

APPENDIX

Appendix 1: Interview schedule for HR staff

Background information:

I am planning to interview employees in the human resources department or directly responsible for recruiting people in some enterprises in Vietnam.

I will interview them through online by Sype, phone calls, FaceTime.

Time line: During month of December 2020

Interview schedule

Opening: Hi. Thanks for making some time to let me interview you.

As I mentioned on the phone, I am doing this interview for my research paper. I want to find out more about the work you're doing.

There are three topics I would like to ask you about this morning: the questions on the current skills, knowledge of the current recruitment of the team, the questions on the relationship between the recruitment and the recruiting effect on the candidate, and finally the questions on perception in improve recruiting skills.

Do you have any questions before I start?

Body:

The questions on the current skills, knowledge of the current recruitment of the team

1. Tell me about your background and your company?
2. What is your company's recruitment process?
3. What is the structure and detail tasks of the HR department?
4. After the recruitment, how do you evaluate and manage the new staff?

The questions on the relationship between the recruitment and the recruiting effect on the candidate

1. Effectiveness of recruitment? (How many percentages of candidates do the job well? If not, what is the reason?)
2. In your opinion, what causes conflicts between staff / candidates and human resource management?

The questions on perception in improve recruiting skills.

1. In the future, how to improve and develop your recruitment skills better?
2. How do you think your company is working to change the recruitment process?

Closing: Thank you for your time. I have really learned a lot. Good bye.

Appendix 2: Interview schedule for employee

Background information

I am planning to interview young people with experience, good qualities are currently looking for work or work in business in Viet Nam that intend to change jobs, work positions.

I will interview them through online by phone calls, FaceTime, Google meeting.

Time line: During month of December 2020

Interview schedule

Opening: Hi. Thanks for making some time to let me interview you. As I mentioned on the phone, I am doing this interview for my research paper. I want to find out more about the work you're doing. There are three topics I would like to ask you about this morning: group of questions about the process of recruitment, the questions about human resources methods after recruitment, and the recruitment and HR factors that influence the mindset.

Body:

The questions about the process of recruitment

1. Tell me about your background and your company?
2. What recruitment channels do you know about finding your job?
3. What rounds did you go through to be selected on the vacancy?

The questions about human resources methods after recruitment

1. In the process of work, how do the HR department assess your capacity? Based on what criteria are available?
2. Is there anything you are not satisfied with the way your company recruited or with the HR department?

The recruitment and HR factors that influence the mindset.

1. Do you intend to move to another work? Why?
2. How are your bonuses calculated?
3. What attract you to work at this company?

Closing: Thank you for your time.

I have really learned, good bye.

Appendix 3 Participants information details

Participants	Information details
1. Vu Nhu Quynh	Age: 24 Country: Hai Phong, Viet Nam Email: vunhuquynh95@gmail.com Phone number: +60 11 2838 2490
2. Bui Thi Hong Ngoc	Age: 24 Country: Hai Phong, Viet Nam Phone number: 0961 175 004
3. Vu Thi Phuong Thao	Age: 24 Country: Hai Phong, Viet Nam Email: vuthiphuongthao4595@gmail.com Phone number: 01637 495 754
4. Nguyen Thi Ha	Age: 24 Country: Ha Noi, Viet Nam Phone number: +84 9812 81423
5. Tran Nhat Ha	Age: 24 Country: Quang Ninh, Viet Nam Email: nhatha1810@gmail.com Phone number: 0978 866260
6. Nguyen Huy Toan	Age: 24 Country: Bac Giang, Viet Nam Phone number: 0965 007 194
7. Le Thi Ha	Age: 26 Country: Quang Ninh, Viet Nam Phone number: +44 7802 740874
8. Dau Van Loan	Age: 26 Country: Ha Tinh, Viet Nam Facebook: Loan Dau Van

9. Vo Thanh Nhu Anh	Age: 25 Country: Quang Ngai, Viet Nam Phone number: 07559 825 942
10. Le Thi Thu Hang	Age: 25 Country: Ha Noi, Viet Nam
11. Nguyen Hoang Yen	Age: 25 Country: TP. Ho Chi Minh, Viet Nam
12. Nguyen Thi Quynh Chau	Age: 24 Country: Nghe An, Viet Nam Email: noranguyen.29@gmail.com Phone number: 0904 640 678
13. Vu Thuy Trang	Age: 27 Country: Thai Nguyen, Viet Nam Email: trangvu@youmevietnam.com Phone number: +84 91 6780110
14. Vo Thi Van Anh	Age: 24 Country: Nghe An, Viet Nam Phone number: 0972 805 791
15. Vu Thai Ha	Age: 35 Country: Ha Noi, Viet Nam Email: havu@youmevietnam.com Phone number: 0913 559944
16. Phan Thi Nga	Age: 24 Country: Ha Tinh, Viet Nam Facebook: Nga Phan
17. Ho Thi Hai	Age: 26 Country: Nghe An, Viet Nam Phone number: 0985 317 244
18. Nguyen Thi Hang	Age: 25 Country: Nghe An, Viet Nam Facebook: Hang Nguyen
19. Tran Thi Ngoc Diep	Age: 25 Country: Nghe An, Viet Nam Email: dieptran.ftu@gmail.com
20. Dang Thi Trang	Age: 27 Country: Ha Tinh, Viet Nam Phone number: 01678 521 914

Appendix 4 Questionnaire for survey

1. What is your gender?

- a) Male
- b) Female

2. How old are you?

- a) 18-25
- b) 26-30
- c) 31-40

3. What is your education level?

- a) Undergraduate degree
- b) Graduate degree
- c) Postgraduate degree

4. What is your company now?

5. How long have you been working in your company?

- a) Less than a year
- b) 1-2 years
- c) 3-5 years

6. What the reason was you interested in working from your company?

- a) Near to my residence
- b) Promotion prospects
- c) Enterprise culture
- d) Professional development opportunities
- e) Interesting job duties
- f) Salary and benefits
- g) Company brand name

7. Where do you know about your job position?

- a) Website of the company
- b) Job boards online
- c) Social networks
- d) Other

8. Was the job description post look professional?

- a) Yes
- b) Rather yes
- c) Rather no
- d) No

9. Did you acquire the valuable information from the job posting?

- a) Yes
- b) Rather yes
- c) Rather no
- d) No

10. What documents were required by the company when applying for a job position?

- a) Curriculum Vitae
- b) Cover letter
- c) Certification of education or trainings
- d) Other

11. Who responded to your job application?

- a) Recruiter
- b) HR Manager
- c) Another HR employee

12. How did the company make an initial contact?

- a) Telephone call

- b) Email
- c) Letter
- d) Other

13. How did you feel during a personal interview?

- a) Neutral environment
- b) Professional environment
- c) Friendly environment
- d) Uncomfortable environment

14. How many steps in the recruitment process in your company?

- a) 1
- b) 2
- c) 3
- d) More than 3

15. Do you think the recruitment process of the company is effective?

- a) Yes
- b) Rather yes
- c) Rather no
- d) No

16. If there is an empty position, existing employees are considered for promotion?

- a) Yes
- b) No

17. Criteria assess your competency?

- a) KPI
- b) KPI and somethings
- c) No clear criteria only basic salary

18. Conflicts occur between your interests and the organization?

- a) Yes
- b) Rather yes
- c) Rather no
- d) No

19. Do you work effectively?

Excellent 1 2 3 4 5 Very poor

20. Do your company work effectively

Excellent 1 2 3 4 5 Very poor