

A Study on Ways to Advance the Quality of Social Services Provided for Workers at the Industrial Parks in Binh Duong Province

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Research Article

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Abstract: 20 years after its re-establishment, among the development and integration of the whole country, Binh Duong, from a poor land with low-developed and agriculture-majored economy, has currently been promoting to be a comprehensively developed area with high and stable growth rate. Binh Duong is now a province in the Vietnam's Southern key economic region, comparatively successful in industrialization and modernization process with several industrial parks, attracting foreign investments and creating jobs for thousands of employees. It is the workforce rushing to Binh Duong to colonize from all over the country that plays a vital role in this developing process. However, in many industrial parks, the basic services for workers' material and spiritual life is still limitative and badly performed. It significantly affects not only the worker's living conditions, but also the quality of workforce, which directly serves the socio-economic developing process of the province. Based on real statistics, the study comes up with the author's assessment and recommendations on the problem, in order to advance the quality of

services for workers, as well as to improve workers' living condition in industrial parks in Binh Duong province.

Keywords: *worker, quality of services, industrial parks, Binh Duong province*

1.Introduction

Binh Duong is one of the provinces in the southern key economic region, quite successful in the cause of industrialization and modernization, leading the country in building industrial parks (IPs). If in 1997, Binh Duong had only 7 industrial parks, by 2016 (according to the provincial Socio-Economic Report), Binh Duong had 28 industrial parks and concentrated industrial clusters with a total area of over 9.413 hectares, attracting more than 27.800 domestic and foreign enterprises are operating, with a total registered capital of more than 13 billion US dollars. In the beginning of 2016, the Prime Minister also agreed to adjust the planning for development of industrial parks in Binh Duong province to 2020, in which allowing the establishment of four new industrial parks and adjusting a number of other industrial parks. According to this decision of the Prime Minister, four IPs added to the national industrial zone development planning by 2020 for Binh Duong, the total additional area of up to 2.300 hectares.

Thanks to the open investment environment and the implementation of the policy of "spreading flowers to invite investors, spreading red carpets to call for talents", Binh Duong province has made

great strides in economic and social development. In the past time, Binh Duong has always been an attractive and reliable destination for domestic and foreign investors. Since then, the labor force from all provinces and cities in the country has flocked to Binh Duong to establish a business, attracting a large number of migrant workers. Along with the industrial development, the labor force is also constantly increasing. If in 1997, there were just over 100.000 employees, the whole province now has over one million workers. Labor in the province comes from many regions across the country, the percentage of workers and migrant workers always accounts for over 50% of the total labor of the province.

Binh Duong labor force is abundant, with technical qualifications, skills and professionalism. However, in the process of development along with these great achievements, Binh Duong is also facing inevitable consequences from labor migration such as social evils, housing, health care, and education, urban management, rich and poor division, labor disputes, strikes ...

Although in recent years, Binh Duong province has many guidelines and policies for workers in general and migrant workers in particular, but with the rapid development in the field of economy - society, labor The increasing movement of immigration has created a great pressure on the social security issues of the province, especially the essential social services for workers in industrial zones..

2. Research Methods

The paper uses the methods: survey by questionnaire (broadcast directly to employees in industrial zones); analysis and statistics of secondary data from: socio-economic reports of provincial People's Committees, reports of provincial and local departments, articles and monographs, research documents Government documents and documents related to social security issues.

The data collection tools used in this report include: surveys, primary data collection, in-depth interviews, synthesis, and comparison of results to clarify research content.

Based on the characteristics of the situation of migrant workers in industrial zones in Binh Duong province, the author designed a questionnaire to find out the main contents such as: hometown, year of establishment in Binh Duong, birthplace living, the satisfaction of guidelines, policies, revenues - expenditures, emotions, services such as health, insurance, housing, food safety, entertainment ...

Subjects surveyed are workers, workers in industrial zones of Song Than 1, Song Than 2, VISIP, Dong An, in the areas of Di An and Thuan An towns of Binh Duong province.

Data questionnaire is made within 10 days, with a number of 500 votes and goes directly to industrial parks and boarding houses for survey and interview.

3. Research Results

3.1. Evaluation of the Lives of Workers in Industrial Zones in Binh Duong Province today

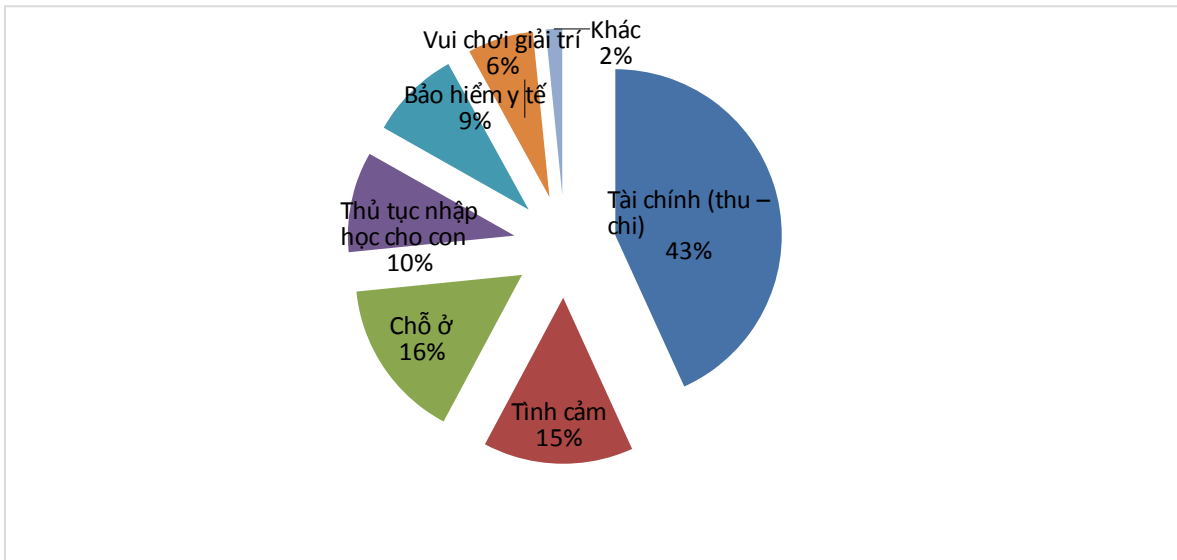


Figure 1: Some difficulties of workers in Binh Duong province

The diagram shows that the biggest difficulty for workers in industrial parks is that their revenues and expenditures are reasonable compared to the total monthly income. With current jobs, almost 100% of workers have the main source of income from monthly paychecks. In addition to the few received aid from families and some social organizations (this amount is not much, only accounts for approximately 1%), the majority are based on the monthly salary.

Table 1: Wages of monthly income of workers

Numerical order	Amount of money (VND)	Frequency	Ratio (%)
1	2.100 - 3.000.000	91	18.2
2	3.100 - 4.000.000	109	21.8
3	4.100 —5.000.000	261	52.2
4	Trên 5.000.000	39	7.8

Through the survey results show that the salary received is not high compared to the common income of city residents. The average income of employees in Binh Duong province is 4.991.000 (VND)/month. With that level of income to spend on daily life is very difficult. If the industrial parks are located far from the city center, or not close to Ho Chi Minh City, then the income that employees spend is considered temporary. As for industrial parks near the city center or close to Ho Chi Minh City, spending is really difficult.

Not to mention that the proportion of low-income employees is relatively high (from 2,100,000 – 3.000.000 accounting for 18.8%). The reasons for low-income employees include: poor health, unable to work overtime or overtime, unsuitable capacity and partly due to the factor of lazy labor, joy, or gathered, drinking, neglecting work should be deducted from the salary.

With the monthly earnings, employees have to spend a lot of money, most of them serving the essential requirements of daily life, specifically (Table 2):

Table 2: Monthly expenses of workers

Numerical order	Expenses	Average amount spent (VND)	Ratio (%)
1	Eat daily	1.772.329	36.2
2	Schooling costs for children	1.351.342	27.6
3	Rent house	815.456	16.7
4	Electricity and water	153.231	3.1
5	Money for moving traffic	256.327	9.3
6	Weddings, Funerals, friendships	232.541	4.8
7	Health care	87.325	1.8
8	Saving	108.246	2.2
9	Other.....	78.203	1.6
	Tổng	4.891.000	100%

According to the table above, monthly employees have to pay a lot of different contracts, in which the most is paid for daily meals, renting houses, and taking care of children. Particularly for single employees, they can save some expenses for their children but they have to spend on other expenses such as: friends, lovers, even sending home to help their families, the rest is for saving is not much. As such, the total expenditures for food, electricity, water, and children, the payment for health care is not high; According to the survey, there are workers who do not perform regular health checkups. This is also easily found in employees in industrial zones throughout the country in general.

3.2. Situation of Social Services for Workers in Industrial Zones in Binh Duong Province

According to the survey results, when asked about the level of satisfaction of social services for recognition in industrial parks: the number of employees who responded well (satisfied) accounted for only 9.6% (the frequency is 48); the average number of employees (normal) accounted for 57.8% (of which the majority of the respondents were weak average, the frequency was 289); The number of workers rated as weak is 32.6% (frequency is 163), even rated as very poor.

Through surveys from employees and records from reality shows, over the past time, there have been many changes in the work of ensuring food safety for workers in industrial zones in Binh Duong province. However, there are still many cases of collective food poisoning. Regarding catering services in industrial zones, most of it is provided by catering services from ready-to-eat meal processing facilities; one part is that employees go shopping and cooking by themselves.

Workers often buy the food available at the market, sometimes at the curb near the industrial park or near the accommodation. These foods usually do not have clear origins; Very bad quality. When asked whether they are aware of the dangers and unsafe of those foods, most respondents said yes, but because of the cheap price, they are close to work and accommodation so it is convenient to buy.

The majority of workers in industrial zones are provided with catering services from hundreds of collective kitchens and ready-to-eat meal processing facilities. It is worth mentioning that even the food supply units for employees, licensed by the Department of Food Safety and Hygiene, still cause the situation of collective food poisoning of workers.

According to the Department of Food Safety and Hygiene (Binh Duong Department of Health), from the beginning of the year until now, the situation of workers suffering from collective food poisoning has decreased sharply compared to the same period last year, but it still happens collective food poisoning. For example, on August 30, 2017, food poisoning occurred at LODE STAR Co., Ltd., "as a result, 15 workers with symptoms of headache, dizziness, nausea, redness, and itching were

hospitalized. In order to ensure the health of workers, from 13:30 to 15:30 'on August 30.2017, LODE STAR Co., Ltd. organizes 399 workers to 06 health facilities”¹.

A fact to be aware of, with over 50% of migrant workers, the demand to buy houses is very little. Except for a few cases of intention to stay in a newly established province that has a policy of buying social housing (affordable housing); Most of them are workers with a definite term, only need to rent houses.

Moreover, the workers in the industrial zones are those who do not have much money and also have less need to buy houses. They are immigrants from different localities to work in industrial zones. Most of them stay in grade-4 houses, built by people around there to work for a few years and then return to their hometowns. Therefore, this is the object that needs to take care of most housing and any solution should be directed to this fact.

Over the years, many solutions for worker housing have been proposed, such as the allocation of preferential capital, creating many development models such as rental housing; welfare houses of enterprises, residential houses ... Expanding the subjects enjoying preferential treatment, especially policies for households to build houses for rent to get concessional loans to renovate houses ... However, in reality Housing for workers in industrial zones in some localities is still an urgent issue today. According to the survey results of the group, up to 79.6% (375/500) workers interviewed answered that they are renting a house; of which 22.4% (84/375) are renting social houses, the remaining 77.6% (291/375) are renting houses around the industrial park.

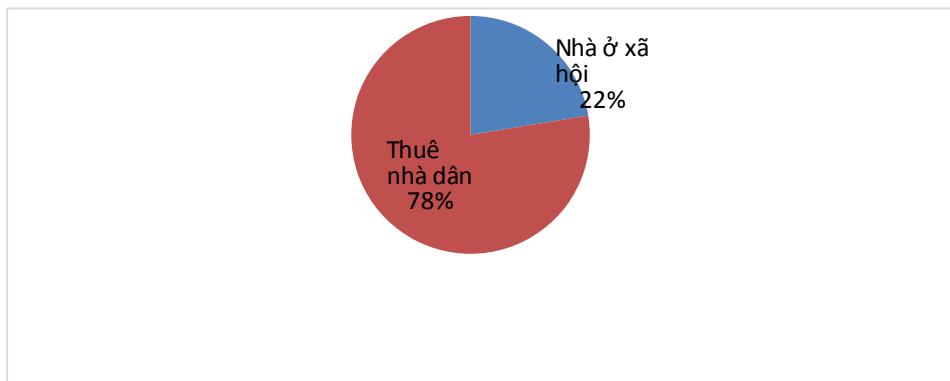


Figure 2: Situation of renting of employees

Access to education: According to the survey results, up to 32.8% of employees have children of school age; in which 47.6% have children who are studying at preschool and primary school. The sending of children to school is a difficult problem. This issue is related to household registration, temporary residence book; this is a big obstacle for employees, especially migrant workers.

The team also suspected that there were 48/164 (accounting for 29.3%) of cases where employees with school-aged children had difficulty registering their children to attend public schools. Failure to meet the paperwork (namely family register, temporary residence book) is the reason why employees with school-aged children choose a solution to send their children to their hometown or register their children for education at private schools and kindergartens.

Although for many years, school and class facilities continue to be interested in investment; The educational socialization is paid special attention by the local and provincial authorities to create favorable conditions for organizations, individuals and businesses to invest in educational development

1 . Report No. 574 / BC-ATTP: Conclusion of food poisoning at LODE STAR Co., Ltd. of the Department of Food Safety and Hygiene, Binh Duong Department of Health.

(especially preschool education) and primary) but still cannot meet the rapidly increasing need for child care. Currently, employees mainly attend their children in private schools, private kindergartens or groups of children. Preschool and private elementary schools with learning conditions, facilities and space.

Electricity and water: According to the research results of the research group, the current number of employees using clean water accounts for only 62.4% (312/500). Therefore, up to 37.6% (188/500) do not have access to clean water for daily life. The reason is that in the boarding houses, the innkeepers do not use tap water in domestic activities, but use borehole water, pump directly to the filter tank for workers to use. For those cases where domestic water is used, up to 55.1% (172/312) have additional meters, the price is set by the inn owner. The number of workers using tap water from the water supply company is very small (11.9%).

Although, Binh Duong Province has issued regulations on the price of clean water for business households, in reality, workers have to pay about 1.5 - 1.8 times higher. Moreover, since there is no regulation on renting labor, the employee is charged the same price as a household, so the employee has to pay at the price of the business household. In that gas, the price per household is set (2013) in the city, using the first 1 - 20m³: 6,100 (VND/m³); in rural areas (in 2017): the rate from the first 01m³ - 10m³ (household/month) is VND 5.000/m³, the level of over 10m³ - 20m³ (households/ month) is VND 6.000/m³. This has caused great disadvantages for employees.

Health insurance: Workers in industrial zones are now divided into two groups: formal workers (working under long-term contracts in industrial zones) and informal workers (working seasonality in industrial zones). According to the survey results of the research group, the percentage of health insurance in the formal group is quite high, accounting for 85.4% (287/336); while in the informal group, it is very low, accounting for 11.6% (19/164). The above survey results show a big difference between the two groups when participating in health insurance.

In fact, participation in health insurance is considered a safe social service to protect employees against the risks of illness. However, as mentioned above, participation in health insurance is facing many difficulties. Thus, for those who do not participate in health insurance, the health risks are very high. This has an impact on the quality of life of workers as well as the burden on

3.3. Proposing Solutions to Improve the Quality of Social Services for Workers in Industrial Zones in the Binh Duong Province

Firstly, improve the role of state management in directly providing some important types of social services. There are many types of services that are very important to the needs of the whole community but the private sector does not want to provide because it is not profitable, or the private sector does not have the necessary resources and potential to participate in the supply, but is responsible. The responsibility for the supply rests with the state, so the province must provide it directly. For some services such as immunization, preventive medicine, and mass culture, etc.

Secondly, strengthening the implementation of inspection, examination, handling of violations and settling complaints and denunciations about the activities of social service-providing establishments and the quality of social services that affect them directly to the health and life of employees. Therefore, the quality assurance of social services is very important.

Thirdly, the province should have mechanisms and policies to encourage private enterprises to participate in the supply chain of social services for employees. According to government regulations: "People's Committees of provinces and cities under central authority are responsible for creating favorable conditions for non-public establishments to invest in building schools, hospitals and

communal sponsoring facilities. associations, child care and protection establishments, technology research and development establishments, play areas, sports areas, museums, libraries, cultural houses, theaters, cinemas ... according to regulations plan approved by competent authorities”².

Fourthly, develop and improve the quality of social work staff. In addition to community-based support activities, helping disadvantaged groups to access welfare services, more practical activities are needed. Renewing the activities of the Social Work Center, regularly training and retraining professional skills for social workers. Social work model should be implemented: social work in health, social work in education, social work in legal advice, etc. Accordingly, social workers of the center should connect with the team of hospital social work, social work education ... help patients, relatives of patients during examination and treatment; helping children of laborers come to school. Patients, their family members will be consulted, consulted, or access to other support from social workers, parents, children and children to go to school to receive educational counseling when they need it.

Fifth, enhance the role of trade unions in industrial zones. Whether or not union wage employees (employers) have the responsibility to protect workers' rights is also an issue. Therefore, it is necessary to raise the awareness of union workers. “No matter what the salary of an enterprise or a specialized trade union officer, as a trade union official, you must work according to the responsibilities you are undertaking. To avoid pressure from businesses, company unions need to have the same rules and covenants with the Board of Directors in advance to make it easier to work when protecting the interests of workers”³. Union workers must be well-trained, regularly participate in professional training.

4. Conclusion

In the process of industrialization, modernization and economic restructuring of the province, the workforce in industrial zones has increasingly played an important role and position. Therefore, it is necessary to have specific policies and jobs to improve the cultural and material life of laborers in the province. Doing well this content is also implementing social welfare policies for employees to create trust and motivation for workers in the province to continue to attract higher quality workforce in the future. , better serve the province's socio-economic development. Striving to build Binh Duong into a central city directly in 2020 as a civilized, modern and livable city.

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2 . Clause 2, Article 4 of the Government's Decree No. 53/2006 / ND-CP of May 25, 2006, "On policies to encourage the development of non-public service providers".

3 . Mr. Tran Ngoc Quang (union vice president of Bouchen Vietnam Co., Ltd.).