



THE SECOND INTERNATIONAL CONFERENCE ON SCIENTIFIC, ECONOMIC AND SOCIAL ISSUES

DIGITAL TRANSFORMATION, COOPERATION AND GLOBAL INTEGRATION IN THE NEW NORMAL

SPONSORS

Sacombank
Đồng hành cùng phát triển



FINANCIAL PUBLISHING HOUSE

TABLE OF CONTENT

APPLICATION OF TECHNOLOGY AND BIG DATA IN THE FIELDS OF FINANCE, ACCOUNTING AND AUDITING IN THE CONTEXT OF GLOBALIZATION

BANK RUN AND SILICON VALLEY BANK	1
Lam Dang Xuan Hoa, Ho Minh Khoa, Huynh Vo Nhat Linh	1
BIG DATA AND INTELLECTUAL PROPERTY RIGHTS.....	14
Le Thi Minh, Vo Trung Hau	14
THE EFFICIENCY OF THE INTERNAL CONTROL SYSTEM IN RISK MANAGEMENT AT THE NAM A COMMERCIAL JOINT STOCK BANK	23
Truong Thanh Loc, Tran Ngoc Thanh.....	23
VIETNAM - AUSTRALIA ECONOMIC AND TRADE COOPERATION IN THE NEW NORMAL: OPPORTUNITIES AND CHALLENGES FOR VIETNAMESE INVESTORS.....	30
Nhu Nguyen Phuc Quynh*, Anh Nguyen Thi Nguyet, Duy Nguyen Anh	30
IMPACTS OF CREDIT GROWTH AND CREDIT RISK ON THE PROFIT OF VIETNAM JOINT STOCK COMMERCIAL BANKS	43
Dao Le Kieu Oanh*, Tran Thi Huong Ngan	43
FACTORS AFFECTING CUSTOMERS' DECISIONS TO USE E-BANKING AT JOINT STOCK COMMERCIAL BANKS IN HO CHI MINH CITY	57
Nguyen Duy Khanh ¹ , Pham Quoc Tham ²	57
HOW CHINA_USA POLITICAL TENSIONS AFFECT STOCK MARKET RETURN OF CHINA AND THE USA? A QUANTILE VAR CONNECTEDNESS APPROACH	70
Hao Wen Chang ¹ , Tsangyao Chang ² and Mei-Chih Wang ³	70
BANKING HUMAN RESOURCES BEFORE THE DEVELOPMENT OF ARTIFICIAL INTELLIGENCE AI	92
Nguyen Huynh Chi.....	92
IMPROVE THE QUALITY OF TRAINING THROUGH IMPROVEMENT OF STUDENT TESTING AND ASSESSMENT – CASE IN ACCOUNTING BRANCH, UNIVERSITY OF ECONOMICS AND FINANCE	102
Thuy Thi Ha	102
ACTIVITIES OF DIGITAL TRANSFORMATION IN VIETNAMESE COMMERCIAL BANKS: AN OVERVIEW DURING THE COVID-19 RECOVERY PERIOD.....	109
Nguyễn Thị Quỳnh Châu, Đào Lê Kiều Oanh	109
OPPORTUNITIES AND CHALLENGES FOR VIETNAM IN ATTRACTIVE FDI IN GLOBAL MINIMUM CORPORATE TAX IMPLEMENTATION	117
Ngo Hoang Thong	117

DIGITAL ECONOMY IN VIETNAM, TRENDS AND POTENTIABILITY

DEVELOPING SMART HOME MODEL FOR APARTMENTS IN HO CHI MINH CITY BASED ON INTERNET OF THINGS (IoT) TECHNOLOGY	182
Dang Thanh Thuy ¹ , Nguyen Thanh Dien ²	182
TRANSPARENCY OF ACCOUNTING INFORMATION OF CONSTRUCTION ENTERPRISES IN HO CHI MINH CITY – CASE STUDY OF APPLICATION OF ACCRUAL ACCOUNTING	193
Truong Thanh Loc ^{1*} , Pham Thi Yen Nhi ²	193
FACTORS AFFECTING THE QUALITY OF FINANCIAL STATEMENTS OF MANUFACTURING ENTERPRISES IN HO CHI MINH CITY	207
Truong Thanh Loc [*] , Dang Nguyen Tuong Han, Nguyen Ngoc Mai Phuong, Nguyen Thi Quynh Huong	207
THE CRITICAL FACTORS OF COLLEGE STUDENTS' INTENTION TO USE METAVERSE TECHNOLOGY FOR SUBJECTS RELATED TO IMPORT-EXPORT LEARNING	221
Van Thuy Nguyen Ho, Chau The Huu, Luan Thanh Nguyen [*]	221
CONSUMER PERCEPTION ABOUT THE SUSTAINABILITY COMMITMENT OF LUXURY BRANDS IN VIETNAM AND CHINA MARKETS.....	233
Tran Minh Tu ¹	233
INFLUENCE OF WOM AND EWOM IN MAKING DECISION BUYING GOODS	247
Doan Anh Tu ¹ , Kim Phi Rum ² , Nguyen Pham Hai Ha ³	247
DIGITAL ECONOMY AND DEVELOPMENT POTENTIAL IN VIETNAM.....	257
Hoang Thi Chinh, Nguyen Hoang Phan	257
BLOCKCHAIN APPLICATION IN MODERN LOGISTICS: INTERNATIONAL EXPERIENCE AND SOME RECOMMENDATIONS FOR VIETNAM	266
Nguyen Nu Tuong Vi.....	266
FACTORS AFFECTING THE DEVELOPMENT OF THE DIGITAL ECONOMY IN VIETNAM	272
Vo Tien Si	272
LEGAL FRAME FOR THE OPERATION OF THE REAL ESTATE BUSINESS UTILIZING THE BLOCKCHAIN PLATFORM IN VIETNAM.....	284
Le Thi Khanh Linh.....	284

DIGITAL TRANSFORMATION – COOPERATION – GLOBAL INTEGRATION IN BUSINESS

FACTORS INFLUENCING BUSINESS ACCEPTANCE OF INDUSTRY 4.0 TECHNOLOGY APPLICATIONS IN DONG NAI PROVINCE.....	291
Thanh-Thu Vo*, Minh-Huong Tang.....	291
DIGITAL ORIENTATION, INNOVATION CAPABILITY AND FIRM PERFORMANCE: A PROPOSAL RESEARCH MODEL	298
Nguyen Van Hau	298
PREDICTION OF STUDENT'S BEHAVIORAL INTENTION TO USE SMART LEARNING ENVIRONMENT: A COMBINED MODEL OF SELF-DETERMINATION THEORY AND TECHNOLOGY ACCEPTANCE	309
Nguyen Thi Hai Binh ¹ , Dao Y Nhi ² , Nguyen Thanh Luan ³ , Dang Quan Tri ⁴	309
THE PEDAGOGICAL IMPACT OF GRAMMARLY ON EFL WRITING COMPETENCY: AN EMPIRICAL INVESTIGATION IN HIGHER EDUCATION CONTEXT.	323
Nguyen Thi Hong Lien ¹ , Nguyen Truong Gia Minh ² , Nguyen Ngoc Vu ^{3*}	323
FACTORS AFFECTING PURCHASING DECISION OF THE YOUTH ON TIKTOK	336
Ngoc Pham ¹ , Thanh Cong Tran*.....	336
FACTORS AFFECTING OCCUPATIONAL SAFETY BEHAVIORS OF WORKERS DIRECT PRODUCTION AT CU CHI POWER COMPANY.....	345
Minh Luan Le, Thi Trang Tran.....	345
CORPORATE SOCIAL RESPONSIBILITY AND EMPLOYEES' ORGANIZATIONAL CITIZENSHIP BEHAVIOUR.....	355
Nguyen Xuan Hung ¹ , Ha Le Thu Hoai ¹ , Nguyen Huu My Truc ^{2&3} , Pham Tan Nhat ^{2&3}	355
THE INNOVATION CAPACITY - THE ROLE OF LEADERS OF SMALL AND MEDIUM ENTERPRISES IN HO CHI MINH CITY, VIETNAM.....	365
Huynh Nhut Nghia	365
PEOPLE'S THOUGHTS ON THE IMPACT OF ARTIFICIAL INTELLIGENCE ON BUSINESS	376
Ton Nguyen Trong Hien, Bui Tuyet Anh	376
FACTORS AFFECTING BRAND SWITCHING INTENTION IN THE CONTEXT OF HIGHER EDUCATION IN VIETNAM	382
Ly Dan Thanh, Nguyen Phu Quoi, Tran Hoang Nam, Vo Hong Son, Nguyen Ngoc Thuy Tien	382
ENHANCE THE DIGITAL COMPETITIVENESS	398
Tran Quang Canh, Hoang Thi Chinh.....	398

ASSESSING PATIENT SATISFACTION (BRAND) AFTER THE COVID-19 PANDEMIC AT THU DUC CITY HOSPITAL.....	408
Nguyen Hoang Dung ^{1*} , Nguyen Huynh Bao An ² , Van Phuong Trang ²	408
INDUSTRIAL AND HUMAN RESOURCES FORM THE FOUNDATION FOR BINH DUONG'S SUSTAINABLE ECONOMIC DEVELOPMENT	408
Hoang-An Nguyen	417
IMPACT OF ORGANIZATIONAL FAIRNESS ON THE EMPLOYEES' KNOWLEDGE SHARING IN TRAVEL AND TOURISM ENTERPRISES IN HO CHI MINH CITY	426
Le Thi Nhu Quynh ^{1,2} , Le Thi Giang ² , Truong Quang Dung ¹	426
THE EFFECT OF PERSONAL MOTIVATION ON THE TACIT KNOWLEDGE SHARING BEHAVIOR OF 5-STAR HOTELS' EMPLOYEES IN HO CHI MINH CITY	440
Le Thi Giang, Nguyen Bach Hoang Phung.....	440
DIGITAL COMPETITIVENESS AND OPERATIONAL EFFICIENCY OF ENTERPRISES IN THE DIGITAL ERA: THE CASE OF VIETNAMESE ENTERPRISES	453
Diep Nguyen Thi Ngoc ^{1*} , Canh Quang Tran ² , Anh Bach Hoang Ngoc ¹	453
FACTORS INFLUENCING PARENTS' SELECTION OF PRIVATE PRESCHOOLS IN THU DUC CITY	466
Thi-Trang Tran ¹ , Thi-My-Dung Pham ² , Thi-Bich-Diep Le ^{1*}	466

RECOVERY COMMUNICATIONS IN THE TOURISM AND HOSPITALITY INDUSTRY AFTER THE COVID-19 PANDEMIC

DEVELOPING A SPIRITUAL TOURISM DESTINATION IMAGE MEASUREMENT SCALE OF AN GIANG	474
Nguyen Vuong Hoai Thao ¹ , Nguyen Quyet Thang ²	474
PROSPECTS OF VIRTUAL REALITY TOURISM APPLICATION IN VIETNAM TOURISM PROMOTION	487
Nguyen Thi Hong Ha, Pham Thi Huong Giang.....	487
PERSONALIZATION TRAVEL TRENDING IN HO CHI MINH CITY IN THE CONTEXT OF POST COVID-19	497
Duong Bao Trung.....	497
IMPACTS OF MEDIA ON CUSTOMERS' DECISION TO CHOOSE FOOD AND BEVERAGE SERVICES POST THE COVID-19 PANDEMIC	511
Nguyen Thi Bich Van	511
DIGITAL TRANSFORMATION APPLICATION TO PROMOTE THE RECOVERY AND DEVELOPMENT OF INBOUND TOURISM IN HO CHI MINH CITY	521
Tran Trong Thanh	521
VIETNAM TOURISM AFTER COVID-19 PANDEMIC	527
Nguyen Hoang Phan ¹ , Hoang Thi Chinh ²	527
NAVIGATING THE EVOLVING LANDSCAPE OF SOCIAL MEDIA DATA MINING AND PRIVACY	537
Pham Thai Hien	537
THE CORRELATION BETWEEN STUDENT SELF-REPORTED GENERAL WELL-BEING AND PERCEIVED SUPPORT FROM FRIENDS, TEACHERS, AND UNIVERSITY	545
Virginia Kelsey ¹ , Đặng Thị Mai Ly ^{2*} , Nguyễn Anh Khoa ² , Nguyễn Văn Tường ²	545

DIGITAL VERSUS NON- DIGITAL

PROVIDING CONVENIENCE TO CUSTOMERS IN THE DIGITAL MARKETING ERA: OBSERVATIONS FROM COMMERCIAL BANKS IN HO CHI MINH CITY	556
Nguyen Quang Trung	556
VIRTUAL REALITY: AN INNOVATIVE TOOL IN TOURISM EXPERIENTIAL MARKETING	564
Thanh Nguyen Ngoc Le ¹ , Khuong Thanh Nguyen ²	564
THEORETICAL CONCEPTS OF STRATEGIC POSITIONING FOR PLACE BRANDING: A CASE STUDY OF DONG THAP PROVINCE	580
Phan Bao Giang.....	580
LITERATURE REVIEW ON THE IMPACT OF DIGITAL MARKETING ON VIETNAM'S SMALL AND THE MEDIUM BUSINESS ENTERPRISES (SMEs)	587
Lê Kim Nguyên *	587

CHALLENGES FACED BY TEACHERS IN NON-TRADITIONAL EDUCATION

PROPOSE AN ONLINE TEACHING COMPETENCE SCALE FOR UNIVERSITY LECTURERS	596
Duong Thi Kim Oanh*, Dang Thi Dieu Hien	596
EXAMINE USAGE OF LEARNING MANAGEMENT SYSTEMS (LMSS) BY FACULTY STAFF AT UNIVERSITY OF ECONOMICS (UEF) AND FINANCE WITH EXPANDED TECHNOLOGY ACCEPTANCE MODEL (TAM).....	608
Ha Truong Minh Hieu, Ngo Minh Hai*, Mach Tran Huy.....	608

DIGITAL TRANSFORMATION AN INDISPENSABLE EVOLUTION FOR SUSTAINABLE CORPORATES

FACTORS AFFECTING THE APPLICATION OF STRATEGIC MANAGEMENT ACCOUNTING AT MANUFACTURING ENTERPRISES IN BINH DUONG PROVINCE	618
Truong Thanh Loc ^{1*} , Nguyen Thi Thanh Truc ²	618
HRM DIGITAL TRANSFORMATION: TAKING A ROAD OF SUCCESSION PLANNING ..	629
Trương Phan Hoàng Anh, Giang Ngọc Anh.....	629
THE IMPLICATION OF CONTACTLESS SERVICE AS A TOOL TO IMPROVE CUSTOMER REVISIT INTENTION	640
Linh, Nguyen Duy Yen*	640
TOURISM BRAND LOVE IN THE DIGITAL AGE: THE ROLE OF ONLINE TOURIST EXPERIENCES, TOURIST-BRAND RELATIONSHIP QUALITY AND SUSTAINABILITY	651
Thanh Nguyen Ngoc Le	651
CONDUCTING FOCUS GROUPS IN CROSS-CULTURAL SCHOLARSHIP OF TEACHING AND LEARNING (SoTL): A COMPARATIVE CASE STUDY	662
Punithan Moganathas ¹ , Jenny Hill ² , Andy V.-M. Kok ² , Matt Barr ² , Ruffin Relja ^{2*} , Philippa Ward ² , Duong Tran Quang Hoang ³ , Quynh Phuong Tran ³	662
LEVERAGING DIGITAL TRANSFORMATION FOR SUSTAINABLE CORPORATE EVOLUTION IN VIETNAM	677
Nguyen, Tan Dat ¹ , Le, Dinh Thang ²	677

INFORMATION TECHNOLOGY AND APPLICATIONS

FB-PROPHET MODEL FOR TIME SERIES FORECASTING IN SALES	691
Thanh Cong Tran	691
USING AI CODE IN C# PROGRAMMING	698
Nguyen Ha Giang.....	698
DETERMINANTS OF CONTINUANCE USAGE INTENTION OF MOBILE FOOD ORDERING APPLICATIONS (MFOAS) AMONG VIETNAMESE USERS: THE MEDIATING ROLE OF E- SATISFACTION	705
Lam Hoang Phuong ^{1*} , Nguyen Thi Kim Lien ² , Tien Hung Nguyen ³ , Vinh Long Nguyen ⁴	705
DECODING MARKETING INSIGHT: INSIGHT FROM OUTSIDE.....	718
Hoàng Thị Hằng, Trần Thành Công*	718
DIGITAL DISRUPTION AND DATA SECURITY: HOW FINTECH IS RESHAPING BANKING ...	724
Hoàng Văn Hiếu, Trần Ngọc Thiên Ngân.....	724

TRENDS AND ISSUES IN ENGLISH LANGUAGE EDUCATION AND RESEARCH

EFL LEARNERS' ATTITUDES AND LEARNING ENGAGEMENT IN COMMUNICATIVE GAME-BASED GRAMMAR TEACHING	736
Nguyen Thi Thanh Huyen ¹ , Tran Quoc Thao ²	736
APPROACHES TO TEACHING L2 LISTENING:.....	749
CLOSING THE GAP BETWEEN REAL-LIFE AND CLASSROOM-BASED LISTENING	749
Luu Thi Mai Vy	749
DEFINING ROLES OF STUDENT ENGAGEMENT IN THE 21ST CENTURY LANGUAGE CLASSROOM	755
Ho Xuan Tien, Duong My Tham.....	755
EFL STUDENTS' ATTITUDES AND LEARNING INVESTMENT IN PORTFOLIO - BASED ENGLISH WRITING LEARNING: A LITERATURE REVIEW	763
Ly Gia Huy ¹ , Tran Quoc Thao ²	763
EXPLORING EFL LEARNER IDENTITIES IN PROJECT-BASED LANGUAGE LEARNING AT A HIGH SCHOOL IN AN GIANG PROVINCE	774
Nguyen Hong Thien ¹ , Tran Quoc Thao ²	774
THE VALUES OF SYNTACTIC COMPLEXITY IN ACADEMIC WRITING: A LITERATURE REVIEW	791
THE ISSUE OF AMBIGUITY IN THE ENGLISH LANGUAGE.....	801
Nguyen Dinh Tuan	801
RESEARCH PERSPECTIVES ON JUNIOR HIGH SCHOOL EFL STUDENTS' MOTIVATION IN ENGLISH LANGUAGE LEARNING	812
Huynh Thanh Nhon ¹ , Tran Quoc Thao ²	812
EXPLORING THE INFLUENCE OF WRITING ANXIETY ON VIETNAMESE ESL UNDERGRADUATES' WRITING PERFORMANCE: A QUANTITATIVE STUDY.....	821
Nguyen Ngoc Nguyen, Nguyen Hoang Phan.....	821
THE APPLICATION OF THE "FLIPPED CLASSROOM" MODEL IN TEACHING ENGLISH IN THE VIETNAMESE UNIVERSITY EDUCATION ENVIRONMENT	838
THE USE OF RESOURCE MANAGEMENT STRATEGIES IN EFLFLIPPED CLASSROOMS	847
Nguyen Quynh Thao Vy ^{1,*} , Duong My Tham ²	847
INSIGHTS INTO ENGLISH MAJOR STUDENTS' USE OF PHRASAL VERBS IN ACADEMIC WRITING.....	860
Do Thi Thanh Thuy, Tran Quoc Thao	860

LAW IN THE CONTEXT OF INTERNATIONAL INTEGRATION

LEGALISING INTELLECTUAL PROPERTY INFRINGEMENTS IN RUSSIA – A WAR TACTIC IN THE CONTEXT OF RUSSIA’S INVASION OF UKRAINE.....	869
Bui Thi Hong Ninh*	869
MODEL OF ASSET REGISTRATION WORLDWIDE AND LESSONS FOR VIETNAM IN IMPROVING ASSET REGISTRATION LAWS.....	880
Vu Anh Sao ^{1,2} , Nguyen Thi Xuan Mai ²	880
LEGAL ISSUES ARISING FROM THE DEVELOPMENT, IMPLEMENTATION, AND USE OF ARTIFICIAL INTELLIGENCE (AI) - INTERNATIONAL EXPERIENCES AND LESSONS FOR VIETNAM	887
Le Hoang Minh Huy*, Nguyen Thi Thu Ha, Dao Trong Duc, Ky Dieu Linh, Bui Thi Thuy Linh, Nguyen Nam Trung.....	887
SOUTH KOREA’S EXPERIENCES ON PROPERTY REGISTRATION LAW - LESSONS FOR VIETNAM	896
Vu Anh Sao, Pham Huynh Bao Oanh.....	896
THE RISE OF REMOTE WORK: LEGAL CHALLENGES AND IMPLICATIONS FOR EMPLOYMENT LAW IN VIETNAM	903
Nguyen Thi Xuan Mai ¹ , Nguyen Thi Ngoc Loan ²	903
CHALLENGES AND RECOMMENDATIONS FOR THE LEGAL FRAMEWORK IN THE EMERGING AGE OF ARTIFICIAL INTELLIGENCE.....	910
Nguyen Thi Thu Trang	910
THE IMPACTS OF GLOBAL MINIMUM TAX ON FOREIGN DIRECT INVESTMENT (FDI) CORPORATIONS IN VIETNAM.....	921
Trần Ngọc Thanh ¹	921
CROSS-BORDER E-COMMERCE ACTIVITIES AND TAX MANAGEMENT ISSUES	933
Le Huynh Phuong Chinh, Ngo Thi Khanh Linh, Pham Ngoc Lan Anh.....	933
EXPERIENCE IN KOREA AND CHINA ON TAX MANAGEMENT FOR CROSS-BORDER E-COMMERCE ACTIVITIES	941
Duong Anh Son ¹ , Tran Vang Phu ²	941
LEGAL PERSPECTIVE ON REGULATIONS RALATED TO PERSONAL INCOME TAX WHEN EARNING INCOME THROUGH E-COMMERCE PLATFORMS IN VIETNAM, TAKING THE CASE OF INDIVIDUALS DOING BUSINESS THROUGH TIKTOK APPLICATION.....	946
Nguyen Duc Tri ¹ , Hoang Minh Châu ²	946
THE COMPATIBILITY ON THE SCOPE OF MUTUAL LEGAL ASSISTANCE (MLA) IN CRIMINAL MATTERS AND THE CONDITIONS OF REFUSAL MLA IN CRIMINAL MATTERS BETWEEN VIETNAMESE LAW AND INTERNATIONAL TREATIES WHICH VIETNAM HAS SIGNED.	956

Pham Huynh Bao Oanh.....	956
TAX POLICY FOR E-COMMERCE OF COUNTRIES IN THE WORLD AND RECOMMENDATIONS TO VIETNAM.....	967
Nguyen Thanh Minh Chanh, Ha Thi Van Anh, Pham Lam Tam Nhu	967
LEGAL REGULATIONS FOR ENTERPRISE OBLIGATIONS TO PROVIDE INFORMATION ON E-COMMERCE PLATFORM	974
Truong Kim Phung*, Nguyen Hoang Chuong	974
“ROBOT TAX” – RECOMMENDATIONS FOR VIETNAM.....	981
Gian Thi Le Na, Pham Phuong Doanh.....	981
WTO APPELLATE BODY REFORM IN THE CONTEXT OF ESCALATING GEOPOLITICAL TENSIONS.....	988
Nguyen Nam Trung.....	988

IMPACTS OF STATE OWNERSHIP AND BUSINESS CHARACTERISTICS ON TAX AVOIDANCE: EVIDENCE IN VIETNAM.....	128
Huyen Ngoc Nguyen, Thanh Dan Bui	128
RUSSIA'S IMPACTS AND SCENES ON BEING BANNED FROM SWIFT	143
Lam Dang Xuan Hoa ¹ , Phan Ngoc Anh ²	143
THE ROLE OF ACCESS TO FINANCE AND THE ENTREPRENEURIAL INTENTION OF YOUNGERS IN THE SOUTHWESTERN PROVINCE, VIETNAM.....	151
Vu Truc Phuc*, Nguyen Dang Hat, Nguyen An Phu, Dao Le Kieu Oanh	151

DEFINING ROLES OF STUDENT ENGAGEMENT IN THE 21ST CENTURY LANGUAGE CLASSROOM

Ho Xuan Tien, Duong My Tham

Ho Chi Minh City University of Economics and Finance

tienhx21mal@uef.edu.vn

Abstract

Student engagement is a fundamental factor significantly contributing to the success of teaching and learning in language classrooms. Its influence on learners' achievement varies regarding different engagement dimensions in terms of cognitive, behavioral, affective, and agentic aspects. Throughout the centuries, a variety of explorations from researchers have emphasized the effects of student engagement and the correlation between this factor and their academic results. This paper aims to review the roles of student engagement in the context of language classrooms where English is taught and learned in the 21st century. This paper synthesizes theories and findings investigated from studies and reveals a general picture of the roles of student engagement in language classrooms with skills and requirements needed for the 21st century. The paper concludes with practical implications for both educators and learners to enhance student engagement in the language classroom. In addition, recommendations for further research on each component of student engagement and measures to attain student engagement at a high level in different contexts are also proposed in this paper.

Keywords: *student engagement, language classroom, the 21st century.*

1. Introduction

Student engagement has been defined in a variety of studies on language teaching. Hu and Kuh (2002) considered this term as the level of effort students spend on educational pursuits that directly influence intended results. Hrause (2005) defined it as the amount of time, effort, and resources that students devote to learning-enhancing activities. Coates (2008), with the same viewpoint, considered student engagement as “students’ involvement with activities and conditions likely to generate high-quality learning”. This concept was also considered in terms of its dimensions. According to Reeve (2012), engagement is a multidimensional concept made up of four facets—behavioral, emotional, cognitive, and agentic—that are closely tied to one another while participating in a learning activity.

It is essential to distinguish motivation and engagement because they really vary. The two terms have been used interchangeably although they differ from each other. Maehr and Meyer (1997) claimed that motivation refers to the root causes of a certain activity and this concept can be comprehended in terms of the strength, scope, caliber, and perseverance of one's efforts. Meanwhile, a large number of researchers agreed that engagement is frequently seen as the behavioral, emotional, and cognitive components of actual motivation (Connell & Wellborn, 1991; Skinner & Kindermann, 2008). In other words, a person's environment and interest in something are intimately linked while they are engaged in it (Fredricks et al., 2004).

In the 21st century, student engagement has been examined in several research. In many different parts of the world, issues related to this term are more and more concerning. However, research on student engagement is still limited in Vietnam. Most studies have been conducted on university students and there has been little literature on the roles of engagement of students in different school systems. There are a number of needs to have materials that provide general information about this issue in various circumstances. This paper aims to shorten the research gap and is essential to complement the literature on this important aspect that has impacts on students' learning outcomes.

2. Twenty-first century skills

The concept of 21st century skills is considered to contain a wide range of abilities and knowledge, and this concept signifies different things to different people. As a result, providing a definite definition and category is not simple. According to The Glossary of Education Reform [GER] (2014, para. 1), educators, school reformers, college professors, employers, and others regarded a large scale of knowledge, abilities, work practices, and personality qualities known as "21st-century skills" essential elements for achievements in the world nowadays, especially in programs at colleges or university, careers and workplaces in modern days. Alongside the definition, the skills, knowledge, character traits, and work habits are provided as follows.

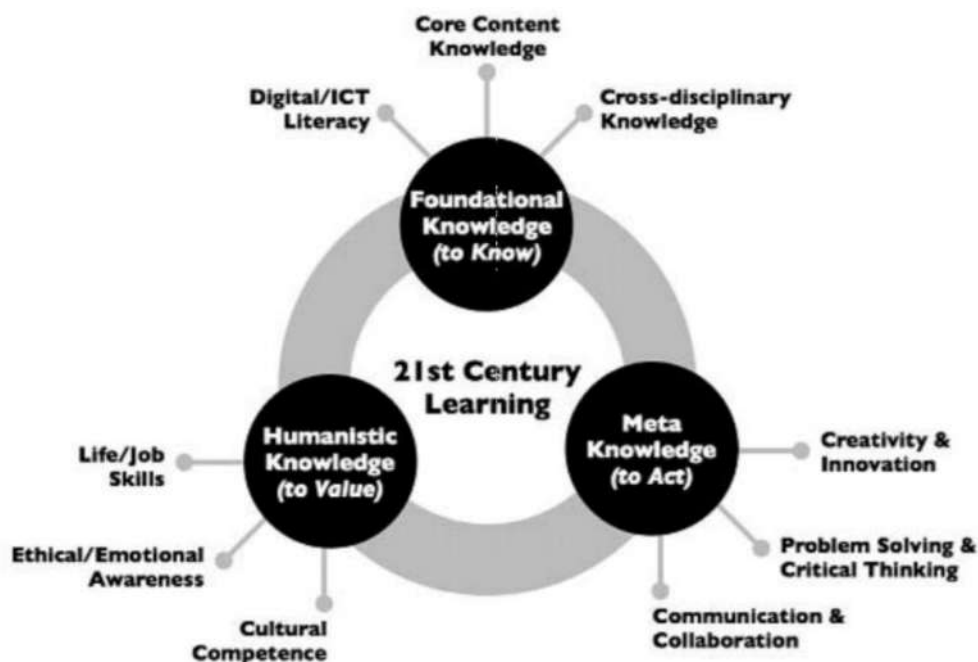
Thinking critically, resolving issues, deliberation, understanding, analyzing, and information synthesis

- Techniques for doing research, probing questions
- Creativity, artistic ability, curiosity, inventiveness, and personal expression
- Persistence, self-discipline, foresight, preparation, flexibility, and initiative
- Communication skills—oral and written, public speaking and presentation, listening
- Administration, cooperation, teamwork, and competence in using virtual workplaces
- Knowledge of information and communication technology (ICT), the media and the internet, interpretation and analysis of data, and programming computers
- Knowledge of social justice, ethics, and civics
- Financial and economic literacy, as well as entrepreneurship
- Humanitarianism, intercultural literacy, and world awareness
- Knowledge of science and scientific technique
- Awareness of environmental and preservation, and knowledge of ecosystems
- Knowledge of health and well-being such as nutrition, food, exercise, and public health and safety
- (GER, 2014)

Kereluik et al. (2013) categorized 21st century skills into three main types of knowledge that are fundamental (to know), meta (to act), and humanistic (to value) (Figure 1). The first kind consists of ICT or digital, core content, and multidisciplinary literacy. The next type includes creativity and innovation, problem-solving and critical thinking, and communication and collaboration. The final category includes cultural competency, ethical/emotional awareness, and life/work skills. (ibid., p. 130).

Figure 1

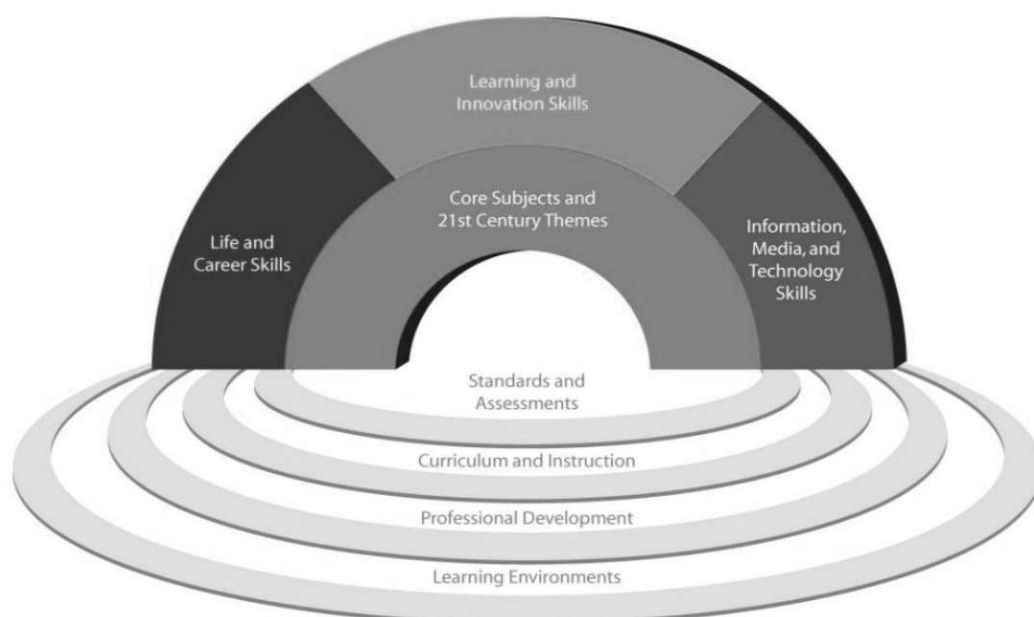
The Framework for 21st Century Skills



Partnership for 21st Century Skills [P21] (2019), an association of business leaders and educators, offered a framework for learning in 21st century identifying vital abilities and skills for the future success in the global workplace. Three sets of skills are created from the eleven competencies: (i) skills of learning and innovation (e.g., creativity and innovation, critical thinking and problem solving, communication and collaboration), (ii) skills of information, media, and technology (e.g., information literacy, media literacy, ICT), and (iii) career and life skills (e.g., social and intercultural skills, adaptation and flexibility, creativity and self-direction, productivity and responsibility, leadership and accountability) (ibid., p. 1).

Figure 2

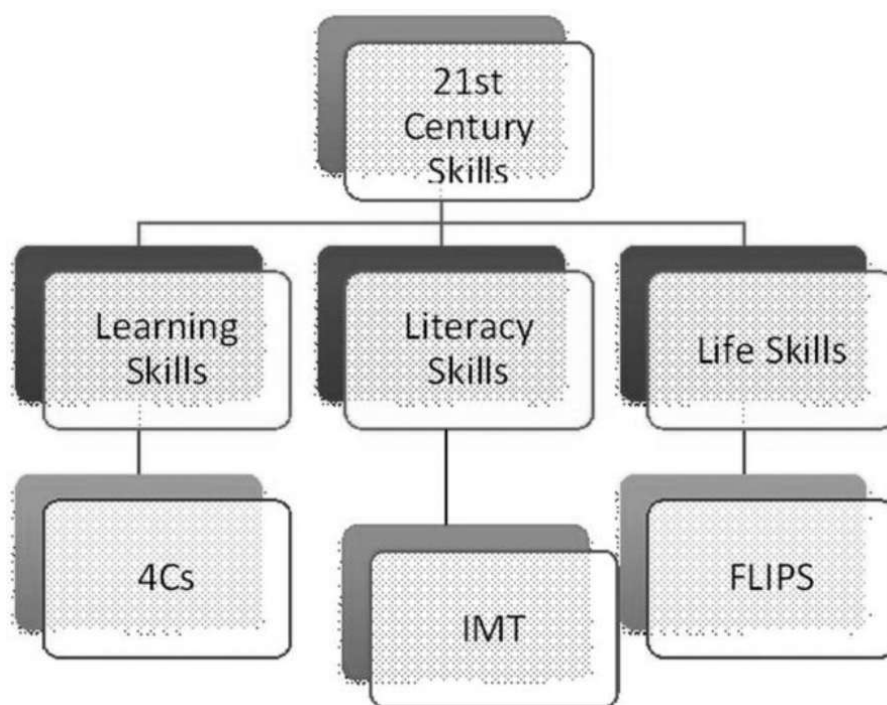
21st Century Student Outcomes and Support Systems



Recently, CBSE (2020) categorized the 21st century skills components into three groups, namely learning skills (4Cs), literacy skills (IMT) and life skills (FLIPS). Particularly, '4Cs' can be defined as critical thinking, creativity and innovation, collaboration, communication; IMT means information, media, and technology knowledge; and FLIPS can be interpreted as abilities to be flexible and adaptable, leadership and sense of responsibility, inventiveness and self-direction, social and intercultural interaction (ibid., p.18).

Figure 3

Components of 21st Century Skills



Despite various perspectives on the classification of 21st-century skills, there are three primary groups concerning the competencies related to education, fundamental literacy, and human life. This research mainly uses the framework from CBSE (2020) since it seems to be more thorough and understandable than the others.

Considering these above frameworks, it is obvious that student engagement which is denoted as the involvement of the students in the classrooms related to activities to learn, join, and cooperate can be seen as a component to develop 21st-century skills. Improving student engagement is one of the practices enhancing students' skills these days. It proves that students' engagement contributes to acquiring mentioned skills and needs improving to meet the requirements in the 21st-century classrooms.

3. Definition of student engagement in education

3.1 Dimensions of student engagement

There are various outlooks on the components of student engagement. On examining the connection between student engagement and motivation, Fredricks et al., (2004) agreed that student engagement is a construct with three aspects namely behavior, emotion and cognition. Reeve (2012), however, argued that the agentic dimension should have been added as the fourth component as any focus on a student's actions, feelings, or cognitive engagement during a lesson unintentionally encourages a one-way information flow from the teacher to the learner. It's critical to evaluate how well students have added to the general flow of education as they make an effort to adapt and enrich what they are learning.

3.2 Student engagement styles

Four styles of engagement were indicated by Coates (2007) including intense, independent, collaborative and passive ways. For the first style, according to Coates (2007), students' learning environment is perceived by them as responsive, supportive, and challenging, and they typically find the teaching personnel to be friendly. An independent engagement was described as the style that students consider themselves as members of a friendly learning environment. However, these students are less able to cooperate with classmates inside or outside of class or to involve in educational activities and events on campus. Students following the third style of engagement have the intention to focus on the societal elements of their lives and work. However, students who have passive styles hardly take part in activities that connect to productive learning.

4. Roles of student engagement in the 21st-century language classroom

4.1 Effects of engagement

According to Rush and Balamoutsou (2006), the effects of engagement involve learning to value viewpoints that are different from their own and adopting the principles and teaching strategies of their lecturers. Spending time and effort on actions with educational significance is another benefit of engagement. Learners are motivated to engage in extracurricular activities, concentrate on their studies, raise questions to the teachers, discuss in class comfortably, frequent campus visits, and establish a few friends.

In addition to these findings, studies have repeatedly demonstrated a connection between students' time, try, and concern in a variety of activities that focus on education and successful results like enhanced performance, persistence, and satisfaction. The term "student engagement" emerged as a result of Astin's research on student engagement in their own learning from 1984. Later, with work on successful teaching and learning strategies, this idea was extended to integrated previous aspects such as the caliber of the endeavor and the amount of time spent on tasks (Coates, 2007; Kuh, 2003).

4.2 Functions of student engagement

The importance of student engagement has been emphasized in a variety of research. According to Birch and Ladd (1997) it is a characteristic of students that is exceptionally open to beneficial impacts, like an instructor's encouragement. Student engagement gives teachers the real-time feedback they require to assess the success of their instructional tactics for student motivation. Moreover, Ladd and Dinella (2009) claimed that student engagement facilitates learning because of how effectively it forecasts children perform in school or whether they succeed or fail in achieving academic progress. When the agency has been acknowledged as the fourth component of student engagement, researchers add three additional roles including gains in learning outcomes, contribution positively to the instructional process, the responsiveness of the learning environment, and gains in the satisfaction of psychological needs.

Several studies have also emphasized the roles of students' engagement in EFL classrooms. Svalberg (2009) proposed that "engagement with language is a cognitive, affective, and/or social process in which the learner is the agent and language is the object and sometimes vehicle". Student engagement, according to Ruey (2010), is critical because enthusiastic learners perform well in the process of learning. Another research by Trowler (2010) also explored that students take action when they are engaged. As a result, they must assume responsibility for their own education. Student engagement, according to Hunt and Chalmers (2012), is to offer a learning-centered strategy in which the facilitator supplies an efficient method to learn in new ways that are relevant and pleasant to the students. More significantly, assessing teaching and learning excellence at universities had become associated with student participation (Beer et al., 2010). In EFL classroom contexts, higher-course-achievement students were more engaged in class than lower-

achievement ones (Dincer et al., 2017). It is apparent that student engagement is strongly connected with student outcomes, including academic achievement.

Additionally, there have been studies on the engagement of students in Vietnam that help to examine its functions in learning. Despite the low level of engagement among Vietnamese students, Nguyen (2016) explored the fact that student engagement has a stronger impact on students' results than any other institutional feature. The effort students put into their studies, as well as the supportive atmosphere, are the most important contributors to student results. Another study on business students in Hanoi, Vietnam, conducted by Trinh (2021), found that cognitive and agentic engagement had a substantial effect on students' academic achievement. Meanwhile, Tran (2022) investigated that EFL students in Vietnam are engaged in their learning at a high level. The cognitive dimension is focused most whereas the least one is the agentic aspect. There are also differences in the extent of student engagement regarding various groups of students who are majored and non-majored in English. The results revealed that students who are new get engaged more than the older ones and students who specialize in English pay more attention and invest in the language classrooms more than ones who are non-majored. These findings provide precious information, contributing to explaining the learning results.

In general, the effects and functions of student engagement have been explored and discussed popularly in the 21st century. The number of studies clarifying the roles of student engagement in language classrooms has blossomed. It is obvious that this concept gradually becomes concerning and a variety of research contributed significantly to the investigation of its influences in language classrooms. However, theories of roles of student engagement in language classrooms at different levels of education are still limited. This requires that there should be more research conducted in different contexts, especially in school systems besides universities or colleges.

5. Conclusion and Implications

Throughout the 21st century, the roles of student engagement have been investigated at different levels. Although subjects of research related to this aspect have not resembled, it is undeniable that student engagement can be regarded as an essential factor that influences and contributes to learners' success. This paper synthesized the theories on the roles of student engagement together with skills necessary for studying in the 21st century. It also offered a general picture of the importance of learners' participation in language classrooms. Simultaneously, it also gives some implications for both educators and learners to boost student involvement in language classrooms. First and foremost, it is really necessary for teachers as well as students to raise their awareness of the significance of engagement in the language classroom. Findings from studies indicated that student engagement plays an important role in improvement their learning outcomes. It is necessary that both educators and learners pay more attention to its roles in language classrooms to obtain high learning results. Furthermore, educational curriculum and lesson plans need to be included activities in order to encourage students to take part in the lessons in language classrooms. As mentioned above, the 21st-century skills which students need to possess are abilities of critical thinking, creativity and innovation, collaboration, and communication. Hence, discussions, debates, competitions, games, or quizzes are some interesting forms attracting students' participation in the classrooms in general and in language classrooms in specific. Last but not least, student engagement should be evaluated as a part of students' performance during lessons to motivate them to become more active and positive in learning. In Vietnam, new policies enacted by the Ministry of Education and Training have been applied to evaluate students' results with formative and summative tests including students' development and participation, which proves that student engagement has been more concern and it also contributes to scores at some extents. It is also suggested that more studies be conducted on each of the characteristics of student engagement, as well as ways to achieve

high levels of students' involvement in various circumstances so that teaching and learning in language classrooms become more efficient

References

- Beer, C., Clark, K., & Jones, D. (2010). Indicators of engagement. *Proceedings*
- Birch, S. H., & Ladd, G. W. (1997). The student-teacher relationship and children's early school adjustment. *Journal of School Psychology*, 35, 61–79.
- Central Board of Secondary Education (2020). 21st century skills: A handbook. Retrieved from http://cbseacademic.nic.in/web_material/Manuals/21st_Century_Skill_Handbook.pdf
- Coates, H. (2007). A Model of Online and General Campus-Based Student Engagement. *Assessment and Evaluation in Higher Education*. 32 (2), 121-141.
- Coates, H. (2008). *Engaging Students for Success - 2008 Australasian Survey of Student Engagement*. Victoria, Australia: Australian Council for Educational Research.
- Connell, J. P., & Wellborn, J. G. (1991). Competence, autonomy, and relatedness: A motivational analysis of self-system processes. In M. Gunnar & L. A. Sroufe (Eds.), *Minnesota symposium on child psychology* (p. 23). Chicago: University of Chicago Press.
- Dincer, A., Yeşilyurt, Y., & Demiröz, H. (2017). Multidimensional classroom engagement in EFL contexts. In D. Köksal (Ed.), *Researching ELT: Classroom methodology and beyond* (pp. 91-102). New York, NY: Peter Lang.
- Fredricks, J. A., Blumenfeld, P. C., & Paris, A. H. (2004). School engagement: Potential of the concept, state of the evidence. *Review of Educational Research*, 74(1), 59–109.
- Hu, S. & Kuh, G.D. (2002), *Being (Dis)Engaged in Educationally Purposeful Activities: The Influences of Student and Institutional Characteristics.*, *Research in Higher Education*, 43(5), 555-575.
- Hunt, L., & Chalmers, D. Eds. (2012). *University teaching in focus: A learning-centred approach*. Camberwell, Victoria: ACER Press.
- Kereluik, K., Mishra, P., Fahnoe, C., & Terry, L. (2013). What knowledge is of most worth: Teacher knowledge for 21st century learning. *Journal of Digital Learning in Teacher Education*, 29(4), 127–140.
- Krause, K. (2005), *Understanding and promoting student engagement in university Learning Communities*. James Cook University Symposium 'Sharing Scholarship in Learning and Teaching: Engaging Students'.
- Kuh, G. D. (2003). What we are learning about student engagement from NSSE. *Change*, 35(2), 24-32.
- Ladd, G. W., & Dinella, L. M. (2009). Continuity and change in early school engagement: Predictive of children's achievement trajectories from first to eighth grade? *Journal of Educational Psychology*, 101, 190–206.
- Nguyen, T. T. T (2016), *Student Engagement: A Useful Quality Concept in the Vietnamese Higher Education System*. Australia: University of South Australia.
- Partnership for 21st Century Skills. (2011). Framework for 21st century learning. Retrieved from http://www.p21.org/storage/documents/1_p21_framework_2-pager.pdf
- Reeve, J. (2012). A self-determination theory perspective on student engagement. In *Handbook of research on student engagement* (pp. 149-172). Boston, MA: Springer US.

Ruey, S. (2010). A case study of constructivist instructional strategies for adult online learning. *British Journal of Educational Technology*, 41(5), 706-20.

Rush, L. & Balamoutsou, S. (2006) Dominant Voices, Silent Voices and the Use of Action Learning Groups in HE: A Social Constructionist Perspective. *Paper presented at the British Educational Research Association Annual Conference, University of Warwick, 6–9 September.*

Skinner, E., Furrer, c., Marchand, G., & Kindermann, T. (2008). Engagement and disaffection in the classroom: Part of a larger motivated dynamic? *Journal of Educational Psychology*, 100(4), 765-781.

Svalberg, A.M.L. (2009). Engagement with language: Interrogating a construct. *Language Awareness*, 18, 242–258.

The Glossary of Education Reform (2014). 21st century skills. Retrieved from <https://www.edglossary.org/21st-century-skills/>

Tran, L. K. H. (2022). EFL Vietnamese student engagement in face-to-face learning environment. *European Journal of Education Studies*, 9(12).

Trinh, T. G. T. (2021). Testing the relationship between out-of-class engagement and students' learning outcomes: the case of business students in Vietnam. *Journal of International Economics and Management*. 21(3), 108-134.

Trowler, V. (2010). Student engagement literature review. *The higher education academy*, 11(1), 1-15.

NOT FOR SALE



978-604 79-3782-0

ISBN: 978-604-79-3782-0

HO CHI MINH CITY UNIVERSITY OF ECONOMICS AND FINANCE

141 - 145 Dien Bien Phu, Ward 15, Binh Thanh District, HCM City

Website: uef.edu.vn - Hotline: (028) 5422 6666 * (028) 5422 5555