Facilities of Higher Education Institutions, Empirical Assessment at the University of Labor and Social Affairs

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SUMMARY: The article uses two research methods, which are the document review method and the qualitative research method. Research results have clarified the entire goal set out in the article. The theoretical basis of facilities and the role and regulations of facilities for higher education institutions are presented in detail in the theoretical basis of the article. Next, the results of the interviewees were statistically analyzed and presented in the article. With the average assessment results, the facilities of the University of Labor and Social Affairs still need to be changed and upgraded soon to ensure training quality. The authors also based on the existing points in the construction of facilities at the University of Labor and Social Affairs to offer some solutions to improve the quality and best serve training activities in the future.

KEYWORDS: Facilities, Higher education institutions, Learners, University of Labor and Social Affairs

1. INTRODUCTION

After Vietnam implemented the Resolution of the 2nd Party Central Committee, term VIII on strategic orientations for the development of Education - Training in the period of industrialization and modernization, the field of education and training achieved important achievements. Educational and training facilities and equipment have been significantly improved and gradually modernized. However, the quality and effectiveness of education and training are still low compared to the requirements, especially in higher education and vocational education. Investment in education and training has not been effective. The financial policies and mechanisms for education and training are not appropriate, the technical and material facilities are lacking and outdated. In that situation, the State issued Resolution No. 29-NQ/TW on a fundamental and comprehensive renovation of education and training, meeting the requirements of industrialization and modernization in the context of a defined market economy socialist orientation and international integration. Based on the project "Strengthening facilities, improving the capacity of teachers and researchers, and renovating activities of scientific research and technology transfer in higher education and educational institutions vocational education for the period 2017 – 2025" for subjects Higher education institutions have once again stepped up investment in science and technology development, funded from the investment budget for the development of education and training, education and training career. With the policy of the Vietnamese government and synchronous plans and solutions from the project, the University of Labor and Social Affairs has also gradually implemented the implementation of improving the quality of facilities through funding from the state budget allocated, funding from the investment budget for the development of education and training, education and training, and funding from the revenue of higher education institutions. Annually, the school is based on the allocation of funds from the State budget and the collection of non-business activities of the school to calculate expenditures on investment activities, upgrading facilities. The research objective of this article is to understand the role, regulations and requirements for facilities for higher education institutions. Find out about the state of facilities at the University of Labor and Social Affairs. Through the assessment of learners identify the existence of the facility system and take remedial measures.

2. THEORETICAL BASIS

2.1. Facilities

Currently, there are many definitions of facilities, but most authors think that facilities are all physical facilities used by teachers and learners to effectively carry out their work results of educational programs. According to Ry (2004), "Facilities are means of pedagogical labor of educators and students. This is a system that includes the campus, common equipment, teaching equipment according to subjects and equipment for other educational activities such as labor education, aesthetic education, physical

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education, etc ... ". Thao & Truyen (2003) defined "Facilities are all material means mobilized for teaching, learning and other educational activities to achieve educational purposes". According to the Decision on promulgating the University's Charter, the facilities are identified as "the university's assets including: land, buildings, construction works, results of scientific activities and technology, equipment and other assets assigned by the State to the university for management and use, or purchased, built by the university, or donated or donated to ensure training and scientific research activities. Technology learning and development and other activities" (Decision, No. 70/2014/QD-TTg).

2.2. Regulations on facilities at higher education institutions

According to the Regulation on Accreditation of higher education institutions issued by the Minister of Education & Training, educational facilities must meet 9 criteria. The university's library is fully stocked with books, textbooks, and reference materials in Vietnamese and foreign languages to meet the usage requirements of officials, lecturers and learners. There is an electronic library that is connected to the internet, effectively serving teaching, learning and scientific research. There are enough classrooms, large lecture halls, practice rooms and experiments for teaching, learning and scientific research to meet the requirements of each training discipline. Having sufficient teaching and learning equipment to support training and scientific research activities, ensuring quality and effective use, meeting the requirements of the training sectors. Provide adequate information technology equipment to effectively support teaching and learning activities, scientific research and management. Having enough classroom space as prescribed for teaching and learning; having dormitories for learners, ensuring adequate housing and living areas for boarding learners; having equipment and yards for cultural, artistic and sports activities according to regulations. There is a master plan for the use and development of facilities in the strategic plan of the school. There are effective measures to protect property, order and safety for administrators, lecturers, staff and learners (Circular No. 12/2017/TT-BGDĐT).

2.3. The role of facilities

Facilities play a very important role in innovating teaching methods that see learners as the center of the cognitive process. In this direction of positive innovation, the teaching method is reflected in a number of fundamental changes as follows: Learners are actively involved in the learning process. Learners directly participate in the learning organization, practice and work more in the learning process. In order to satisfy the above changes, it is necessary to have the participation of facilities to meet the needs of learners for effective learning with full and diverse equipment of teaching and learning materials laboratories, department rooms, libraries and other supporting facilities. Facilities also make practical contributions to the diversification of teaching forms. A system of schools, classrooms, and proper yards will help organize diverse and flexible forms of teaching and educational activities such as outdoor teaching and classroom teaching. Traditional libraries and electronic libraries provide an extremely rich amount of knowledge, presented fully and scientifically to help learners exploit and increase the quality of learning. Currently, with the outstanding development of science and technology, the information technology industry has contributed a lot of modern technical means to directly support educational managers, teachers and learners of the field of science and technology quantity of information, clear and accurate presentation of scientific knowledge. The use of information technology in schools today has created conditions for teachers and students to have a close relationship, learners are really interested in participating in class, practicing self-study and self-control knowledge acquisition.

3. METHODS

To assess the current state of facilities at the University of Labor and Social Affairs for learners, the research team also used a combination of secondary data collection methods. The secondary data source gives a more objective and holistic view of the research problem and its correlation with other related issues. The main sources of information collected by the authors include data published in the Self-Assessment Report of the University of Labor and Social Affairs, including data on classrooms, library systems, and technological equipment systems equipped for students' classrooms. Information from the website of the University of Labor and Social Affairs about the school's overview, vision, mission, goals, and news related to the school's educational accreditation. Books, magazines and electronic news related to facilities experts' assessment of higher education institutions. Interview with learners. The authors based on the prescribed criteria of facilities to give interview questions. The interview results were statistically analyzed and presented in the article.

4. RESULTS

4.1. The situation of facilities and equipment at the University of Labor and Social Affairs

The University of Labor and Social Affairs was founded in 1961 with the vision of Training highly qualified human resources with application orientation and strengthening linkages and training cooperation with foreign countries. The University of Labor and Social Affairs has a full working room for officials, lecturers and permanent employees as prescribed. According to the Training

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Quality Assessment Report, the University has 79 working rooms (6,633 m2) to meet the working requirements of officials, lecturers and permanent employees. The system of classrooms and halls has 265 rooms (29,528m2). All working rooms, classrooms and function rooms are fully equipped with suitable equipment to support training and scientific research activities. From 2017 to 2020, the school continuously improves and repaired facilities, and upgrades and replaces equipment to suit and meet training requirements. The library information center has enough learning resources and has an electronic library room, with document search software to help lecturers, learners and staff search documents easily in the learning and research process. scientific research. The school has prioritized funding sources, relatively fully equipped with informatics equipment, effectively supporting teaching and learning activities and scientific research. The school is also equipped with adequate facilities for the system of rooms in the Dormitory to facilitate learners' study and travel. The school provides full guidance on the educational program, examination and evaluation, and training regulations and regulations; be fully guaranteed regimes and policies, conditions for cultural and artistic activities, physical training and sports, health check-ups, and safety in learning and living.

4.2. Review of facilities at the University of Labor and Social Affairs

For learners, the better the facilities, the higher the quality of training services. It can be said that facilities always have a relationship with student satisfaction. In general, the quality of services provided to customers is often associated with the quality and technological content of the facilities used to create the service. For example, are the computers in the classroom or practice room of high or low quality, of the latest technology generation or old? Similar to the equipment of the training service in the university lecture hall, there is a full system of projectors, computers, speaker systems, tables and chairs and old or new systems to evaluate its quality. In this content, we conducted interviews with learners to have a basis to assess the actual status of training facilities at the University of Labor and Social Affairs. The content of the interview is designed with 7 questions around the assurance of the school's physical requirements. Interview questions and results of interview data analysis are analyzed in this section.

Classroom

The content of the question about facilities for teaching activities was interviewed "Is the number of classrooms guaranteed, clean, with sufficient light and ventilation conditions?". The results of the student's responses are summarized in Table 1.

Table 1. Results of interviews with classroom facilities

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very much disagreement	7	3.0	3.0	3.0
Disagree	36	15.5	155	18.5
Hesitate	97	41.8	41.8	60.3
Agree	77	33.2	33.2	93.5
Totally agree	15	6.5	6.5	100.0
Total	232	100.0	100.0	

Source: Synthesized analysis from interview data of the research team

With the question "The number of classrooms is guaranteed, clean, well-lit, and well-ventilated", the percentage is quite low, with 7 interviewees answering completely disagree, accounting for 3% and 36 learners asked to disagree, accounting for 15.5%, Normally, 97 learners have chosen, accounting for 41.8%, and besides, there are 92 learners who choose to answer Agree and agree Totally agree accounted for a total rate of 39.7%. The average value of this survey variable fluctuates around the point 3.5. Thus, the majority of learners interviewed said that the school has airy and clean classrooms with adequate lighting conditions. However, there are also some conflicting opinions that the classroom is not as desired as it is dirty, hot and quite noisy, affecting learning. We need to pay attention to these opinions to have the most realistic solutions.

Teaching aids

This content is explored through the second question "Teaching support equipment is fully equipped in each classroom for teaching and learning". The results of the interview data analysis are presented in Table 2.

Table 2. Interview results in teaching aids

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very much disagreement	3	1.3	1.3	1.3
Disagree	41	17.7	17.7	19.0
Hesitate	70	30.2	30.2	49.1

Agree	102	44.0	44.0	93.1
Totally agree	16	6.9	6.9	100.0
Total	232	100.0	100.0	

Source: Synthesized analysis from interview data of the research team

With the interview question "Teaching support equipment is fully equipped in each classroom for teaching and learning", there are 3 opinions that completely disagree with this statement accounting for 1.3%, 41 disagreeing opinions from the survey participants accounted for 17.7%, 70 respondents said that the average rate was 30.2%. Contrary to the above opinions, up to 102 learners who participated in the survey were asked to agree, accounting for 44%, and 16 respondents said that they completely agree, accounting for 6.9%. Thus, the majority of respondents said that teaching aids are fully equipped in each classroom for teaching and learning. Some argue that some equipment in the classroom is new and fully equipped, but there are often errors and difficulties in using it or there is an opinion that the equipment is dirty like a computer, or the microphone is not regularly cleaned.

System of the practical machine room
This content was interviewed with the content "The machine room system is fully practical, equipped and working well". The results of the interviews and analysis are presented below.

Table 3. Results of interviews for facilities Practical machine room system

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very much disagreement	1	0.4	0.4	0.4
Disagree	28	12.1	12.1	12.5
Hesitate	84	36.2	36.2	48.7
Agree	83	35.8	35.8	84.5
Totally agree	36	15.5	15.5	100.0
Total	232	100.0	100.0	

Source: Synthesized analysis from interview data of the research team

With aggregated data, it was shown that 1 learner selected completely disagree with the rate of 0.4%, disagree with 28 learners choosing 12.1%, 84 learners surveyed, choosing the neutral option accounted for 36.2%, choosing to agree had 83 learners participating in the survey, accounting for 35.8% and the number of completely agreeing was 36 learners participating in the survey accounted for 15.5%. In general, the majority of survey respondents believe that the system of the machine room is fully equipped, well-equipped and in good working order.

Library
Library facilities were interviewed with the content "The school library has rich learning and reference materials, convenient search equipment". The results of the analysis and data are presented in Table 4.

Table 4. Results of interviews with library facilities

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very much disagreement	12	5.2	5.2	5.2
Disagree	42	18.1	18.1	23.3
Hesitate	132	56.9	56.9	80.2
Agree	40	17.2	17.2	97.4
Totally agree	6	2.6	2.6	100.0
Total	232	100.0	100.0	

Source: Synthesized analysis from interview data of the research team

Out of 232 valid answer sheets selected for data analysis, there were 12 participants in the survey who answered completely disagree, accounting for 5.2%, and 42 participants answered no agree accounted for 18.1%, 132 respondents said that Normal accounted for 56.9%, accounting for a pretty good percentage of 17.2% of respondents choosing the option agree, comments Totally agree, there are 6 learners for this answer, accounting for 2.6%. Thus, the majority of surveyed learners believe that the School Library has slightly above-average learning and reference materials. But it is worth noting that the mean value of this survey

variable fluctuates around 3 and the number of opinions saying 'Normal' accounts for more than half of the total number of opinions, and it also shows that the University of Labor and Social Affairs needs to continue to improve the quality of the School Library.

Information system, website, training page

Information system facilities, websites, and training pages were interviewed with the content "The school's information system, website, and training page are updated regularly and easily accessible". The interview results are presented below.

Table 5. Interview results for facilities Information system, website, training page

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very much disagreement	5	2.2	2.2	2.2
Disagree	12	5.2	5.2	7.3
Hesitate	120	51.7	51.7	59.1
Agree	80	34.5	34.5	93.5
Totally agree	15	6.5	6.5	100.0
Total	232	100.0	100.0	

Source: Synthesized analysis from interview data of the research team

With the interview question "The information system, website, and training page of the University are regularly updated and easily accessible", there are 5 opinions that completely disagree with this statement, accounting for 2.2%, 12 disagreeing opinions from the survey participants accounted for 5.2%, 120 respondents said that the average rate was 51.7%. Contrary to the above comments, up to 80 learners who participated in the survey were asked to agree, accounting for 34.5%, and 15 respondents said that they completely agree, accounting for 6.5%. Thus, the majority of respondents said that the information system, website, and training page of the University are regularly updated and easy to access.

Dormitory

Dormitory facilities were interviewed with the content "Students' dormitory has enough accommodation, is clean, ensures appropriate basic equipment". The interview results are presented in Table 6.

Table 6. Interview results of Dormitory facilities

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very much disagreement	2	0.9	0.9	0.9
Disagree	50	21.6	21.6	22.4
Hesitate	77	33.2	33.2	55.6
Agree	98	42.2	42.2	97.8
Totally agree	5	2.2	2.2	100.0
Total	232	100.0	100.0	

Source: *Synthesized analysis from interview data of the research team*

With the interview content, "Students' dormitory has enough accommodation, is clean, ensures appropriate basic equipment". The aggregated data shows that only 2 learners selected the level of completely disagree, disagree with 50 learners choosing 21.6%, and 77 learners surveyed chose the Normal level, accounting for 21.6% rate of 33.2%, choosing to agree had 98 learners participating in the survey, accounting for 42.1% and the number of completely agreeing had 5 learners participating in the survey. In general, the majority of learners participating in the survey think that the student dormitory has enough accommodation, is clean, and has basic equipment.

Equipment for sports activities

Facilities and equipment for physical training and sports activities were interviewed with the content "The school has enough gymnasiums, after-hours entertainment points for learners (culture room, gymnasium, gym, etc.) believe…)". The results of the interviews are presented in Table 7.

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Table 7. Results of interviews with facilities and equipment for physical training and sports activities

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Very much disagreement	5	2.2	2.2	2.2
Disagree	43	18.5	18.5	20.7
Hesitate	138	59.5	59.5	80.2
Agree	34	14.7	14.7	94.8
Totally agree	12	5.2	5.2	100.0
Total	232	100.0	100.0	

Source: Synthesized analysis from interview data of the research team

Out of 232 valid answer sheets selected for analysis, there were 5 respondents who answered completely disagree, accounting for 2.2%, and 43 participants answered no agree accounts for 18.5%, 138 respondents think that Normal accounts for 59.5%, accounting for a modest rate of 14.7% of the respondents who are encouraged to choose to agree 34. Study and opinion totally agree, there are 12 learners for this answer, accounting for 5.2%. Therefore, most of the surveyed students think that the school's sports facilities and after-school entertainment points are at a normal level and do not appreciate this item.

Through the above data analysis, we can see that the number of learners thinks that the school's facilities and equipment for teaching are still at a normal level. At the same time, some also commented and assessed that the facilities were not good.

4.3. Restrict

When interviewing and exchanging some information with learners, the research team found that there are some problems as follows: The library also arranges reading and studying places right in the corridor, leading to unsafe conditions and the great influence of the smell of the toilet next door, the classroom is not as desired as it is dirty, hot and quite noisy, affecting learning, some equipment in the classroom is new and well maintained. The equipment is synchronous and complete, but there are often errors and difficulties in using it or there is an opinion that the equipment is dirty such as computers or microphones that are not regularly cleaned, fans installed in classrooms are damaged. The school's training website system was overloaded at the time of registration at the beginning of the semester, the dormitory still had many shortcomings such as equipment not being cleaned periodically, the room being arranged too crowded with students, so the living space is limited. There is an opinion that the school's library is still backward in document search software and does not have an electronic library.

4.4. Solution

Improve the quality of facilities by purchasing new classrooms that lack equipment, with old equipment, installing and replacing the lecture system, library and other facilities other substances for students at the school. The purpose of this solution is to help the school have a system of facilities and equipment for synchronous teaching and learning, meeting the development trend of the education industry. and meet the quality accreditation standards set by the Ministry of Education & Training and help the school maintain its position as a key school of the Ministry of Labor - Invalids and Social Affairs. However, due to the limited budget for procurement and installation of new equipment, this is a long-term solution and needs to be done step by step and a clear plan needs to be developed.

Improve lecture space and learning environment for learners. When interviewing and exchanging some information with learners, there are many opinions that the library also arranges reading and self-study places right in the corridor, leading to not ensuring quiet conditions and great influence from odors next door toilet. This problem is also caused by many objective and subjective factors. Firstly, due to the limitation of the reading area for learners when it comes to the exam season, leading to overcrowding of people studying outside of hours at the library, the increase of tables and chairs in the corridor is a temporary solution. In order to overcome some of the above shortcomings, the research team proposes that the immediate solution is that if it is not possible to improve the layout of the room for reading, research and study of learners, it is necessary to increase hygiene for the student's reading rooms, surrounding areas and library corridors. Equip a large capacity ventilation fan for the corridor and toilet area at the library so that this area is well-ventilated and clean.

Many learners have the opinion that the classroom is not as desired as it is dirty during classes, hot and quite noisy, which affects learning, some equipment in the classroom is new and old. The equipment is synchronous and complete, but there are often errors and difficulties in using it or there is an opinion that the equipment is dirty such as computers or microphones that are not regularly cleaned, fans installed in classrooms are damaged. screaming and shaking with a lot of dirt, the furniture in the classrooms is broken, peeling, and connected to the channel. In fact, it exists because the school has a very large number of learners every year, so the arrangement of continuous shifts affects the quality of classrooms, including classroom hygiene,

equipment, and some other facilities. To overcome this situation, the solution proposed by the research team is the immediate solution. The school needs to regularly clean classrooms and constantly check lecture areas.

5. CONCLUSION

Improving the quality of facilities for learners of the University of Labor and Social Affairs, if implemented immediately and completed all remaining points, is not feasible due to the funding for infrastructure investment substance does not meet that requirement. However, if we step by step renew, replace and upgrade in stages and based on the budget to do so, it is completely possible. With the current situation of the school's facilities, in addition to investing in purchasing new facilities and equipment to improve the quality, the school can also implement two support measures to improve the quality of facilities to strictly carry out maintenance, repair, and upgrade activities with the existing equipment system and secondly to propagate to users and contact the facilities that need to raise their awareness to protect the facilities assigned by the school.

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