



SOLUTION TO COMPLETE THE DRAFT, ISSUE AND MANAGEMENT OF DOCUMENTS AT THANH HOA UNIVERSITY OF CULTURE, SPORTS AND TOURISM

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ABSTRACT

Thanh Hoa University of Culture, Sports and Tourism (VH, TT & DL), established in 2011 on the basis of upgrading Thanh Hoa College of Culture and Arts, is in the development stage. The number of documents drafted and issued every year is extremely large. Although always focused by the University's leaders, there are still many weaknesses due to the lack of adequate regulations on the process of drafting, issuing and managing documents. This has affected the management efficiency in general and the transaction work in particular of the University. Stemming from the above situation, the article focuses on assessing the current situation and providing solutions to improve the process of building, issuing and managing documents of Thanh Hoa University of Culture, Sports and Tourism.

KEYWORDS

State management documents, Drafting documents, Issuing documents, Managing documents.



1. ISSUES ABOUT STATE MANAGEMENT DOCUMENTS

1.1. Definition

In transactions between state agencies and organizations, citizens and foreign elements, documents are the basic means of information to create the institutions of state administration. State management documents are written decisions issued in a certain procedure and form by competent state agencies or individuals authorized by the state. State management documents, bearing the power of the State, are guaranteed to be enforced by the State by different measures in order to regulate the relations of state administrative management between state agencies; between state agencies, organizations and citizens when specific legal consequences arise.

Through the document system, we can detect unreasonable things in the management activities of an agency. Therefore, the document system in each agency must harmoniously deal with the relationships within the agency as well as other relationships outside the society. In other words, a document about to be released must be consistent with other previous documents and show the interaction between leaders and subordinates, between levels and sectors. The document is the normative and coercive legal basis in solving all problems arising in society and in real life.

1.2. Technical requirements for drafting state management documents

- Documents must meet the requirements on form: The operating principle of the State is centralized and unified, so the document system must also be on the basis of centralized unity. In terms of form, the document must have consistency throughout from the Central to the Local level. The form expressed in the document must be consistent with the content of the promulgation of the document.

- The document must meet the requirements on content: The document, whether long or short, must fully and completely represent an object or event... according to Circular No. 01/2011/TT-BNV dated 19/01/2011 of the Ministry of Home Affairs on the guidance on the format and technique of presenting administrative documents.

- The text must have a purpose: Answer the problems

+ What is the document issued for?

+ What is the document issued to solve?

+ What is the level of resolution?

+ What is the result of the text execution?

- In addition, the document must be scientific, legal, and feasible: It is expressed in the content and form aspects of the document.

2. Actual situation of drafting, issuing and managing documents of the University

2.1. Drafting and publishing of documents

In the work of drafting documents to handle the school's affairs, the Principal will review and approve documents from other functional departments of the University. For important and large-volume documents such as: Regulations on internal expenditures, Regulations on professional activities of the University, Projects on opening majors, Self-assessment of higher education quality accreditation, depending on the level of importance, the Rector will direct the establishment of a Secretariat to ensure requirements both in terms of content and form of the document before its issuance. If the Secretariat is not established, the Rector may appoint 02 Secretaries in charge of the document section of the Administration - General Department in charge of this work.

Currently, the University has drafted and issued 7,638 documents. The promulgated document not only solves the newly arising problems but also solves the problems such as amending the old decision, replacing the new decision to suit the actual situation of the University. Therefore, an important requirement for document drafting is to determine what content needs to be drafted to ensure correct, accurate, not illegal, and to comply with the drafting process; proper authority to issue documents; regulatory compliance form. Thus, the quantity and quality of documents drafted out before being issued to deal with specific tasks of the University will be further ensured.

Due to the performance of the duties and functions of a university, the documents prepared at the university are mainly administrative documents, directly or indirectly related to the education and training sector. Commonly drafted documents include the following documents: Decision, Official Letter, Plan, Program, Proposal; Report; Appointment; Circular, ... Depending on each specific task, the office's document editors under the direction and guidance of the Head and Deputy Head of the Department are responsible for the process of drafting administrative documents for administrative decisions. In addition, the drafting of these documents is also carried out by all units in the university, depending on the area of expertise and assigned functions and tasks.

The order of drafting and issuing administrative documents of the University has ensured compliance with the provisions of Decree No. 110/2004/ND-CP, dated April 8, 2004 of the Government on clerical work. However, the order of drafting and issuing documents of Thanh Hoa University of Culture, Sports and Tourism currently does not have any document specifying Decree No. 110/2004/ND-CP. Depending on the content of each document and the characteristics of the management activities of each unit in the university, the order of elaboration and issuance of these documents can be carried out in full steps as prescribed in Decree No. 110/2004/ND-CP or skipped some steps in the general process for some documents of the University.

2.2. Document management and archive

Documents are managed at the Records Department, under the Administration - General Department. The clerical department has the function of managing all administrative activities of the University in order to effectively serve the centralized and unified direction of the University's leaders through the document system. The document management of the clerical department has now been and is ensuring the requirements on order and procedures specified in Decree 110/2004/ND-CP dated April 8, 2004 of the Government. Government on clerical work and Official Letter No. 425/VTLTNN-NVTW of the State Archives and Records Department dated July 18, 2005.

According to statistics, the agency's clerical department has received 5,022 incoming documents and forwarded over 7,638 outgoing documents. Incoming documents include many different types such as: Decision, Official Letter, Plan, Program, Proposal; Report; Appointment; Circular; ... mainly related to the school's education and training. All outgoing documents must be registered in the outgoing document management book in the clerical department and must be checked for content and form before sending. The order of management of outgoing documents of the Secretariat department has complied with the provisions of Decree 110/2004/ND-CP of the Government dated April 8, 2008 on clerical work and detailed instructions on the management of outgoing documents in Official Dispatch No. 425/VTLTNN-NVTW of the State Archives Department dated 18/7/2005.

All official documents and papers issued outside or inside the agency must be officially signed by the Principal, Vice Principal or authorized person, then transferred to the Secretariat for registration and stamping. All outgoing dispatches must have a separate number for each type. It is estimated that each year, the clerical department of the Administration - General Department receives and transmits from 1000 to 1,500 documents. Because the number of documents issued outside the school is quite large, the management of outgoing documents must comply with specific regulations. The form of the book and the registration of incoming documents of the University are made in accordance with the regulations on "register of incoming documents" (Dispatch No. 425/VTLTNN-NVTW).

Table 1: Registration for incoming document presented on A3 size paper (420mm x 297mm)

Numbers, text symbols	Text date	Type name and excerpt of text content	Người ký	Signer	Unit, recipient of the record	Number of copies	Notes
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

The order of managing incoming documents of Thanh Hoa University of Culture, Sports and Tourism is done according to the above 8 steps. Between the steps, the officers performing the task will coordinate with each other to make the work go smoothly. The final result is that the document is received by the superior, then the superior will approve and the clerical staff will deliver it to the place for the officer assigned to handle it. In the management of incoming documents of the University, the clerical department of the Administration - General Department plays a very important role. Incoming documents need to be managed in a uniform way to promptly provide information for administrative decisions of the Administration - General Department in particular and of the University in general.

Table 2: Flowchart showing the process of managing incoming documents:

Steps	Responsibility	Order	Execution time
Step 1	Documentary department	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Receive incoming documents</div> <div style="text-align: center;">↓</div>	Mid-afternoon of the day
Step 2	Documentary department	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Sorting, unpacking, stamping "Arrival"</div> <div style="text-align: center;">↓</div>	Immediately after receiving the document
Step 3	Documentary department	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Transfer documents to Secretarial department</div> <div style="text-align: center;">↓</div>	Immediately after unpacking, stamp "To" on the document

Steps	Responsibility	Order	Execution time
Step 4	Secretary	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Submit to the Principal for approval</div> <div style="text-align: center;">↓</div>	Immediately after receiving the document
Step 5	Principal	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Approve</div> <div style="text-align: center;">↓</div>	½ day
Step 6	Secretary	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Receive approved documents, transfer to the clerical department</div> <div style="text-align: center;">↓</div>	Immediately after submitting the document
Step 7	Documentary department	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Transfer of approved departments and individuals</div> <div style="text-align: center;">↓</div>	Immediately after receiving the document
Step 8	Heads of relevant units and individuals	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Assign or directly handle documents</div>	Immediately after receiving the document

However, due to the lack of specific regulations on record keeping, awareness of the importance of document storage by the school units is still very limited. Since then, the storage of records and documents of the units has only stopped at storing incoming and outgoing documents from year to year, not making work records.

3. Solutions

Firstly, perfecting the institution and organization of the clerical - archival department:

- Issue regulations on the process of drafting, promulgating and managing documents of the University, in which specific regulations on the responsibilities and powers of the drafters and related units are issued.

- Carrying out the modeling of some common documents to minimize the violations in terms of design, presentation and text format.

- In addition to completing the legal basis for the development, issuance and management of documents, Thanh Hoa University, Culture, Sports and Tourism needs to improve the organizational structure to meet the requirements and task in the new situation. In particular, it is necessary to improve the capacity of office staff and establish a department in charge of controlling the process of developing, issuing and managing documents of the units in the university. At the remaining units in the school, it is necessary to arrange at least 01 full-time or part-time staff to do the work of drafting documents and storing documents of the unit.

- Officials working in the Clerical - archival department are required to have a formal university degree and be trained in clerical and archival skills granted by a competent agency or organization. The staff responsible for clerical and archiving of the University currently has an intermediate level, has not been trained in the right field and has not been trained in short-term professional knowledge.

- It is necessary to equip a document repository for the University's archival work to ensure the arrangement of archives between years in a scientific way to facilitate the exploitation of archives when necessary. At the same time, it is necessary to ensure the preservation of the value of archival documents.

Each step in the process has a certain role and there are relationships between the steps to create a unified process. In order to develop and complete the process of developing and issuing documents, Thanh Hoa University, Culture, Sports and Tourism first needs to complete the steps in that process. Specifically:

Third, improve the quality of text editing steps:

The quality of the document depends on many different factors in the process of developing and issuing the document. In which, the drafting step is the most important step. To carry out the drafting of documents, the assignment of staff and experts to draft documents is very necessary. Units in the school need to specifically assign qualified officers and experts to draft documents and clearly define tasks for each individual. The head of the unit must direct, urge and supervise the drafting of the members of his/her unit. In addition, it is necessary to assign staff with professional qualifications in the work of drafting administrative documents to control the quality of document drafting of the units before issuance.

The order of drafting and issuing documents can be generalized as follows:

- + Drafting the draft.
- + Submit to the Principal (or authorized Vice-Principal) for approval of the content and allow comments on the draft.
- + Collect opinions, receive and explain comments to contribute to the Draft, revise the draft.
- + Draft evaluation.
- + Sign documents.
- + Release of documents.

Fourth, towards building management of incoming documents, outgoing documents and making records in the network environment

In order for the management and storage of documents to be scientific and convenient, the application of information technology in the management of incoming, outgoing documents and making records in the network environment is a very necessary requirement today. However, in order to manage incoming and outgoing documents and make records in the network environment, it is necessary to first develop a Regulation on clerical work and well implement the Regulation on clerical work. On that basis, if the management of incoming, outgoing documents and document archiving of the University in general and the units in particular is really done in accordance with the process as proposed above, the application of information technology will be very effective. Information in managing outgoing, incoming documents and making records in the network environment will become easier and more scientific.

CONCLUSION

In the past years, the construction, promulgation and management of documents of Thanh Hoa University, Culture, Sports and Tourism has made many remarkable innovations and improvements. This plays an important part in the administrative reform of the school as well as of the country. However, in fact, the drafting, promulgation and management of documents of the University still have many shortcomings, are not scientific and lack professionalism. Especially the force with expertise and experience in drafting administrative documents is not much. Or there is the opposite: people who have knowledge about drafting administrative documents lack practical experience in drafting documents and teaching skills in drafting administrative documents; Those who have a lot of experience in drafting documents lack professional knowledge of administrative documents. Therefore, completing the process of developing, issuing and managing documents is a very necessary requirement today.

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