The Training Quality Research: A Case of Lac Hong University (LHU) in Dong Nai Province

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ABSTRACT

In this paper, the authors use analytical method of explore factor analysis to determining factors that are components of the training quality (by service quality) at Lac Hong University (LHU) in Dong Nai province. This paper conducted during the period from from June 2012 to June, 2015. The exploratory factor analysis result showed that there were four factors, which included of factors following Teaching (Lecturers); Facilities; Training program and Science research that are components of the training quality of Lac Hong University in Dong Nai province with significance level 5 %. In addition, the research result processed from SPSS 20.0 software. The research result showed that there were 550 enterprises who to be interviewed and answered nearly 30 questions. The researcher had analyzed KMO test. enterprise responses measured through an adapted questionnaire on a 5-point Likert scale. Hard copy and interview postgraduate student by questionnaire distributed among enterprises relating with LHU in Dong Nai province. At the same time, the result was also a scientific evidence and important for researchers, and policy makers who apply them for improving the training quality at the Lac Hong University in the future. The researcher had obtained the main objectives of this study were to: 1. The first objective, the researcher had to conduct a survey to find factors that are components of the training quality of LHU in Dong Nai province. 2. The second objective, the researcher had to identify some factors that are components in the training quality LHU in Dong Nai province.

Keywords: *LHU, quality, training quality, service quality and LHU students.*

1 INTRODUCTION

In this condition, if there is a training base of high quality, guaranteed to provide the student to meet the needs of the day, it is an ideal for businesses. Currently employers also extremely headache when hunting is getting to meet the needs of the leadership requirements. Therefore, if the business links with schools, employers registered graduates will receive a workforce suitable for its requirements. Enterprise initiative launched description of labor demand in the future, cooperation with schools to guide students training for a job extremely beneficial, proactive human resources.

Thus, joint training between universities and enterprises today is an objective demand comes from both sides benefit, this linkage has brought inevitable, both highly feasible.

Lac Hong university (LHU) improving overall quality of training and human resource training in particular are social problems which are particularly interested.

In recent years, the government of Vietnam has had many policies and measures to improve the quality of training to meet the practical needs of society. In addition, elements of science and technology development as well as rushing the process of globalization and international economic integration of each country are more and more extensive.

For this reason, the researching of the quality of education and training quality is a matter that is crucial to promote economic development, society and LHU.

The Viet Nam economic growth is still at a low level of development, quality human resources are limited. Therefore, LHU improving the quality of training to promote the economic development is especially important. Also for this reason that it can be said that the quality of training and human resource development must be put at the forefront.

There are many viewpoints and many different interpretations. However, according to the author, the definition most broadly understood is as follows: Quality of education is the demand or demand satisfaction of users with different purposes.

In the field of training, training quality means that graduates have to not only meet the demands of the knowledge, skills and working methodology but also apply for the appropriate work that is dynamic and creative in their field of expertise.

Combined with the practical requirements of the teaching career, the author has boldly chosen the theme: "THE TRAINING QUALITY RESEARCH: A CASE OF LAC HONG UNIVERSITY (LHU) IN DONG NAI PROVINCE" as a paper for researching in the developing of the training quality at LHU.

2 THEORETICAL FRAMEWORK AND METHODS OF RESEARCH

2.1 Theoretical framework

Firdaus (2005) in his paper "The development of HEdPERF: a new measuring instrument of service quality for the higher education sector", has developed HEdPERF (Higher Education Performance), a new instrument of service quality that captures the authentic determinants of service quality within the higher education sector.

He proposed a 41 item instrument which then was empirically tested for reliability and validity using both exploratory and confirmatory factor analysis (CFA). He explained the results from his study to be crucial because the past studies which measured the service quality were not totally adequate to assess the perceived quality in higher education.

Furthermore, previous research were found to be too narrow, with an over emphasis on the quality of academics and too little attention paid to the non-academic aspects of the educational experiences.

Firdaus developed HEdPERF model by comparing with SERVPERF (HEdPERF-SERVPERF) in order to access the relative advantages and disadvantages of each instrument, to identify the most superior instrument.

SERVPERF is another service quality measuring instrument developed by Cronin & Taylor (1992). Cronin & Taylor criticized the framework of SERVQUAL and developed their own model "SERVPERF", consisting of 22 items, and kept only the perception of service quality.

Fridaus categorized 5 determinants of service quality in higher education. They are non-academic aspect, academic aspect, reputation, access and program issues.

1. Non-academic aspects: This aspect relates to the duties that are carried out by non-academic staff.

2. Academic aspects: It consists of the items that describe the factor that are solely the responsibilities of academics (instructor).

3. Reputation: The factor consists of the item that is important for higher learning institutions in projecting a professional image

4. Access: It includes issues as approachability, ease of contact, availability and convenience of academic and non-academic staffs.

5. Program issues: It includes the item related to program flexibility, offering wide range of programs/ specialization, and quality program.

In study by Brochado (2009), he examined the performance of five alternative measures of service quality in the higher education sector- SERQUAL, Importance-Weighted SERVQUAL, SERVPERF, Importance-Weighted SERVPERF and HEdPERF.

The research model for LHU' training quality in Dong Nai province

The research model of LHU' training quality showed that there were four factors, which included of factors following: Lecturers; Facilities; Training program and Science research actually affected LHU' training quality:
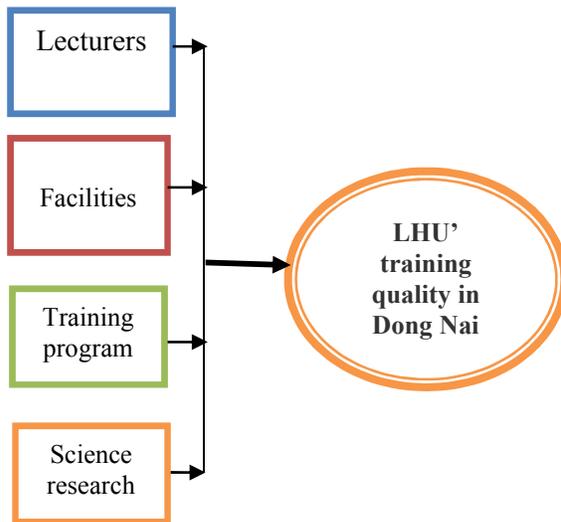
Fig. 1. Proposed research model for LHU' training quality

2.2 *Methods of research*

This study used of quantitative research methods to survey the factors that affecting the training quality of LHU in Dong Nai province. The results obtained from quantitative research processed by SPSS statistical software version 20.0.

Quantitative research methods describe and measure the level of occurrences based on numbers and calculations. Moreover, the questions of "how many?" and "how often?" asked in quantitative studies. Quantitative research is the collection of numerical data and exhibiting the view of relationship between theory and research as deductive, a predilection for natural science approach, and as having an objectivist conception of social reality. Therefore, this specific form of research uses the quantitative data to analysis.

After preliminary investigations, formal research is done by using quantitative methods questionnaire survey of 550 enterprises related and answered nearly 30 questions. The reason tested measurement models, model and test research hypotheses.

Data collected were tested by the reliability index (excluding variables with correlation coefficients lower < 0.30 and variable coefficient Cronbach's alpha < 0.60), factor analysis explored (remove the variable low load factor < 0.50). The hypothesis was tested through multiple regression analysis with linear Enter method.

3 RESEARCH RESULT

3.1 Overview about the LHU

The LHU is located in Bien Hoa City, Dong Nai Province, approximately 30 kilometers from Ho Chi Minh City.

Dong Nai is a southeastern province of The Socialist Republic of Viet Nam, with an area of 5,895 km2, accounting for 1.76% of the nation's geographic area or 25.5% of the southern region's geographic area. The population in the 2006 was 2,254,676 with a population density of 380 people/km2.

On September 29, 1995 the Provincial People's Committee recognized the founder committee. Ms. Nguyen Thi Minh Hoang, the President of Provincial People's Committee sent the report to the Prime - Minister of Vietnam and to the Ministry of Education and Training to request the lawful establishment of LHU as a private university.

On June 2nd, 1993 the Minister of Ministry of Education and Training, Dr. Tran Hong Quan passed a resolution recognizing the founder committee of Lac Hong University governed by Mr. Nguyen Trung Phuong who was Vice President of Provincial People's Committee at that time.

On September 24, 1997, Prime Minister Vo Van Kiet passed Resolution number 790/TTg on officially permitting Dong Nai's Provincial People's Committee to establish LHU at its current location in Bien Hoa City, Dong Nai Province.

On October 17, 1997, Doctor Nguyen Minh Hien, Minister of Ministry of Education and Training passed Resolution No 3261/GD - DT recognizing the Board of Rectors of LHU, governed by Mr. Nguyen Trung Phuong as President, Mr. Doan Van Dien, the Associate Professor was also recognized as The Rector (or chancellor) by the Minister under the resolution No 3463/GD - DT which was signed into law on October 31, 1997.

On November 13, 1997, Decision No 3678/GD - DT. Permitted LHU to recruit its first students for the following degreed programs:

+ Information Technology;
+ Electronics and Telecommunication;
+ Economy including 3 majors: Business Administration, Finance and Accounting, Commerce and Tourism;
+ Civil Engineering.

Today, LHU has had 24 separate degreed programs.

3.2 Descriptive Statistics the training quality of LHU

Table 1: Descriptive Statistics for the training quality of LHU

Questions	N	Mean
T1: You completely satisfied about the training program as announced	512	3.10
T2: You completely satisfied about the LHU that supplying necessary information of the program for students	512	3.23
T3: You completely satisfied about the LHU that was interested in changing the training program for enterprise demand	512	3.21
T4: You completely satisfied about the LHU that supplying information technology for training program	512	3.27
S1: You completely satisfied about the LHU that was always interested in science research and transfer technology to enterprises	512	3.41
S2: You completely satisfied about the LHU that supplying necessary information for students' science research	512	3.37
S3: You completely satisfied about the Information on the website that was always promptly and quickly updated for research and resources meet the learning needs of students at LHU	512	3.22
S4: You completely satisfied about the evaluation result of science research at LHU	512	3.38
L1: You completely satisfied about the Lecturer's teaching methodology at LHU	512	3.16
L2: You completely satisfied about the Lecturers who applying practical experience in lessons at LHU	512	3.10
L3: You completely satisfied about the Lecturers who are enthusiasm when communicating with students	512	3.18
L4: You completely satisfied about the Lecturers who are cheerfulness when communicating with students	512	3.24
L5: You completely satisfied about the Lecturers that are politeness when communicating with students	512	3.14
L6: You completely satisfied about the Lecturers who supply many books for reading and researching at LHU	512	3.25
F1: You completely satisfied about the Equipment (room, table,…) which are suitable for the needs of learning at LHU	512	3.22
F2: You completely satisfied about the Equipment (projector, computer,…) which are suitable for the needs of teaching at LHU	512	3.23
F3: You completely satisfied about the Books for teaching and science researching at LHU	512	3.19
F4: You completely satisfied about the Internet for teaching and science researching at LHU	512	3.19
F5: You completely satisfied about the Library and other Equipment at LHU	512	3.19
Valid N (listwise)	512	

(Source: The researcher's collecting data and SPSS)

Table 1 showed that there were 550 enterprises who to be interviewed and answered nearly 30 questions. But there were 512 enterprises processed and missed 38 enterprises. The results showed that Mean is around 3.

3.3 Exploratory Factor Analysis

Test KMO and Bartlett shows two tests that indicate the suitability of your data for structure detection. The Kaiser-Meyer-Olkin Measure of

Sampling Adequacy is a statistic that indicates the proportion of variance in your variables that might be caused by underlying factors. Reliability test: offer mainly Cronbach's alpha methods to show how well the measurements in a set of variables are well correlate with each other. According to Canava et al. (2001), he stated, "Cronbach's alpha is computed in terms of average inter-correlations among items, which determine the concepts." Although Bryman and Cramer (1990) suggested that, it is just fine when Cronbach's alpha is 0.8 or above 0.8, while Nunnally (1978) stated that it is still acceptable with the value of 0.6, especially for initial investigation like in this research. Therefore, in this research, the value is confirmed when it is greater than 0.7.

Table 2: KMO and Bartlett's Test for Factors affecting the training quality of LHU
KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.838
Bartlett's Test of Sphericity	Approx. Chi-Square	9522.524
	df	171
	Sig.	.000

(Source: The researcher's collecting data and SPSS)

Table 2 showed that Kaiser-Meyer-Olkin Measure of Sampling Adequacy was statistically significant and high data reliability (KMO = 0.838 > 0.6). This result was very good for data analysis.

Table 2 showed that Cumulative percent was statistically significant and high data reliability was 78.716 % (> 60 %).

Table 3: Structure Matrix for factors of the training quality of LHU in Dong Nai province
Rotated Component Matrix[a]

Code	Component			
	1	2	3	4
L4	.888			
L5	.850			
L6	.811			
L2	.800			
L3	.796			
L1	.638			
F3		.919		
F4		.908		
F2		.898		
F1		.888		
F5		.773		
T2			.862	
T4			.815	
T3			.812	
T1			.793	
S3				.819
S2				.815
S4				.795
S1				.698

(Source: The researcher's collecting data and SPSS)

Table 3 showed that Structure Matrix for the Factors affecting the training quality of LHU in Dong Nai province had 4 Components. Component 1 was Teaching (Lecturers), Component 2 was Facilities, Component 3 was Training program and Component 4 was Science research for the training quality of LHU in Dong Nai province following:

- Component 1 (X1) is teaching (Lecturers) include L1, L2, L3, L4, L5 and L6.

- Component 2 (X2) is Facilities (F) include F1, F2, F3, F4 and F5.

- Component (X3) 3 is Training programs (T) include T1, T2, T3 and T4.

- Component (X4) 4 is Science research (S) include S1, S2, S3 and S4.

Table 4: Analysis of regression Coefficients for LHU' training quality
Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	-1.001E-013	.013		.000	1.000		
X1	.306	.013	.306	23.794	.000	1.000	1.000
1 X2	.133	.013	.133	10.339	.000	1.000	1.000
X3	.285	.013	.285	22.158	.000	1.000	1.000
X4	.851	.013	.851	66.113	.000	1.000	1.000

a. Dependent Variable: Y: the training quality of LHU
(Source: The researcher's collecting data and SPSS)

Table 4 showed that all t > 2 (Sig < 0.00) was statistically significant and high data reliability. In addition, the regression coefficients were positive. This means that the effects of independent variables in the same direction with the level of LHU' training quality in Dong Nai province. VIF value was 1 (VIF < 5).

4 CONCLUSIONS AND RECOMMENDATIONS

4.1 Conclusions

The regression analysis result of LHU' training quality showed that there were four factors, which included of factors following: Lecturers; Facilities; Training program and Science research actually affected LHU' training quality with 5 % significance level.

The research results were processed from SPSS 20.0 software. The parameters of the model estimated by Least - Squares Method tested for the model assumption with 5% significance level. At the same time, the result was also a scientific evidence and important for researchers, and policy makers.

4.2 Recommendations

Recommendation 1: Lecturers for training quality at LHU

LHU should continue to train lecturers who are the society with high quality human resources who have specialized knowledge, professional

competence, qualified skills, management ability and soft skills such as computer science, foreign languages.

Recommendation 2: Facilities for training quality at LHU

LHU should continue to invest in modern facilities for research and teaching in the future. Besides, LHU should continue to build many rooms for learning and science researching of the students and lectures.

Recommendation 3: Training program for training quality at LHU

LHU should improve training program quality. LHU should continue to improve training programs that reflect current and future social demand, especially enterprise demand. Besides, the program should continue to have many skills in order to help students have a good job in the future.

Recommendation 4: Science research for training quality at LHU

LHU should be to strengthen legal system in Science research. Gradually increase budget for Science research not only lectures but also students.

LHU should transfer the result of Science research for enterprises to apply in Business.

Recommendation for the future research

The above-mentioned things, the next research should survey more than 550 enterprises in Dong

Nai province (nearly 10.000 enterprises). This helps the data that is more significant. Because the study topic is very wide as enterprises in Dong Nai is a big area. In scope and delimitation, we do not see a specific industry or geographical location or size of enterprises that under study. Thus, the result of the study cannot be generalized as the sample size of 550 is not sufficient.

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