NEW CONTRIBUTIONS OF THE DISSERTATION

Dissertation topic: Studying the impact of policies on the capacity of local civil servants – The case of Hanoi City

Major: Public Management Code: 9310110

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1. New academic and theoretical contributions of the dissertation:

(1) This dissertation has developed the concepts of policies, personnel policies, concepts of competency, civil servant capacity, local civil servant capacity (CCCCS), which have the close relationship and impact of cadre policies on local civil servant capacity;

(2) The dissertation has generalized the factors that require local civil servant capacity including: knowledge, skills, attitude, ethics and ability to learn, adapt to work i) Knowledge: Educational level, professional experience, Experience, political theory, understanding and implementing the management decisions. ii) Skills include: working skills, coordination, evaluation of public opinion, teamwork, listening, persuading, receiving people’s opinions, writing reports, arranging working schedules, and making presentations. iii) Attitude: Complying with the Party's guidelines and policies, the State's policies and laws, the attitude of serving the people, the completed work volume, the quality of the work;

(3) The dissertation has built a model of impact analysis of personal policies on (recruiting - using - evaluating - remuneration - training and retraining) that belong to the local civil servants and other factors outside the local administration which affect on the capacity of local civil servants, put in the relationships with knowledge, skills, attitude of local civil servants;

2. New findings and proposals drawn from the research and experimental results of the dissertation:

(1) The results of research show 4 groups of factors which affect on the capacity of local civil servants including policies, administrative factors, staff and other factors.

(2) Five policies affect directly on the capacity of local civil servants as the following order: assessment, remuneration, recruitment, use and training policies

Based on the practical results of research, the dissertation proposes the following petitions: (i) build and issue the prior policies timely according to the above mentioned orders in order to meet the demand of local civil servants, (ii) complete the criteria to recruit the staff who have enough qualities such as knowledge, skills, attitude to ensure to meet requirements of local civil servants, (iii) issue the policies in order to boost the capacity of local civil servants via policies of assessments, remuneration to attract the talent staff, via appointment as well as promotion, supplying the entire training and re-training program for both political and administrative skills as well as ethnics. Assessing the capacity of local civil servants based on the effective output and work completion.

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