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# **UNIVERSUM: ОБЩЕСТВЕННЫЕ НАУКИ**

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**Главный редактор:**

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**Члены редакционной коллегии:**

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## PAPER IN ENGLISH

## SOCIOLOGICAL SCIENCES

## THEORY, METHODOLOGY AND HISTORY OF SOCIOLOGY

AWARENESS ON THE IMPORTANCE OF HIGH QUALITY HUMAN RESOURCES  
DEVELOPMENT IN DAKLAK PROVINCE, VIETNAM NOWADAYS*Nguyen Hung Vuong**Ph.D., in philosophy, lecturer,  
Faculty of International Studies,  
University of Foreign Language Studies - University of Danang,  
Da Nang, Vietnam**Le Xuan Hoa**Ph.D.,  
Academy of Politics Region III,  
Da Nang, Vietnam*ПОВЫШЕНИЕ ОСВЕДОМЛЕННОСТИ ЗАИНТЕРЕСОВАННЫХ СТОРОН О ВАЖНОСТИ  
РАЗВИТИЯ ВЫСОКОКАЧЕСТВЕННЫХ ЧЕЛОВЕЧЕСКИХ РЕСУРСОВ  
В ПРОВИНЦИИ ДАКЛАК В НАСТОЯЩЕЕ ВРЕМЯ*Нгуен Хунг Вьонг**канд. филос. наук, преподаватель,  
факультет международных исследований,  
Университет иностранных языков - Данангский университет,  
Вьетнам, г. Дананг**Ле Суан Хоа**Ph.D.,  
Политическая академия, регион III,  
Вьетнам, г. Дананг*

## ABSTRACT

Human resource is one of the three important aspects for socio-economic development, developing high-quality human resources is the crucial key for DakLak province to develop quickly and sustainably. However, the awareness of stakeholders about the importance of developing high-quality human resources in DakLak province currently has many limitations that need to be overcome. The purpose of the article is to find the answer why there is such a problem. From the research, analysis and assessment of the awareness status of the stakeholders, the article suggests that raising awareness for stakeholders about the importance of developing high-quality human resources in DakLak province, it is necessary to renew leadership thinking, invest more in education, and make distribution more and more equitable.

## АННОТАЦИЯ

Человеческие ресурсы являются одним из трех важных ресурсов социально-экономического развития, развитие качественных человеческих ресурсов является золотым ключом к быстрому и устойчивому развитию провинции Даклак. Однако, осведомленность заинтересованных сторон о важности развития высококачественных человеческих ресурсов в провинции Даклак в настоящее время имеет множество ограничений, которые необходимо преодолеть. Цель статьи выяснить, почему это так. Из исследований, анализа и оценки когнитивного статуса смежных субъектов, в статье предполагается, что повышение осведомленности заинтересованных сторон о важности развития высококачественных человеческих ресурсов в провинции Даклак теперь обязательно требует обновления лидерского мышления, увеличения инвестиций в образование и обеспечения более справедливого распределения.

**Keywords:** human resource development, high quality human resources, DakLak human resources.

**Ключевые слова:** развитие человеческих ресурсов, высококачественные человеческие ресурсы, человеческие ресурсы Дак Лак.

### 1. The issues

Socio-economic development in the context of accelerating the process of modernization and international integration, under the strong impact of the 4.0 and 4.0+ revolutions, is both an opportunity but also a challenge for every locality, including DakLak. Therefore, it is not only in recent years that DakLak has focused on developing high-quality human resources, but for a long time, officials and people of the province have always considered human issues and human quality development. (quality of human resources) is the focus of policies. This is very clearly reflected in the Resolutions, Plans, Guiding documents and practical implementation of policies on education development, socio-economic development, human development, science and technology in the province in recent years. In the period from 2010 to now, the policy of developing high-quality human resources in DakLak has achieved many important achievements, the trained labor force has continuously increased, the quality of labor has been improved, and the awareness of employees has increased, the subjects for the development of high-quality human resources in the province have changed in a positive direction. However, there is still a small part of officials and employees who have insufficient awareness of the importance of developing high-quality human resources in DakLak today. By means of qualitative, post-qualitative and semi-structured interviews, the study has provided some analysis on the current state of general perception towards the development of high-quality human resources in DakLak and contributed some policy implications.

### 2. Research methods

This research is carried out through the use of basic methods in social science research to find answers to existing problems. First, analyze the literature provided to investigate whether the policies that have been put in place and implemented in practice produce breakthrough solutions that represent a shift towards awareness-raising of the proposed subjects to the problem of rapidly developing high-quality human resources in DakLak today. The materials are provided during the search by the keywords "human resources", "high quality human resources in DakLak", "education and training in DakLak"... to search for the Plans, Resolutions and sub-law documents related to the development of high-quality human resources in general and the development of high-quality human resources in DakLak in particular have been introduced and implemented since 2010 until now 2022. After that, the documents are arranged in chronological order of issuance, reviewing and verifying the accuracy of the documents. Documents that directly address the development of high-quality human resources in DakLak province are selected as the priority documents for the author's analysis. The same procedure has been used for sub-law documents related to educational development, scientific and technological development...

In addition, articles, scientific papers, academic publications, information published in the media regarding the perceptions of the subjects about developing high-quality human resources is also considered to obtain more practical insights. The documents collected from the Departments of Education, the Department of Agriculture and Rural Development, the Department of Science and Technology... are also conducted similarly as above.

Along with that, discussions with stakeholders were also conducted simultaneously, including leaders at all levels from commune, district, city to provincial levels; teachers participating in teaching or studying at graduate school, people in Buon Me Thuot city, Lak district and Ea Kar district. Because these are the subjects that are directly or indirectly affected by policies to develop high-quality human resources in DakLak.

It should be noted that these methods were designed and used as part of this study. The generated data and overview information is also done by many different methods in the research, especially the post-qualitative method which is considered as the basic method for us to make suggestions for the Proposed Solutions section.

### 3. The role of awareness and development of high-quality human resources for socio-economic development in DakLak province today

In many studies, it has been confirmed that high-quality human resources are the decisive factor to promote the development and application of science and technology, restructuring the economy, transforming growth models and competitive competition, ensuring fast, efficient and sustainable development. Right from the 11th National Party Congress, Vietnam Communist Party has advocated making a strategic breakthrough in human resource development (Thanh, 2021). This view was quickly concretized in legal and sub-law documents such as: Labor Code 2012, Law on Vocational Education 2014, Law on Education 2019, Law on Cadres and Civil servants, Law on Public Employees, Vietnam's human resource development strategy for the period 2011 - 2020 and the Vietnam human resource development plan for the period 2011 - 2020.

In that context, the Party Committee and authorities at all levels in the localities in DakLak province have researched, discussed, proposed and promulgated, organized the implementation of plans and master plans for human development; implemented many solutions and policies to attract, recruit, train, foster and develop high-quality human resources, initially achieving important results. From the results achieved in the period 2010 - 2022, it has confirmed more and more clearly the role of high-quality human resource development in socio-economic development for DakLak province.

We believe that the cause of industrialization, modernization, rapid and sustainable development of DakLak province is always associated with the

requirements of development and improvement of the quality of human resources. Because: (1) people are the target and the driving force of socio-economic development; Developing high-quality human resources is the driving force for socio-economic development. DakLak is a province with many strengths, with a large, fertile and flat basalt land area to form new-generation industrial crops with high economic value such as coffee, rubber or lakes. Pepper... This place is also the traffic hub of the Central Highlands, the cradle of the Central Highlands Gong culture. In the future, the advantages of natural landscape and traditional culture will allow DakLak to promote its strengths in the development of eco-tourism and community-based tourism. Besides, DakLak is also a province with great potential to develop renewable energies (solar power, wind power, biomass power). In order to exploit existing strengths, besides reasonable policy and large investment capital, DakLak needs high-quality human resources. However, in reality at present, the province has abundant human resources, but the quality meets development requirements, and has not yet promoted its advantages in effectively using and exploiting physical resources.

As of July 2021, DakLak has a population of more than 1.9 million people with a labor force aged 15 and over about 1.12 million workers, accounting for 58.2% of the province's population. In which, the rate of training accounted for only 18.3% and the growth rate in the past 5 years reached 1.25%/year (General Statistics Office, 2022). Although the percentage of trained workers has had positive changes when increasing from 12.4% (in 2010) to 17.2% (in 2020), it is still lower than the average rate of the whole country. Therefore, DakLak is still a locality where there is both a surplus and a shortage of labor; There is an excess of unskilled labor, but there is a serious shortage of highly qualified workers, especially those supplied to industrial parks and industrial crop-growing regions, so it has not created a strong impetus for development. (2) Developing high-quality human resources is a condition for the successful implementation of innovation policies, which is the main driving force for the development of a knowledge-based economy. The fact that the industrialization process in countries around the world has proved that, which country effectively exploits and uses the capacity of human resources, that country always maintains a high and stable growth rate. such as Japan, Finland, Ireland... are the countries that are poor in resources, but have risen to become some of the richest countries in the world (Dung, 2020). In our country, the provinces and cities such as Da Nang, Binh Duong, Ho Chi Minh City... with high and sustainable economic growth rates are also the provinces and cities that converge or train themselves, creating abundant high-quality human resources. Therefore, the decisive factor for the sustainable development of DakLak in the future must be the human factor, specifically high-quality human resources. (3) Developing high-quality human resources is a decisive factor to promote the development and application of science and technology, restructuring the economy, transforming the growth model and competitive advantage in the context of economic growth and integration scene. In order to promote

the advantages of globalization and accelerate the modernization process in DakLak, it is necessary to have high-quality human resources with scientific knowledge, capable of absorbing, researching and operating the modern equipment and technical products. Besides, globalization also requires a team of officials, civil servants and officials with innovative ideas and visions, dare to think, dare to do and dare to take responsibility. Officials, civil servants and public employees must have a correct and full awareness of the role of developing high-quality human resources for sustainable economic development, must respect talents, and must put the common interests first, values the good of the community over individual justice.

#### **4. Perceptions of stakeholders about developing high-quality human resources in DakLak province**

Over the past ten years, the Party Committee and authorities of DakLak province have always focused on human development, specifically improving the quality of human resources through a series of policies such as: Education and training development policy. Ethnic Minority Policy, Poverty Reduction Policy, Science and Technology Policy... consider this a breakthrough and key step for poverty reduction and sustainable development. Through the undertakings, policies and practices of implementation, it creates positive changes in the awareness of cadres, party members, civil servants, public employees and society on the importance of developing quality human resources with high quantity in DakLak today.

##### **4.1. Changes in the perception of Party committees at all levels regarding leadership and direction**

After promulgating Resolution No. 06-NQ/TU, dated November 17, 2011 on "Human resource development for the period 2011 - 2015 and orientation to 2020" has created positive changes in awareness at all levels. From 2010 to June 2022, the Party Committee and People's Committee of DakLak province issued 32 different documents related to human resources, of which 7 documents directly mentioned quality human resource development. High quality and awareness issues for high quality human resource development. However, from a qualitative perspective, the level of awareness (also known as awareness level) is often not clear about the importance of developing high-quality human resources. In fact, in addition to provincial documents, there are many documents at district, town and city level in DakLak that directly address the development of high-quality human resources or the awareness of the subjects to the problem. Although documents at all levels have given measures to develop high-quality human resources in general, raising awareness of the importance of developing high-quality human resources in particular, creating legal conditions for in practice, however, the effectiveness achieved after 5 years and 10 years as in the annual reports has been assessed as still having many limitations.

From the synthesis, analysis and evaluation of the issued documents, we find that the awareness of all levels clearly confirms the problem of developing high-quality

human resources associated with the development of education and training, consider education as the most important basis for training and fostering and improving the quality of human resources. This true perception has created the impetus for educational development and improved the quality of labor resources in DakLak in the past 10 years.

In order to have a more reliable assessment of the perceptions of the actors about developing high-quality human resources in DakLak, we have conducted extensive post-qualitative interviews and discussions, with subjects are identified as leaders at all levels and cadres, civil servants, public employees and people in some localities in DakLak province.

*Table 4.1.*

**Methods used to collect data and information in the study**

Method	Research range			
	Provincial Party Committee	Buon Ma Thuat city	Lak District	Ea Kar District
<b>Post-qualification</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>
<b>Semi-structured interview</b>				
- Government at district, town and city level		2	2	2
- Commune level government		8	6	6
- Officials which is high school teachers		5	3	3
- Officials which is postgraduate		8	4	5
- Citizens and households		12	12	12

**4.2. Changing awareness of cadres, civil servants and public employees in performing their responsibilities and duties**

The post-qualitative method was performed on the subjects who were leaders at all levels (Table 3.3). The results are as follows:

(i) leaders at all levels always appreciate great importance to the development of high-quality human resources in the direction of rapidly increasing quantity and improving quality.

(ii) education and training are prerequisites for the successful implementation of the Resolutions and Plans to develop quality human resources in DakLak

(iii) development of high-quality human resources needs to go hand in hand with policies to attract and utilize talents, social security policies, etc.

(iv) the proposed solutions are still macro-sized, not meeting the requirements of building high-quality labor communities.

(v) some officials, civil servants and public employees are not fully aware of the importance of developing high-quality human resources in DakLak province today.

The obtained results show that leaders at all levels have a full and profound awareness of the issue of developing high-quality human resources in DakLak province today. Leadership thinking is constantly being innovated through each leadership level, clearly showing from leadership thinking to strategic implementation direction. Accordingly, provincial leaders all affirmed that DakLak wants to develop socio-economically quickly and sustainably, it is necessary to have high-quality human resources, and education, training becomes the most important solution.

In discussions, semi-structured interviews on subjects were cadres, civil servants and public employees in localities in DakLak province. We found that the perception of cognitive subjects had positive changes in each period (each period was 5 years). Specifically: in the period from 2010 to 2015, the perceptions of the subjects still existed in the primitive form, that is, they had access to high-quality documents and documents on human resource development, but they did not have the opinions. profound mind; From 2016 to now, the perception of the subjects has changed positively. The respondents interviewed all said that in order to develop quickly and sustainably and avoid the risk of falling behind, it is necessary to have high-quality human resources and to build a knowledge economy.

The level of awareness of the subjects participating in the survey is not the same. Accordingly, the officer who is a graduate student has the clearest and most complete awareness, and offers a number of solutions to ensure feasibility. After that, there are officials who are high school teachers, civil servants and government officials at district, town and city levels. Commune-level civil servants and officials agree with the thesis that developing high-quality human resources is a key condition for sustainable development. However, some commune-level cognitive actors believe that they do not have the role and capacity to contribute to the development of high-quality human resources in the locality. Some officials expressed negative attitudes about the current human resource development strategy in DakLak province (some communes in Lak district).

### **4.3. Changes in people's awareness for the development of themselves, their families and society**

The semi-structured method was performed on 36 subjects who are people working and living in DakLak province. In which, 8 people have university degrees, 2 people have college degrees, and 6 people have vocational certificates. By industry, there are 11 people working in business, 3 small business households, 6 farming households and 10 self-employed citizens (loaders, bricklayers, motorbike drivers...). The interview results show that most of the subjects participating in the in-depth interviews have a correct perception of the importance of human resources and the development of high-quality human resources in DakLak today. Up to 97.2% of the interviewees wished to receive support for study or vocational training. Eight out of 10 freelancers want to learn English or get a vocational certificate. All interviewees (100%) agree to work hard, provide for their children to go to college, 68% agree to send their children to higher education. However, when asked about their belief in policies to develop high-quality human resources, respondents said that their feasibility is limited.

More than 46% of respondents believe that current policies are not distributed equitably among localities and among subjects. Up to 58.3% of citizens believe that people with social status will have more opportunities to benefit from policies, only 19% believe that they themselves can or have benefited from development policies. high quality human resources. In particular, when asked about the extent of family benefits from policies to develop high-quality human resources, only 16.7% (6/36 people) of families have ever benefited from policies on human resource development. local human resource development. People believe that the ability to access policies for themselves and their families is still limited, family members and surrounding communities still lack information.

From the above survey results, we find that all survey respondents have a high awareness of the importance of developing high-quality human resources in the context of globalization and modernization of the country. Citizens with higher education have higher awareness of this issue, but that does not mean that people with low education will have low awareness. The fact from research has proved that freelancers have a study level of no more than 9th grade but have a very good awareness of the importance of developing high-quality human resources. In addition, the current sharing of social distribution also provides important suggestions for us in proposing a fair distribution mechanism. Research results have shown that the gap between the rich and the poor and the erosion of people's trust in the Party's leadership is not due to the weakness of the leadership or the ineffectiveness of the policies. is the inequity in distribution, especially in the distribution of opportunities for all.

The study agrees that the awareness of the majority of officials, people and businesses on human resource development has changed markedly, and at the same time, it is clear that human resource development is not

only the responsibility of the political system but of the whole society as well as each individual and business. The promulgation of Resolution No. 06-NQ/TU has also impacted, made a strong change, created unity in awareness and action, consensus in society, promoted diligence, hard work, eager to learn, creative, proactively overcome difficulties, successfully carry out the task of human resource development (DakLak Provincial Party Committee, 2022). However, research also shows that the level of awareness among cognitive subjects is not the same. Cognitive subjects with different levels of knowledge, working in different professions, have different cognitive levels. Some subjects, who are commune-level officials and officials in some localities, have insufficient awareness of the problem of developing high-quality human resources, this fact requires solutions to promptly address the issue.

### **5. Measures to raise awareness for stakeholders about developing high-quality human resources in DakLak province in the coming time**

This study has proven that state agencies in DakLak province have a close vertical integration, creating favorable conditions for the issuance and implementation of policies to develop high-quality human resources. The policies and practices of implementing the policy of human resource development have achieved certain achievements, the number of trained workers has increased steadily over the years, the quality of labor has been improved, and the awareness of employees has increased, cadres, civil servants, public employees and people have many positive changes. However, current policy efforts have not yielded the expected results. The solutions given in the existing documents have not been fully effective, some solutions are of a macro scale, difficult to apply to each specific locality, leading to contradictions or inequity. Therefore, the study suggests some more measures to help raise the awareness of stakeholders about developing high-quality human resources in DakLak province today.

*Firstly*, continue to have a good understanding and correct awareness of developing high-quality human resources to meet the requirements of the 4.0 revolution. To further strengthen political and ideological education for cadres and party members, first of all, the Party's key players at all levels are properly aware of the meaning and importance of quality human resource development. high in DakLak. It is necessary to organize training courses and exchange experiences in formulating and implementing policies on developing high-quality human resources with localities that have had important successes in this regard in recent years such as Da Nang, Binh Duong or Bac Ninh. It is possible to study and organize a provincial scientific conference on developing high-quality human resources in DakLak today to receive policy suggestions from scientists and scholars across the country.

*Second*, effectively implement existing policies and ensure fairness in the implementation of policies on human resource development or related to high-quality human resource development. Special attention should be paid to policies to attract and utilize talents, and to adopt policies to support accommodation and living expenses for highly



qualified people (scientists, medical experts, ...) settled and worked in DakLak. Applying knowledge marketization in recruitment, placement and employment, especially in administrative and non-business agencies. In addition, it is necessary to attach importance to ensuring fairness in the implementation of policies on developing high-quality human resources, fairness in the distribution of opportunities, benefits and penalties. Continue to promote domestic and international cooperation in training and development of human resources. Strengthen cooperation between the province and domestic and international training institutions in training high-quality human resources in various forms. At the same time, in order to avoid wasting resources, DakLak needs to research and choose to send training people who are really capable of learning, ensuring good implementation of commitments as well as the desire to serve the province long-term. Do not choose to send in bulk, run after goals or personal feelings. Building a selection system capable of properly assessing the capabilities of talented people. It helps to avoid the situation of relying only on external criteria such as qualifications, experience, etc., to accurately evaluate excellent human resources, highly adaptable at work, enthusiastic, and committed to the company local.

*Third*, invest heavily in education and training in the direction of taking quality as a goal, education is the basic factor of preparing the workforce for social production in DakLak. In fact, education is always affected by many internal and external factors. When the development of education is considered as the basis for raising people's knowledge and increasing resources for development, in direct relation to economic development and other fields, it is education that is the fastest, the basic element to prepare the workforce for these activities (Hiep and Dung, 2002, p.149). DakLak is the cultural and educational center of the Central Highlands, where the Central Highlands University and many important educational institutions are located. Over the years, education and training in DakLak has achieved many important achievements, universities in DakLak have trained and educated a high-quality workforce to meet development requirements in current province. However, globalization, modernization and industrial revolution 4.0 have drastically changed educational thinking, directly

impacting and pushing universities into backwardness. Therefore, investment in education must be associated with innovative, creative and adaptive thinking. The Central Highlands University and educational and training institutions in DakLak must take the quality of training as the goal and task, and consider the mission of the school as training a team of knowledgeable and skilled workers. high profession and bright morals.

*Fourth*, study and adjust the policies of labor market liberalization and diversification towards strengthening international and regional cooperation in this field. As analyzed, DakLak is a province with both surplus and shortage of labor. Labor supply and demand in DakLak shows a contradiction that has lasted for many years, being an agricultural locality, but the simple labor force working in specialized farming areas is still lacking. Therefore, DakLak needs to expand cooperation with neighboring localities such as Lam Dong and Kon Tum on labor. In addition, it is necessary to develop the diversification of occupations, diversify the labor market, take advantage of the local labor force, and help people realize that underemployment or unemployment is due to lack of qualifications and lack of training, not because there is no work to do.

## 6. Conclusion

Developing high-quality human resources is the key to DakLak's rapid and sustainable development in the future, requiring officials and people of DakLak to quickly build a workforce capable of mastering knowledge, integration into the international labor market. In order to do this well, first of all, it is necessary to raise the awareness of stakeholders about the problem of developing high-quality human resources in DakLak. During the research process, the importance and status of awareness of the subjects on developing high-quality human resources in DakLak were discussed, on that basis, the article has contributed four additional measures to the policies, supplementing and helping to more effectively implement existing policies, overcome limitations that have existed in the past 10 years, raise awareness of all classes of people, build people's trust for the problem of developing high-quality human resources in DakLak nowadays.

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E-mail: [mail@7universum.com](mailto:mail@7universum.com)  
[www.7universum.com](http://www.7universum.com)

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