietnamese citizens, recruited and appointed to ranks, positions and titles in agencies of the Communist Party of Vietnam, the State, socio-political organizations at the central, provincial and district levels; in agencies and units of the People's Army, those who are not officers, professional soldiers, or defense workers; in agencies and units of the People's Police, those who are not officers, professional non-commissioned officers and in the leadership and management apparatus of public service units of the Communist Party of Vietnam, the State, organizations and socio-political organizations (collectively referred to as public service units) on the payroll, receiving salaries from the state budget", (National Assembly, 2008; National Assembly, 2019). Thus, civil servants, according to the Law on Cadres and Civil Servants, do not include those who work appointed or appointed by the State in economic organizations of the State.

From the above concepts, it can be understood that young civil servants are Vietnamese citizens from 16 to 30 years old, recruited and appointed to ranks, positions and titles in agencies of the Communist Party of Vietnam, State management agencies and the Government of Vietnam. . country, socio-political organizations or recruited according to job positions, working at public service units under the labor contract regime.

2.2. Concept of value system of young civil servants

The value system of young civil servants according to the author is "a set of values that young civil servants consider important and meaningful to themselves, arranged in a hierarchy based on the importance and meaning of the values" . From this concept, it can be affirmed that the value system is not the same between young civil servants and public employees, maybe for one person this value is important but for another it is not meaningful. The service person can be flexibly changed at different times and in different subjects.

2.3. Ideas performing official duties

Article 2 of the Law on Cadres and Civil Servants 2008 and the Law Amendments and supplements to a number of articles of the Law on Cadres, Civil Servants and the Law on Public Employees in 2019 stipulate that public service activities are "the performance of duties and powers of cadres and civil servants according to the provisions of this Law and other relevant regulations" (National Assembly, 2008; National Assembly, 2019). Performing public duties is the task that officials and civil servants must or must not perform assigned tasks by state administrative agencies (Do Duc Hong Ha, 2020) . Thus, public duties can be understood as a type of legal activity performed by state officials and civil servants or others when authorized by the state to perform their functions. The task of the State in the process of comprehensively managing all aspects of social life. Public duties mean serving the State, serving the people, associated with state power.

2.4. Perceptions of young civil servants' expectations of civil servant qualities

According to the Merriam-Webster Online Dictionary, expectation is “something that is expected”. Thus, according to the author, the expectation of young civil servants and public employees about the qualities of civil servants is “the expectation and desire of young civil servants and public employees about the qualities that the subject of public service has”. Ministries and public employees need to have in the process of performing the tasks and powers assigned by the state”.

3. RESEARCH SAMPLE AND METHODS

3.1.1. Research sample

The study was conducted on a sample of 656 young civil servants (aged 22 to 30) currently working in districts of Hanoi : Dong Da (120 people); Cau Giay (100 people); Bac Tu Liem (107); Hoai Duc (127 people); Dong Anh (99 people); Gia Lam (103 people). Sample characteristics are presented in the table below:

Table 1. Descriptive statistics of the survey sample on the value system of young Vietnamese civil servants

TT	Classification criteria	Detailed content	Quantity (People)	Ratio (%)
1	Sex	Male	272	41.5
		Female	384	58.5
		All	656	100
2	Level Expertise	University	436	66.5
		Postgraduate	220	33.5
		All	656	100
3	Living area	City	363	55.3
		Countryside	293	44.7
		All	656	100

(Source: Author's survey results in 2024)

3.2. Research method

The method used is a questionnaire survey. The survey questions focus on two issues:

The first issue: The value system of young civil servants (the values that young civil servants consider important and meaningful to themselves). In this content, we provide a list of values related to civil servants (including values related to ethics, lifestyle, career ...) for young people to choose, for example: integrity, frankness, honesty, responsibility, kindness ... By convention, the values with a high percentage of young people choosing are the values that young people consider important and meaningful to them. On the contrary, the values with a low percentage of choosing will reflect that the value is less meaningful and important to young people.

The second issue: Young civil servants' expectations of the image (quality) of civil servants. To measure this variable, the author built a 3-level Likert scale with the following levels: 1- This quality is not necessary; 2- This quality can be achieved without it and 3- This quality is very necessary. Some of the qualities included in the survey are qualities related to public service activities, including: courage; idealism; mission; nurturing; dynamism; creativity... The higher the average score, the more that quality is expected by young people; conversely, a lower average score indicates that the quality is less expected by young people.

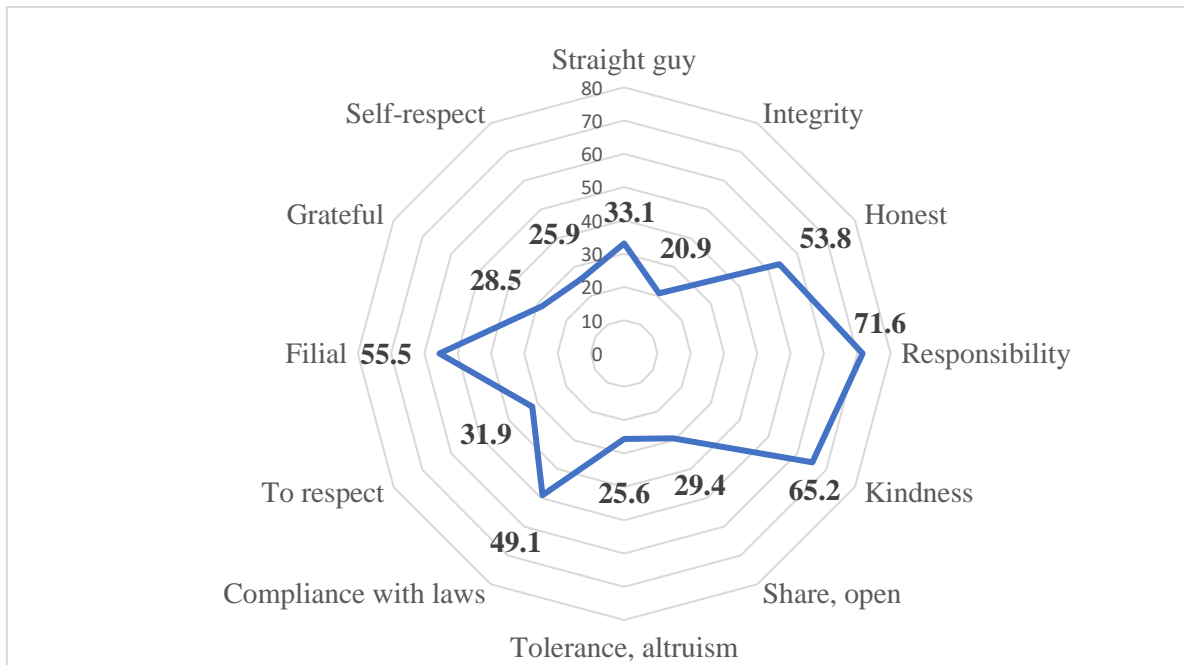
The collected survey data was processed using SPSS software version 25.0.

4. RESEARCH RESULTS AND DISCUSSION

4.1. Value system of young civil servants

The reality of the value system of young civil servants is shown in the chart below:

Figure 1. Value system of civil servants and public employees (unit: %)



(Source: Author's survey results in 2024)

Looking at Figure 1, it can be seen that the values that young civil servants consider most important to themselves (with a selection rate of over 50%) include: Responsibility (71.6%); Kindness (65.2%); Filial piety (55.5%) and Honesty (53.8%). Some values with lower selectivity (ranging from about 30% to less than 50%) include: Compliance with the law (49.1%); Honesty (33.1%).

As we know, public service is a legal activity of power by the team of cadres, civil servants or those authorized by the state to perform the functions and tasks of the state to serve the people. Public service activities as prescribed in Article 2 of the Law on Cadres and Civil Servants 2008 "are the performance of duties and powers of cadres and civil servants according to the provisions of this Law and other relevant regulations" ([National Assembly, 2008](#); [National Assembly, 2019](#)). Cadres and civil servants, when participating in official activities, must properly perform their duties and are responsible for properly exercising the powers assigned. According to the Law Dictionary, public service is "the responsibility of state officials and civil servants to comply with the provisions of the law, choose the most reasonable and optimal course of action, report the results of implementation and bear the consequences of not performing or not performing properly the obligations... The concept of public service responsibility also reflects the requirements of the law and professional ethics for officials and civil servants to be proactive and creative in performing public duties. It is the obligation to choose the most reasonable and optimal course of action." ([Pham Thi Huong, 2016](#)). It can be seen that responsibility is one of the top and most important requirements for civil servants and public employees.

In addition, "compassion" is also a value that young civil servants and public employees highly value. This is a long-standing traditional humanistic value of our nation since the founding of the country. And this value still holds true today. The kindness that young civil servants highly value probably comes from the reason for living "worrying before the world, being happy after the world". Traditional cultural values, specifically the value of "compassion", have had a positive impact on the views and lifestyles of civil servants. Many other good traditional values such as patriotism, national self-reliance, community spirit, tolerance, respect for feelings, ethics, diligence, creativity in work, tactfulness in business, ... contribute to behavior, simplicity in life, ... forming true values and standards for cadres

and civil servants, creating favorable conditions to build a team of cadres and civil servants loyal to the Fatherland, devoted to the people, responsible for work, professional, with the right style and attitude .

When talking about the value of “filial piety”, we immediately think of the communist qualities of “loyalty to the country, filial piety to the people”. According to President Ho Chi Minh, the word “filial piety” should not only be understood in the narrow sense of “filial piety” towards family members such as grandparents and parents, but should be understood in a broad sense. Because “the nation takes the people as its root”, the people are the “root” of the country. During his lifetime, Ho Chi Minh once pointed out: “The sky is more precious than people... In society, there is nothing more beautiful and glorious than serving the interests of the people” (Ho Chi Minh, 1996b); “The most loyal revolutionary is the one who is affectionate and filial. Why? If we do not make a revolution, not only our parents but also tens of millions of other people's parents will be tormented by feudalism. We do not only save our own parents, but also save the parents of others, the parents of the whole country... Filial piety, filial piety must also be understood broadly and in this way” (Ho Chi Minh, 1996a).

A quality that many young civil servants value is "Honesty". Honesty is being honest with everyone and with oneself, always adhering to ethical standards of honesty in every word and action. It is one of the most important qualities that create the value of a genuine person. Honesty makes people trustworthy in all relationships, and is the greatest power to persuade others. For civil servants and public employees, the value of honesty becomes even more important. Because honesty will help people trust, love and mobilize the strength of the people. On December 27, 2018, the Prime Minister signed and issued Decision 1847/QĐ-TTg approving the public service project, which includes regulations on ethical standards for public service performers as "Public Service Project". diligence, thrift, integrity, uprightness, impartiality, honesty, simplicity, straightforwardness, sincerity; no signs of opportunism, selfishness, jealousy, envy" (TTg, 2018).

The results of the Chi-Square test showed that there was a relationship between the gender and area of residence of the respondents and the values they considered important. Specifically:

By gender: Young male civil servants and public employees value “Honesty” (37.9% vs. 29.7%; $p < 0.05$) and “Respect” (39.0% vs. 26.8%; $p < 0.05$) more than young female civil servants and public employees. Meanwhile, young female civil servants and public employees value “kindness” more than young male civil servants (70.1% vs. 58.5%; $p < 0.05$).

By living area: Young civil servants living in urban areas highly value “Self-respect” (30.6% vs. 20.1%; $p < 0.05$); “Respect” (36.6% vs. 25.9%); “Tolerance and forgiveness” (28.4% vs. 22.2%; $p < 0.05$); “Sharing and openness” (34.4% vs. 23.2%; $p < 0.05$) compared to young civil servants living in rural areas. In contrast, young civil servants living in rural areas highly value “filial piety” (65.5% vs. 47.4%; $p < 0.05$) and “obeying the law” (57.0% vs. 42.7%) compared to young civil servants living in urban areas.

4.2. Young civil servants' expectations of the image of civil servants

Through exploratory factor analysis (EFA), four factors were formed by the initial groups of values and qualities, including:

Group of qualities 1: “Honesty, responsibility, culture” (including 3 qualities)

Quality group 2: “Creativity, dynamism, understanding” (including 3 qualities)

Quality group 3 “Aspiration, courage and idealism” (including 3 qualities)

Group of qualities 4: "Energetic, professional, pioneering" (including 3 qualities).

The KMO coefficient has a value of 0.922 (with a significance level of $p < 0.01$); The extracted variance is 56.9%, showing that this model is completely suitable and valuable for further analysis .

Table 2. Analysis of expected qualities in civil servants

TT	Quality	Factor 1	Factor 2	Factor 3	Factor 4
1	Honest	0.752			
2	Mission	0.741			
3	Culture	0.694			

TT	Quality	Factor 1	Factor 2	Factor 3	Factor 4
4	Creative		0.732		
5	Dynamic		0.719		
6	Nurtured		0.718		
7	Have ambition			0.762	
8	Have courage			0.712	
9	Have ideals			0.606	
10	energetic				0.725
11	Professional				0.556
12	Pioneer				0.522

(Author 's survey results in 2024)

The survey results of young civil servants and public employees' expectations about the image and qualities of civil servants show that: The image of civil servants and public employees that young people expect is quite diverse in terms of quality groups. This proves that young people are expressing their desires and expectations about the image of a civil servant who is comprehensive in both "talent" and "virtue".

The group of qualities most expected by young people performing public service are "Honesty, responsibility, culture" (DBT = 2.90 / 3.00); "Creativity, dynamism, knowledge" (average ratio = 2.88); "Aspirational, courageous, idealistic" (DBT = 2.85) and "Aspirational, professional, pioneering" (Average ratio = 2.59). It can be said that these are outstanding personality models and are outlined with positive qualities.

Comparing the expectations of young people and their value systems shows a high level of similarity. Accordingly, when young civil servants and public employees value a certain value, they also tend to expect those values to exist in those who perform public duties like them. Specifically, the values of "Honesty" and "Responsibility" are valued by young people, so they also expect civil servants to have those qualities. This shows that the values that young civil servants consider important are also the models that they aspire to pursue. From there, there is every basis to affirm that the motivation for young people to practice public service ethics is also stronger.

Table 3. Young civil servants' expectations of the image of civil servants

Quality group	Average score ¹	Standard deviation
1. Honesty, responsibility, culture	2.90	0.29
2. Creative, dynamic, knowledgeable	2.88	0.29
3. Have ambition, courage, ideals	2.85	0.30
4. Eager to learn, professional, pioneering	2.59	0.43

(Source: Author's survey results in 2024)

T-Test results show that young civil servants in rural areas have higher expectations than young civil servants in urban areas for the quality groups "Honesty, responsibility and culture" and "Creative, dynamic, knowledgeable" (with an average difference of only 0.07 and 0.08 points; $p < 0.05$); while in the other two quality groups, we did not detect any statistical differences.

¹Convention:

- Less necessary trend: 1 TD <1.67
- Neutral tendency 1.67 Average <2.34
- Necessary trend: 2.34 NE 3.00

Table 4. Comparison of youth expectations by area of residence

Quality group	Countryside	City	F-test / sig.
1. Honesty, responsibility, culture	2.94	2.87	34.446 (0.002)
2. Creative, dynamic, knowledgeable	2.92	2.84	35.391 (0.002)

(Source: Author's survey results in 2024)

5. CONCLUSION

The article has initially identified the value system of young civil servants and public employees today with the most important values being Responsibility, Filial Piety, Humanity, and Honesty. In addition, the image of civil servants expected by young people is those who have both “virtue” and “talent”, in which the most prominent is the model of civil servants and public employees who are “Honest, responsible, and upright” culture. The article also points out that when young people value certain things, they tend to expect those same values and qualities from public service workers.

The research results presented in the article are valuable references, serving as a scientific basis for building public ethics for civil servants in general, especially the team of civil servants and young civil servants, towards building a clean public service for the people.

Funding: This research was supported by the Trade Union University, Thuongmai University, Vietnam.

Acknowledgments: The authors would like to sincerely thank the Hanoi People's Committee, the Department of Home Affairs, the Department of Home Affairs of Dong Da, Cau Giay, Bac Tu Liem, Hoai Duc, Dong Anh, Gia Lam districts, and the civil servants participating in the survey for their assistance in completing this study.

Conflict of Interest: The authors declare that they have no conflict of interest with any individual or organization.

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