

August 20, 1958

TO: Stanley K. Sheinbaum
FROM: Al Rosenfeld
SUBJECT: Comments on U. S. Visit of Mr. Ton That Trach, Director General,
Vietnam Civil Service

1. I believe that Mr. Trach's visit was made significantly more fruitful as a result of his being "guided" and that this technique should be used with other Vietnamese visitors who are here for comparable purposes.
2. The only negative factor in the arrangement was that the interviewee, in a few cases, addressed himself to me, rather than Mr. Trach. This could probably be avoided by cautioning the interviewee about its possible occurrence during the course of a preliminary.
3. It would be a helpful practice to talk to prospective interviewees before the interview, to acquaint him with Mr. Trach's interests and to attempt to shape the course of the interview. Even this is no guarantee that you will get what you want, but in the majority of cases in which I had an opportunity to talk to the official concerned before the interview itself, it was helpful.
4. I have given Miss Cunningham a list of the visits Trach made. Of these, the most beneficial were those to the N.Y. Port Authority, the U.S. Civil Service Commission and the Navy Department Office of Management. It is probably significant that he stayed with each of these organizations for several days, and that each was accustomed to and geared for foreign visitors. The visits to the National Municipal League, the National Civil Service League, the American Management Association yielded nothing significant. Mr. Trach was particularly unimpressed--and mentioned it--with personnel operations at the Department of Agriculture and the General Service Administration. (I agree with him--I would suggest not using these organizations for visitors interested in personnel matters.)
5. As I mentioned in a previous letter, I think that Trach is now much less disposed to believe that employer-employee relations in the U. S. are of the "Modern Times" variety. He also showed much interest in employee incentive schemes and said that he would establish a "suggestion system" in his own agency.

ARR:abr

cc: Miss Elsie Cunningham ✓
Saigon