

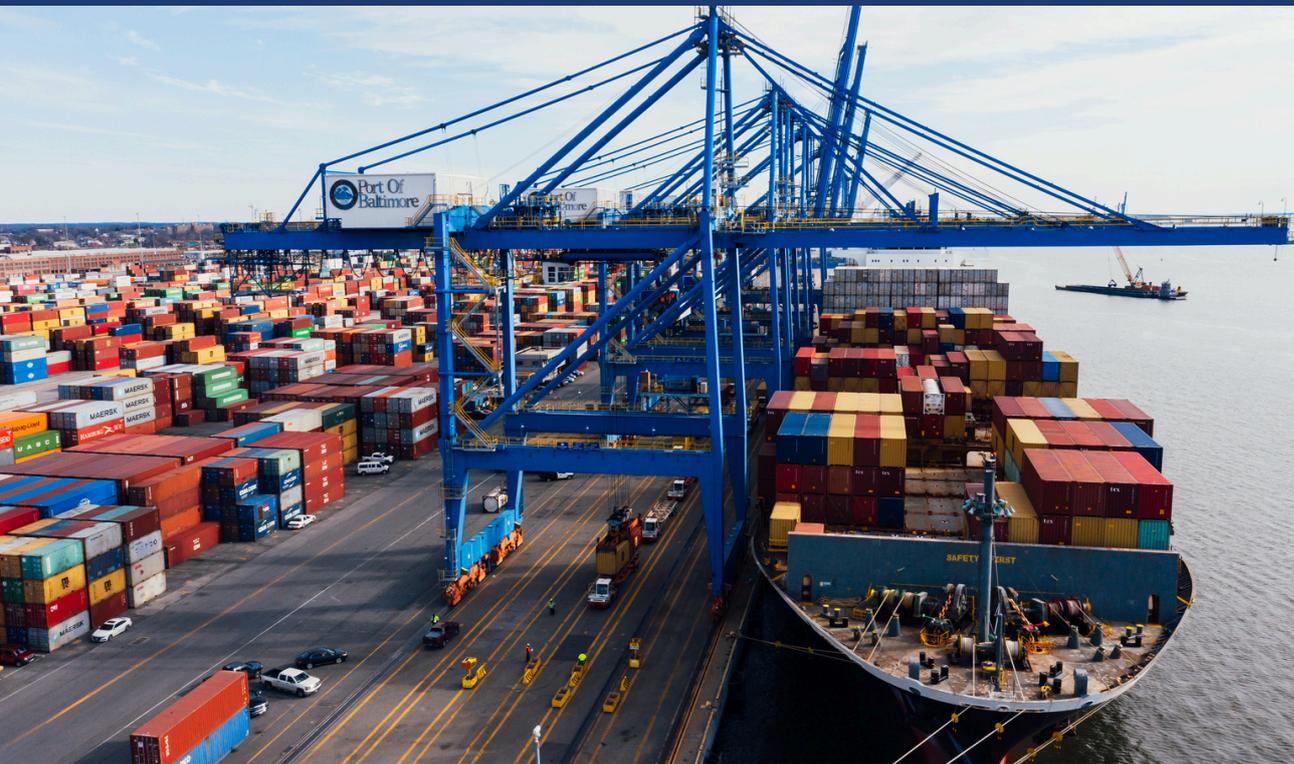
SUMMARY REPORT

**VIETNAM LOGISTICS INDUSTRY
OVERVIEW AND KEY JOB GROUPS**



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DEVELOPMENT OF VIETNAM'S LOGISTICS INDUSTRY

The strong growth of Vietnam's logistics industry has been significantly boosted by the country's burgeoning import-export turnover, which has seen an average annual increase of **15.83%**, reaching nearly **\$800 billion** in 2024.

According to the Vietnam Logistics Business Association (VLA):

- The industry's growth rate is accelerating, currently ranging between **14%** and **16%**.
- **60%** to **70%** of businesses are using outsourced (third-party) logistics services.
- The logistics sector contributes **4-5% to the country's GDP**.
- Notably, Vietnam has consistently been ranked among the Top 10 leading emerging logistics markets globally for three consecutive years, as reported by Agility's Emerging Markets Logistics Index.



FOUNDATIONS FOR LOGISTICS INDUSTRY DEVELOPMENT

STRATEGIC GEOGRAPHICAL POSITION AND NATURAL ADVANTAGES

- **Maritime:** Coastline stretching over **3,200 km**, located on a vibrant international shipping route.
- **Road:** Positioned on the Asian Highway Network (Trans-Asia Road) and the East-West Economic Corridor (EWEC).
- **Waterways:** Dense network of canals and rivers with over **2,360 waterways**.

GOVERNMENT'S DEVELOPMENT ORIENTATION FOR THE LOGISTICS INDUSTRY

- Decision No. **221/QĐ-TTg** dated February 22, 2021, of the Prime Minister, Amending and Supplementing Decision No. **200/QĐ-TTg** dated February 14, 2017.
- Resolution No. **163/NQ-CP** dated December 16, 2022, of the Government
- Draft Strategy for the Development of Vietnam's Logistics Services until 2035, with a Vision toward 2045 (or 2050)



GREEN DEVELOPMENT TREND

DIGITAL TRANSFORMATION AND AI APPLICATION IN LOGISTICS

- Implementing **Green Logistics Solutions**: Utilizing low-emission transport vehicles, optimizing delivery routes, employing recyclable packaging, and using environmentally friendly materials, etc.
- **Applying AI** (Artificial Intelligence): Including automated order processing, logistics chatbots, real-time container and shipment tracking, and implementing smart management systems such as TMS, WMS.

DEVELOPING MULTIMODAL TRANSPORT

Developing multimodal transport (combining road, rail, inland waterways, and air) is an increasingly popular and effective solution in the logistics market. Consequently, the **multimodal logistics center model** is also being strongly promoted and implemented in Vietnam. These centers play a crucial role in integrating and coordinating all supply chain management services across road, rail, air, and sea routes.

CURRENT STATUS OF HUMAN RESOURCES IN VIETNAM'S LOGISTICS INDUSTRY

30.000 enterprises



89% Vietnamese enterprises



1,2 million



Human resources serving logistics operations in both **Vietnamese logistics enterprises** and **manufacturing companies** are consistently in a state of severe shortage. Although the scale of training has been expanded, the quality of Vietnam's logistics human resources still faces many limitations, such as a **disparity between theory and practice**, a lack of lecturers with practical industry experience, inadequate technological and foreign language skills, and limited soft skills.

To address this situation, several solutions are proposed as follows:

- **Strengthen the linkage** between enterprises and training institutions.
- **Standardize training programs** and update curricula according to international benchmarks.
- **Invest in training and fostering lecturers**, creating opportunities for them to gain practical experience within enterprises.
- **Promote digital skills training** so that the workforce can adapt to technological changes.
- **Encourage employees** to participate in short-term courses to continuously enhance capabilities and maintain a competitive edge.

RECRUITMENT CHALLENGES FOR LOGISTICS HUMAN RESOURCES IN VIETNAM

The rapid growth of e-commerce, manufacturing, and global economic integration has fueled the **fast development of the logistics industry**. This has created an enormous demand for human resources, particularly in positions requiring in-depth knowledge and specialized skills, such as transport coordination, warehouse management, customs declaration, and supply chain management.



Recruiting logistics personnel faces **numerous challenges** due to a lack of standardization in professional qualifications and inaccurate job descriptions. Enterprises, especially Small and Medium-sized Enterprises (SMEs), often **fail to create detailed job descriptions**. This leads to mismatched hires and results in costly and time-consuming retraining efforts. Consequently, the industry sees a high employee turnover rate and low job performance.

Additionally, the current national occupational standards framework does **not align with the market's actual requirements**, leading each enterprise to set its own specific demands. This, in turn, creates **difficulties for both employees and training institutions**.





STANDARDIZED ELEMENTS IN JOB DESCRIPTIONS

To achieve high recruitment efficiency and accurately assess employee competency for each position, the need to standardize the elements within that role is crucial.

These standardized elements typically include:

- Job Title
- Job Objective / Purpose
- Duties and Responsibilities
- Requirements on Knowledge, Skills, Attitude, and Experience
- Working Environment
- Reporting/Working Relationships
- Key Performance Indicators (KPIs)

Applying these standardized factors to job descriptions in recruitment not only helps enterprises attract the right potential candidates but also establishes a solid foundation for personnel assessment, training, and development in the logistics industry.



KEY JOB GROUPS IN THE LOGISTICS INDUSTRY

SUPPLY CHAIN OPERATIONS GROUP

Transport coordinator, Warehouse staff, Import-Export staff, Logistics sales staff, Customer Service staff, Logistics administrative officer, Materials handling operator.

CUSTOMS AND DOCUMENTATION GROUP

Customs declarant, Documentation staff, Operation staff, International payment officer.

MANAGEMENT AND STRATEGY GROUP

Warehouse supervisor, Supply planner, Solutions manager.

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