Relevant Regulations Of Green Building Of Vietnam Universities Infrastructures And Lecture Hall Service – A Case Of National Economics University In Hanoi Vietnam

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ABSTRACT

Our study goal is to analyze related regulations in building universities and present a case of Neu university in Hanoi Vietnam with lecture hall service. By using various qualitative research methods and Specifically, conducting in-depth interviews with a number of managers directly and indirectly related to the Lecturer Service Department to determine the constitutive factors and factors affecting the service quality of the teaching department, our research shows concept of customer has been extended into the organization. According to the understanding here, the external customers of the lecture hall management department are the learners, who have to pay to enjoy the quality of the school's services, of which the quality of service in the lecture hall is an integral part. important, greatly affecting the quality of training of the University.

In this study we also present a case of National Economics University (Neu) Hanoi Vietnam has been constructed in a modern style and suitable environment to support learning attitude of students.

KEY WORDS: green building, infrastructures, universities, Hanoi

1. OVERVIEW

Building a university design regulations and standards is not only necessary for units in the industry but also contributes to bringing to society modern educational models, suitable to the economic conditions of the country. and catch up with advanced trends around the world. So what are those standards and how are they regulated?
The standard applies to the design, renovation and new design of university buildings throughout Vietnam, based on the document issued by the Ministry of Construction No. TCVN 3981:1985.

We also present a case example of NEU university building in Hanoi Vietnam. After more than a decade of waiting, lecture hall A2, National Economics University (Hanoi) with modern French architecture, has been put into use with the eagerness and expectation of teachers and students.

Started in late 2003 with a floor area of 96,000 m2, up to now, the "building of the century" - the name of the A2 lecture hall of NEU students - has been basically completed and put into use in the new school year 2017-2018.

At the end of 2013, the lecture hall was basically completed with the rough part. By 2014, the work continued to be completed the internal parts.

2. Previous Studies

We see below table:

Table 1- Previous studies

<table>
<thead>
<tr>
<th>Authors</th>
<th>Year</th>
<th>Content, results</th>
</tr>
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<tbody>
<tr>
<td>Krigsvol et al</td>
<td>2010</td>
<td>Sustainability in construction has a short history in terms of principles, standardizations and applications. From the Brundtland Report “Our Common Future”, a new vision of the resource deficits, climate impacts and the social responsibility gave growth to the idea of sustainability also in design and construction. Consequently, in around 2000, the international and national organizations for standardization started to develop standards for the application of sustainable principles.</td>
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<tr>
<td>Meyer et al</td>
<td>2014</td>
<td>stated that personal qualities and abilities continually</td>
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<tr>
<td>Williamson</td>
<td>2018</td>
<td>Universities are increasingly organized and managed through digital data. The collection, processing and dissemination of Higher Education data is enabled by complex new data infrastructures that include both human and nonhuman actors, all framed by political, economic and social contingencies. HE data infrastructures need to be seen not just as technical programs but as practical relays of political objectives to reform the sector. This article focuses on a major active data infrastructure project in Higher Education in the United Kingdom. It examines the sociotechnical networks of organizations, software programs, standards, dashboards and visual analytics technologies that constitute the infrastructure, and how these technologies are fused to governmental imperatives of market reform. The analysis</td>
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foregrounds how HE is being reimagined through the utopian ideal of the ‘smarter university’ while simultaneously being reformed through the political project of marketization.

| Nguyen Dinh Trung et al | 2022 | suggest that physical structures of universities and environment affecting much on learning spirit of learners. And finally authors suggest that Universal Design for Learning (UDL) is a framework for designing flexible instructional environments and proactively integrating supports that address learner variability and we need to follow Vietnamese standards - TCVN 3981:1985 on design of university lecture halls |

(source: author synthesis)

3. METHODOLOGY
The author intends to use various qualitative research methods. Specifically, conducting in-depth interviews with a number of managers directly and indirectly related to the Lecturer Service Department to determine the constitutive factors and factors affecting the service quality of the teaching department. On the basis of that in-depth interview, complete the model, build a questionnaire to investigate and collect data for quantitative analysis.

4. MAIN FINDINGS

4.1 Relevant regulations on building universities and a case of NEU
Design standards for university lecture halls
The lecture hall is a large room that functions as a place for teaching and learning. Therefore, when designing this space must be very careful.

Design standards for lecture space
Due to the ground conditions, the specialized standards of each University will be different. However, the design of the lecture hall should basically meet the following general requirements:
- Need a large open space, more than 1 entrance. Because lecture halls often have a large capacity, there are even rooms equivalent to a large hall. The number of people is large, if the space is cramped, it will make students feel cramped and tired, and at the same time cause the room to have problems with sound, the ability to absorb is reduced, the quality of the lesson is not good.

- Tables and chairs in the lecture hall can be arranged in two ways: straight line or arc style. Tables and chairs can be arranged on a flat surface or arranged in a ladder style, gradually increasing each floor.

Standards for interior design of lecture halls
The standard university lecture hall furniture includes: hall chairs, study desks, lecturer desks, podiums, tables, etc.
Sound design ensures appropriate space, room area. It is best to ask for the advice of professional audio providers to choose a reasonable speaker and mic to avoid the sound being too loud or too small.

In addition, the school must also have a plan to deal with the phenomenon of sound reflection and echo, such as: equipping with anti-noise membranes, a system of soundproof walls and high-grade sound absorption.

In addition to the above main standards, when designing, you must also pay attention to regulations on fire protection (fire prevention) and emergency exits. Ensure absolute safety for students, faculty and school staff.

You can go online to search for modern and novel design ideas for lecture halls such as: Lecture halls of FPT University, Hanoi Medical School, Hust, Hoa Sen University, etc.

Next, Library design standards of universities and colleges
Library is one of the mandatory conditions that must be met when designing a school and if you want to build a university of national or even international standards.

According to regulations from the Competent Authority, the university library must design the number to meet 100% of the total number of students, 100% of long-term graduate students, professors, teaching staff and faculty staff.
This is contents according to the document issued by the Ministry of Construction No. TCVN 3981:1985.
We see below example of NEU University Hanoi Vietnam:

Fig 1 – NEU inside

(source: internet)

Then we see that: The 10-storey building has 147 function rooms including classrooms, doctoral and master thesis defense rooms, group study rooms... and 6 elevators.
All classrooms have computers for teachers, projectors, audio, and air conditioners. Modern LED lighting system runs along the corridor. Professional building management unit.

Fig 2 – NEU considered as century building for students
4.2 Maintain quality of lecture hall service

An organization's customers are a collection of individuals, groups of people, businesses, etc., who have a need to use the company's products and desire to satisfy that need. Previously, when referring to customers, people only thought of those outside the organization that bought the goods that the organization provided. However, now the concept of customer has been extended into the organization. External customers are individuals and organizations that conduct transactions with an organization, in many forms: face-to-face meeting, telephone transactions or online transactions. Customers are the owners of the business, they are the ones who pay us by spending their money when using the products and services of the business. Satisfied customers are those who buy and receive products, services provided by the business. Customers have a choice, if our products and services do not satisfy customers, they will complain and can choose another supplier. According to the understanding here, the external customers of the lecture hall management department are the learners, who have to pay to enjoy the quality of the school's services, of which the quality of service in the lecture hall is an integral part. Important, greatly affecting the quality of training of the University.

Internal customers, which are people who work in different parts of the organization, are employees in the company, they depend on the company, the products/services and information they need to complete your task. They are not traditional customers, but they also need to be cared for, taken care of and treated like outside customers.
According to Tse and Wilton (1988), satisfaction is the consumer's response when comparing the previous desire with the actual performance of the service such as acceptance after using it. According to Kotler (2001), satisfaction is the level of a person's sensory state resulting from comparing the results obtained from a product/service with his or her expectations. Expectations here are considered human wishes or expectations. It originates from personal needs, previous experiences and external information such as advertising, word of mouth information of friends, family....

Meanwhile, Hansemak and Albinsson (2004) put forward the view that customer satisfaction is a customer's overall attitude towards a service provider, or an emotional response to the difference between what customers anticipate and what they receive, with respect to the fulfillment of some need, goal or desire.

Chua (2004), has studied and assessed the quality of higher education from different perspectives: students, parents, lecturers and employers. The results show that in most components of the Servqual scale, students, parents and employers expect higher than what they receive. Particularly for trainers, the difference between perception and expectation appears in the component of tangible means and assurance. The sample size of this study is not very large: students – 35 people, parents – 27 people, lecturers – 10 people, employers – 12 people (Chua, 2004, cited by Nguyen Thanh Long, 2006).

We see example of NEU University Hanoi Vietnam and tasks of lecture hall staff:

- **Lecture department**
  
The lecture service department is the staff who directly perform the assigned work to maintain the operation of the lecture hall in normal and stable operation in order to well serve the teaching and learning activities. Research by teachers and learners at the National Economics University. This department includes the technical duty department, the lecture management department, and the water service department serving teachers.

  * Duties and titles of each department in the lecture hall

  **A. Leader of the lecture group**
  
  To be responsible to the head of the department for all activities of the lecture department, to plan activities for the lecture department, to coordinate all activities of the lecture department. Managing and administering the work of the lecture hall in the school, managing the time assurance, regulations and working attitude of the members. Supervising and reminding lecturers and technical staff to work in the right positions; Timely report to the head of the department any officials who do not comply with the group's rules and arbitrarily move their assigned positions. Responsible for the equipment, materials and techniques of the lecture hall in the school. Notify repair of computer equipment, projectors, audio to the technical department of the room or the leader of the room. Assign and arrange substitutes for when someone is on sick leave Strictly manage the use of teaching materials (tea, chalk, soap, etc.)

  **B. Deputy leader of the lecture group**
The task of the deputy team is to carry out payment procedures for employees who work overtime and other benefits (leave, sick leave, filial piety, etc.); Ensure the security situation in the lecture hall; Promptly notify the Security Department if the security situation is abnormal; Supervising and reminding staff on duty at the lecture hall to work at the right positions, ensuring on time; Supervising and reminding the staff serving the cleaning of the lecture halls and public toilets to ensure that the lecture hall is always clean, especially in the WCs; Coordinate with the leader of Hoan My to remind Hoan My employees to ensure cleanliness. Make statistics and report on repair of broken and malfunctioning equipment for the department's leaders to submit to the Board of Directors for the handling plan. Assign technical staff to be on duty in shifts to ensure timely correction and repair of teaching equipment for lecturers.

C. Lecturer management staff (timetable and lecture layout)

The task of the lecture hall manager is to receive the plan to use the lecture hall from the training unit in the school or the leader of the department. For make-up classes, supplementary study, exam system, implementation of internship plans, etc. that are not included in the plan from the beginning of the semester or the beginning of the year approved by the Board of Education, students or teachers will write an application to register. sign to use the lecture hall (according to the form prescribed by the University) then go to the room leader to confirm, if the room leader agrees, he will go to the lecture hall to check in the room and the lecture hall's equipment. microphone, projector control, air conditioner control ...)

For individuals or organizations wishing to rent a lecture hall, the tenant will meet with the lecture hall manager to determine the availability of the classroom, then meet the leader of the Equipment Administration Department to confirm the room is rented. Then go to the finance department to pay the money as prescribed before going to the lecture hall staff to check in.

According to students' assessment, the process of borrowing a classroom that is not part of the current schedule is cumbersome and takes a lot of time to wait and travel. There have been many opinions that the school needs to improve the current process of borrowing lecture halls to make it simpler and more convenient. Although the school already has lecture management software, due to its inefficient use, many training units are slow to input data and timetable information, so this software is almost not used by students and teachers. used in the registration to borrow lecture halls.

D. The staff in charge of engineering

The task of the technical staff is to fix problems with lecture equipment; Report to the head of the department the equipment that needs to be repaired or replaced by an outside unit. The process of performing the tasks of the technical service department is as follows:

Step 1. Teachers or students report faulty or damaged lecture equipment through the lecture staff
Step 2. Lecturer informs the technical department to fix it
Step 3. In case the technical staff can't fix it, it is necessary to outsource to the group leader or the deputy head of the lecture hall.
Step 4. The team leader/deputy team reports to the head of the Internal Affairs Department for a repair or replacement plan
Step 5. Leaders of Internal Affairs Department assign staffs of materials to inspect, survey and evaluate the level of repair or replacement

Step 6. Leaders of Internal Management Department submit to the Board of Directors a repair and replacement plan based on the survey report of material staff

Step 7. If the Board of Directors approves the repair or replacement plan, the Internal Affairs Department will coordinate with the Finance-Accounting Department to check and verify the quotation to submit to the Board of Directors.

Step 8. The Board of Directors signs a contract for repair or replacement

Currently, in case the equipment is broken, needs to be outsourced for repair or replacement, the waiting time is still long because the process and procedures for procurement and repair are still not clear, and the processing time between parts is not clear. It's still slow, so students and teachers still complain a lot about the technical department

E. Lecturer service staff

The task of the lecture hall staff is to serve drinking water to teachers at the lecture halls as assigned; Clean the teacher's water room; Opening classrooms at the beginning of class and Locking doors at the end of classes; Notify the abnormal situation at the lecture hall to the leader, the faulty equipment status to the technical department; Manage assets and equipment of classrooms and water rooms on duty; At the beginning of each period, check the status of the classes, if the class is not studying and there are no students, lock the door and turn off all electrical devices in the room.

5. DISCUSSION AND CONCLUSION

Then, here authors will propose a number of measures to improve the service quality of the Lecture Department, National Economics University to meet the needs of improving teaching quality and meeting the needs of learners.

This study also showed National Economics University (NEU) in Hanoi Vietnam is an example case for relevant regulations on building, constructing and designing universities via a descriptive study.

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Authors’ Contributions

All the authors have equally contributed in this work.

Conflicts of interest

There is no conflict of interest.

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