



Situation of training logistics human resources in Vietnam and development solutions

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Abstract

International business includes many fields such as international investment, logistics and international transportation, international payment, international marketing, international trade contract making and delivery, freight forwarding, import and export, import and export insurance, import and export transport, international business law. Regarding logistics, Vietnam's human resources are still young and weak. Moreover, training and development in this area are lacking professionalism. This article presents the current situation of human resources and the training of human resources in the logistics field and from there, offers development solutions to further promote this fledgling industry of Vietnam.

Keywords: logistics, human resource, development solution, Vietnam

1. Introduction

Current logistics human resources in Vietnam are currently identified as a patchwork and lack of methodology. It can be affirmed that experts who are professionally trained in this field are too few compared to the development requirements of Logistics service industry. Most of the knowledge that logistics workers now gain is from practice when acting as agents or partners for foreign companies specializing in this service industry. According to a survey conducted by the Research and Development Institute of the National Economics University, up to 80.26% of the labor force in Logistics companies are still mainly trained through daily work, 23.6% of workers take part in domestic training courses, 6,9% hire foreign experts to train, while those attending training courses abroad account for only 3.9%. Logistics is the industry with "terrible" salary today. In Vietnam, Logistics employees have a starting salary of 6-7 million / month, while senior leaders and managers are in need of human resources to develop the industry. Specifically, the salary for the position of Logistics Manager ranges from 3,000 - 4,000 USD / month, the position of Supply Chain Director (Supply Chain Director) salary from 5,000 - 7,000 USD / month. This is a real headache for businesses today, the basic labor force in Vietnam is not lacking. But with the current strong growth of 30% each year in the logistics industry, companies need to quickly expand their markets and develop long-term development strategies, not to slip down and give their market share to other businesses. Therefore, the recruitment of staff at the management and director level is a mandatory and vital issue for every business today. In short, Logistics is a day full of opportunities as well as challenges for everyone. Although Logistics human resources are always scarce and lacking, companies are always looking for candidates who meet the factors of knowledge, skills as well

as the best adaptability to the company. Along with the strong development of science and technology and the trend of globalization, logistics activities from production to consumption are increasingly playing an important role in the competitiveness of enterprises in the industry, the production and service in particular and the whole economy in general (Tien, 2012; Tien, 2012a; Tien, 2013) ^[1, 2, 3, 4, 5, 6]. Therefore, research on issues related to logistics services has attracted attention, so we decided to develop study on the topic: "The actual situation of logistics human resource training in Vietnam and solutions for development".

2. Theoretical framework

2.1. Overview of logistics

In recent years, the word "logistics" has come to be the word of our mouth. So logistics is one of the "logistics" industries, which is simply understood as the process of preparing goods, arranging, packing, signing and storing goods, transporting goods to ports and doing export or import customs clearance for goods. According to ESCAP (Economic and Social Commission for Asia and the Pacific), Logistics is developed in three stages (Tien, 2019; Tien *et al*, 2019a; Tien & Anh, 2017):

- Phase 1: Material distribution

In the 60s and 70s of the twentieth century, people began to pay attention to the systematic management of related activities to ensure the distribution of products and goods to customers effectively. These activities include: transport, distribution, storage, inventory management, packaging, and grading and labeling. The above activities are called physical product distribution or output logistics.

- Phase 2: Logistics system

By the 80s and 90s of the last century, companies conducted a combination of two-sided management: inputs (called supply of materials) with outputs (product distribution) to

save costs, increase efficiency of this process. That combination is called the Logistics system.

- Phase 3: Supply chain management

Supply chain management covers all logistics management activities including planning and managing all activities related to sourcing and collecting, including all Logistics activities. More importantly, it also includes coordination and cooperation with partners in a comprehensive supply chain, which can be suppliers, third-party service providers, and customers. In essence, supply chain management integrates supply and demand management within and between different companies. With a perfect supply chain, businesses will have many competitive advantages including advantages. In terms of cost and price per unit of product, it is accompanied by the ability to meet customer orders. Today, the needs of the global economy, businesses that decide to be self-sufficient and do everything for business will help them come closer to the abyss. Because in order to invest in a machine that works with many parts to complete a product, they have to bear a huge fee. Not to mention the production capacity and technology they currently own.

2.2. Classification of logistics

Classification by form of logistics

First-party logistics (1PL): Goods owners organize and carry out Logistics activities to meet their own needs.

Second-party logistics (2PL): The second-party logistics provider will provide services for individual operations in logistics chains such as transportation, warehousing, payment, insurance purchase to meet needs of the owner. In this form, individual activities have not been integrated into a uniform supply chain.

Third party logistics (3PL): Being the representative of the owner to manage and perform Logistics services for each department. 3PL integrates various services, combining the rotation, storage of goods, information processing, in the hard supply chain of customers.

Fourth-party logistics (4PL): Service providers are integrators who connect their resources, potential and scientific and technical facilities with other organizations to design, building and operating Logistics chain solutions. 4PL aims to manage the logistics process.

Fifth-party logistics (5PL): Speaking of e-commerce, Logistics service providers provide services on the basis of e-commerce (Tien *et al*, 2019; Tien & Anh, 2019; Tien & Anh, 2019a).

Classification by logistics process

Input logistics (inbound Logistics): Services to ensure the optimal supply of inputs in terms of value, time and cost for the production process.

Outbound Logistics: is a service that ensures the delivery of finished products to consumers in an optimal way in terms of location, time and cost in order to bring maximum profits to the business.

Reverse Logistics (reverse logistics): The services are provided to ensure the recovery process of waste products, scraps. Factors affecting the environment arising from the process of production, distribution and consumption, recycling or disposal. Logistics includes four main flows, the flow of goods, raw materials, the information flow, the financial flow, and the flow of documents and documents. Logistics has now advanced to a new stage of

development that is the chain. However, in Vietnam, these service businesses mainly stop at 2PL, 3PL at large enterprises, and often do the tasks of the forwarder (Forwarder, Freight Forwarder) (Tien *et al*, 2019; Tien & Anh, 2019; Tien & Anh, 2019a).

Classification by object of goods

- Logistics of fast-moving consumer goods
- Logistics industry
- Logistics of chemical industry
- Logistics of electric goods
- Logistics of oil and gas industry

2.3. The role of logistics

Logistics is a tool that connects different economic sectors such as supply, production, etc., contributing to saving and reducing circulation costs in goods distribution, improving the competitiveness of products, thereby helping promote trade and economic cooperation with countries in the region in general and countries in the world in particular. Logistics also creates time and place value for businesses (Tien *et al*, 2019; Tien *et al*, 2019a).

- In terms of time: The world today is seen as an interconnected world, which leads to an enormous challenge in optimizing the process of production, storage and transportation of goods to minimize Costs are top priority. Therefore, with the support of information technology system combined with effective logistics strategy, it helps manufacturers to make highly effective decisions to minimize costs and minimize unnecessary time periods.
- In terms of location: Logistics plays an important role in ensuring time-place factors through the criteria "Just in Time - JIT". Planning production plan (leadtime) in accordance with JIT requirements to meet customer requirements, ensure delivery on time and set goals to the greatest goal: Reduce inventory at the lowest (no stock is the best), this helps reduce storage costs, storage for businesses.

2.4. Development trend of logistics

- The first trend: Application of information technology, e-commerce is more and more popular and extensive in the fields of Logistics such as global supply chain management information system, identification technology zone by radio frequency, because the faster and more accurate the information is transmitted, the more effective the decisions in the logistics system are.

- The second trend: Pull management method is increasingly strong and gradually replaces the traditional Push method.

- The third trend: Renting logistics services from professional logistics companies is becoming more and more popular.

3. Research results and discussion

3.1 Logistics services in Vietnam

With over 30,000 active logistics enterprises, by 2030, Vietnam's logistics industry's human resource needs will reach 2.2 million. The current number of employees only meets 10% of the industry needs, making this issue one of the top challenges for Vietnam's logistics business. The logistics industry currently contributes about 5% to the national GDP, which is considered a hot development, with an annual growth rate of over 10%. "The Government has

set a target that by 2020-2030 the logistics industry will increase its contribution to GDP to 10%, approximately the tourism industry", said Le Duy Hiep - Chairman of Vietnam Logistics Association (VLA) at the conference on Human Resource Development Forum for Logistics takes place in Ho Chi Minh City.

The development potential is undeniable but the manpower problem is a difficult story for Vietnam's logistics industry. Experts assess that the training programs on logistics at universities, colleges and vocational colleges are still theoretical, not really meeting the needs of practical jobs. In particular, the lack of updating international training standards, not to mention the technology trend is shaping the logistics industry with a completely new look.

Collaborate with businesses and schools to design training programs that are more realistic, and must have focused training solutions. That is what logistics experts suggest at the forum to reduce the pressure for retraining in businesses, both time consuming and costly.

Companies tend to recruit new graduates, because they have a high spirit of learning, and the training adds more knowledge and skills, giving them independence when working. The training sometimes exceeded the actual needs of the business, making company repeatedly face the risk of losing people to another company. The trainees' training in logistics enterprises must be long enough, should not be encapsulated for only about three months because it is not enough to approach reality. Accordingly, schools, training institutions can learn the dual training programs like the logistics industry in Germany are doing and are very successful. Specifically, from the third year of study, students will be arranged three times a week at the business. This actual rubbing process lasts for two or even three years. In Vietnam, this approach is only in experimental form. The German Chamber of Commerce, in collaboration with the University of Transport, has been testing the program for three years. Initially, most of the foreign businesses participated. Since last year the presence of a few Vietnamese enterprises is increasingly visible.

3.3. Actual situation of logistics human resources in Vietnam

With the advantage of being located on the international maritime exchange axis, Vietnam has all favorable conditions to become the logistics center of the region and the world. However, the problem that Vietnam is facing is that the logistics human resource is lacking in quantity, weak in qualification, not highly professional and accompanied by training programs to develop human resources. for this industry has not been focused on development.

In terms of quantity, the development needs have not been met. According to the Institute of Economic Research and Development, National Economics University, the majority of Vietnamese logistics enterprises are small-scale and have a limited number of employees. Meanwhile, the potential and demand for logistics market is very large, the number of logistics enterprises with micro-scale can only meet a very modest part of the market. According to the Vietnam Maritime Administration, in 2014, Vietnam had about 1,200 enterprises operating in the field of logistics out of 300,000 businesses providing logistics-related services, of which there were only about 6,000 professional employees in total.

nearly 1 million people work in this area. Most enterprises belong to the group of small and medium enterprises, except for state-owned and joint-stock enterprises with a relatively large scale (from 100 to 300 employees), the rest are on average of less than 50 employees, competitive capacity. and limited activities. According to the Vietnam Association of Logistics Services Enterprises (VLA), logistics human resources currently only meet about 40% of the industry needs. With an average growth rate of 30% per year, logistics personnel is still a headache problem of enterprises in the industry (Tien, 2015; Tien, 2017).

Regarding the quality, Vietnam is in need of highly qualified human resources. When mentioning the need for training short-term courses for logistics staff, companies focused on such areas as supply chain (38.3%), international transportation (36.7%), and management. information system (35%). According to the City Development Research Institute in Ho Chi Minh City, currently in Vietnam, up to 53.3% of businesses surveyed are lacking qualified staff and logistics knowledge, only a very small percentage of 16.7% of the comedy companies About 30% of enterprises must be satisfied with the professional qualification of their employees, after retraining. The survey results of the Research and Development Institute of the National Economics University show that up to 80.26% of logistics workers are trained through daily work; 23.6% of workers participated in domestic training courses; 6.9% hired foreign experts to train and attend overseas training courses at 3.9%. Up to 80.26% of logistics workforce receive unofficial professional training through the direct implementation of daily work. Besides, logistics human resources, instead of being trained from universities and specialized logistics institutes, are trained from many different sources. Many managers are trained and re-trained and mainly accumulated knowledge from business experience from other training majors, so lack of methodology and quality, effective work meet many images. enjoy. Professional staff work directly in logistics-related jobs, most of them graduating from university with majors outside logistics (Tien, 2015; Tien, 2017).

The abundant young human resource from the period of golden population structure is a great opportunity for the country to develop the most outstanding. But, does Vietnam's logistics industry really take advantage of this opportunity? In the era of e-commerce, omni-channel and multichannel retailing and marketing trends, or the explosion of cloud innovations such as the Internet of Things (IoT), Virtual Reality, Virtual Learning, Machine Learning, Augmented Reality, Drone and recently, Blockchain has become the hottest topic keyword even when a bunch of guys Logistics giants like Maersk in conjunction with IBM or UPS have just announced their predictions with Blockchain in the near future. At that time, high quality human resources was a prerequisite, paving the way for our country's market to access these achievements in the Industrial Revolution 4.0. In addition, the industry's salary in Vietnam is quite stable with a starting point of 300 USD / month, while Senior and Management Leadership positions up to thousands of USD / month.

The big problem in Vietnam is that when there are three-quarters of the 1,200,000 logistics workers who do not meet the qualifications, professionalism, soft skills and foreign language skills. According to a survey conducted by the

Research and Development Institute of the National Economics University, up to 80.26% of the labor force in Logistics companies are still mainly trained through daily work, 23.6% of workers take part in domestic training courses, 6.9% hire foreign experts to train, while those attending training courses abroad account for only 3.9%. The data show that the human resources in the training industry are inadequate and difficult to keep up with the world's development.

This leads to the waste of resources and funding of businesses, making Vietnam's logistics industry still faces challenges. According to a survey by Ho Chi Minh City Development Research Institute on the quality of Logistics human resources, 53.3% of businesses lack qualified staff and logistics knowledge in Vietnam. 30% of businesses have to retrain their employees and only 6.7% of businesses are satisfied with their expertise.

Similar to Vietnam's logistics industry, Canada is one of the leading countries in logistics and transportation solutions, with 1.1 million employees. According to Randstad (the leading company in Human Resources Services in the Netherlands), the country thinks that autonomous technology achievement will not contribute to creating great value without the human factor, or high quality resources. Practical knowledge about transportation, loading and unloading processes, how to handle dangerous goods and understanding the flow of documents are a plus for candidates participating in the most developed industry from now on.

3.4. Reasons behind

Lack of interest in training workforce

One of the reasons for Vietnam's logistics human resource is both insufficient and weak, because we have not paid attention to training this specific labor force for a long time and lack of human resource development policy. logistics, even without titles for this workforce, statistical reporting data does not lead to a lot of different data on logistics human resources.

There have been a number of business associations and groups, offering short-term training in the form of cooperating with foreign partners or inviting lecturers freely but in limited numbers. On the other hand, the content of this curriculum has some differences between Europe and Vietnam in customs supervision, connected transport infrastructure network, security management level according to ISPS Code. For air freight forwarding, IATA Vietnam Airlines has organized a number of professional classes and held international IATA certification exams.

The project of developing human resources for international logistics and aviation (International Logistics Aviation Services - ILAS) was first implemented in Vietnam with the goal of seeking and training human resources to manage logistics and aviation services. by Logistics Knowledge Company in collaboration with Work Global. However, these programs have not progressed due to informality, limited numbers and internality.

In addition, Vietnamese logistics enterprises lack the initiative in accessing the labor market, do not even have recurring recruitment plans and often only recruit when they need it, the job requirements are unknown and the factors have not been set. professional to the top, there is no salary, bonus and appropriate remuneration regime. This leaves the

employees with no motivation to improve their professional qualifications and working skills.

Lack of information on career orientation and development

On the labor side, due to the lack of information on career orientation and development, employees right from the beginning of their training career do not aim for a specific job, often lacking the necessary skills when graduation. As a result, workers lack the initiative in understanding recruitment needs and approaching logistics enterprises. Lack of cohesion and sharing experience between students and experienced people working in logistics enterprises.

Currently, the training of logistics human resources is concentrated in a number of universities such as Ho Chi Minh City University of Transport, Ho Chi Minh City, Vietnam Maritime University, Foreign Trade University, National Economics University, Hanoi Capital University, Hanoi University of Transport. The training topic is about multimodal transport, insurance in foreign trade, freight forwarding, logistics management, and supply chain, etc. Most of them have short-term training in logistics training centers. However, due to the small-scale nature, each center only provides a limited number of graduates every year. In addition, for training programs, improving logistics skills in Vietnam today is not well-written and not intensive. Some universities have logistics training programs, most of them only provide basic knowledge about foreign trade, freight forwarding, goods management and administration. Even systematic and professionally trained professionals in this field are still too few compared to the industry development requirements.

4. Conclusion and recommendation

4.1 Conclusion

How people are built will create such a nation and society. On the other hand, self-awareness is often the most decisive factor in changing the society and country in which it lives. The revival and prosperity of a nation is attached to these principles. Human civilization on a global scale today makes mastering these principles more vital for each nation and its citizens.

Therefore, the development of human resources is essentially the need to do better the liberation of people. This requirement simultaneously raises two requirements: Intellectual focus and resources for human resource development, on the other hand, it must constantly improve and renew the economic, political and cultural environment and society, preserving the nation's natural environment.

The biggest problem for Vietnam is not poverty, thinking like that will not find a way out. The biggest problem is the shortcomings in the way of looking at education and training, the inadequate enthusiasm of responsible agencies and individuals; therefore, it has not promoted all the intelligence and resources the country has on hand to develop human resources as a national priority - this includes the will to build a political and life regime. The economy - society - culture aims to promote the true values of people, first of all, promoting its freedom and creative energy. The problem is still the lack of a sense of inheritance, promoting the achievements of the country, not yet being able to creatively exploit the achievements of human civilization (the issue of taking advantage of the country going behind). Therefore, it is necessary to put human and human development issues in a comprehensive

view.

Today it is not possible to think of human resources as a labor force simply means that wage workers and farmers have little education. Today's life requires recognition of the human resources, which includes people from all walks of life and professions, from all levels of society to the lowest levels - from single workers simplest, farmers, workers, professionals, scientists, managers, business people, business owners, artists, policy makers, land managers. All belong to the overall community of society, each person must be trained, developed and given the conditions to develop on their own. Must do everything for each person to find a place and stand in his place, subject to the inevitable screening of life.

Imagine, regardless of whether a part, a class or a certain gender, even an individual individual has an influence in this weak or diseased human resource, what will be the consequences? In fact, the training and development of human resources in the current bureaucracy must be a priority, if not higher, at least not less than other priorities for other parts of the labor force of the country. There have been many voices in the press and in the public opinion requiring raising of the mind, improving the technocratic capacity, raising the public awareness of the State's salaried officials and employees. People often talk a lot about the low consciousness of farmers and workers. But the more worrying phenomenon is that there are so many examples of responsibility, misuse or misuse of laws and good policies in life. It is clear that the renovation of cadres and civil servants in the bureaucracy has been done well, many other things are hoped to be done well, and everyone else can have the opportunity to promote themselves. This is not to mention the inadequate guidelines or policies or inadequacies - made by people and inadequate mechanisms. In view of this, the national policy of developing human resources, promoting and using people and talented people must be associated with the promotion of innovation in many aspects - in the long term, comprehensive innovation institutions and society on the solid national foundation.

With the above, human resource development today can not be merely one-sided understanding in the sense of developing the labor force as it has always done: opening more schools, vocational training institutions, improving teaching content, renewing labor and wage policies, improving union work, disseminating agricultural techniques to farmers, etc. In short, all directed to the goal of having a human resource developed in a development-friendly environment and education innovation is essentially a revolution to revive the nation.

4.2 Recommendation

High quality human resources is the premise for the development of Vietnam's logistics industry in the current integration period. In order to develop human resources for the logistics industry in our country in order to contribute to promoting the logistics service industry to overcome current difficulties, firmly develop and contribute to the development of Vietnam's economy, affirming positioning Vietnam in the region and the world should deploy a number of following solutions [Chuong, 2011; Ha & Bao, 2013]:

Firstly, the Government needs a clearer direction for the development of logistics services. First of all, it is necessary

to consider having enough factors to call the logistics service area an independent "industry" and whether it should develop into an independent industry or not? Since then, there are appropriate directions for this service area including human resource development plans.

Secondly, there is a need for deeper cooperation between the ministries and departments related to the logistics service area in order to clearly define the capabilities and responsibilities of each party in developing the logistics service area, including developing human resources logistics.

Third, it is necessary to continue promoting the role of medium and short-term training programs conducted by institutes, centers, associations and training companies. Encourage these organizations to plan training cooperation with foreign experts or organizations in countries where logistics services thrive and effectively. Short-term courses should focus on specialized areas of work or operations specific to a specific task of the job, or general or advanced knowledge training for middle and senior managers of high level. Professional courses are courses that can help students apply knowledge right to their current job as well as introduce the disciplined working style and high cooperation of logistics. Therefore, these courses play an important role in the process of quickly adding human resources to the logistics service sector. Advanced courses help managers have a comprehensive overview of the service chain that their businesses are / or want to provide, thereby taking measures to improve the service quality of businesses. Associations are responsible for seeking regular training funds, attracting foreign partners to attend training for employees of Vietnamese logistics service companies in order to accelerate the number of trained staff.

Fourthly, companies and businesses need to have specific resource plans starting from the stage of making plans, sending people to visit, study abroad, have good remuneration policies and are worthy of employees and good technical expertise. It is advisable to set up an early and periodic recruitment plan to recruit competent people (for example, accepting final year students majoring in or majoring in internships at the company to have many personnel options). Training and retraining of existing resources, attracting laborers with relevant specialized qualifications, knowledge of foreign languages, geographical knowledge, foreign trade, regularly updating new techniques in forwarding service international download.

Fifthly, in order to have good human resources, large logistics service companies need to have an internship support program to attract students to their companies thereby increasing the chances of selecting good people. Organize presentations on current industry practices in Vietnam and around the world for students to get job orientation before graduation. Companies should link with a number of reputable universities to participate in the process of training and retraining, as well as the right to present and recruit at these universities. Therefore, companies need to build training funds at the school, provide professional support for schools if they want to have the best and most well-trained students.

Sixth, workers should also have job orientation right from the training process. Students need to be more active in the process of finding and accessing logistics service companies

if they want to work in this service area, then need to actively learn to improve their skills and work skills to get be able to keep up with the job right after graduation. The direct labor group needs to be trained not only in working skills, but also in the spirit, working attitude as well as labor discipline observance attitude.

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