



Building E-government in the new era

Dung Trung Hoang, Linh My Thi Ta

Faculty of Political Theory, Hanoi University of Civil Engineering, Ha Noi, Vietnam

Abstract

In the context of digital transformation that is taking place globally, the construction of e-Government is not only a trend but also a necessary requirement to improve the efficiency of government management, improve the quality of public services and promote socio-economic development. Electronic government helps increase transparency, reduce red tape, save money and time for both the government and the people, and create favorable conditions for business development. Especially, in the current digital era, with the explosion of artificial intelligence (AI), big data, cloud computing and blockchain, the application of technology to government management will help build a modern, flexible and more efficient administration. However, the implementation of e-Government also poses many challenges such as ensuring network security, protecting personal data, narrowing the digital gap and improving the technical skills of civil servants. Therefore, it is necessary to have a suitable strategy and policy to promote the sustainable development of e-Government, contributing to the rapid progress of the country on the path of integration and modernization. This article will analyze important aspects of e-Government, from theory to practice, to clarify its role and the benefits it brings in the current context. At the same time, the article will also propose specific solutions to help Vietnam build and perfect the e-Government system in the new era.

Keywords: E-Government, the new era

Introduction

In the context of globalization and the explosion of the 4.0 industrial revolution, building an effective e-Government system has become an urgent requirement for countries around the world, including Vietnam. E-Government is not simply the application of information technology to state management activities but also a new method to improve transparency, efficiency and convenience in providing public services. By taking advantage of modern technologies such as Big Data, artificial intelligence (AI), and cloud computing, e-Government can bring about profound changes in the way the state apparatus operates. However, the implementation of e-Government is not a simple process but requires synchronous investment in technology infrastructure, human resource training, administrative reform and close coordination between government agencies and stakeholders.

Research overview

The article uses a system of methods: Theoretical research, interdisciplinary research, history - logic; abstract.

Research findings

1. Overview of e-Government

Government plays an essential role in the development of a country. However, how to make the Government system operate effectively and cost-effectively is still a big challenge for many countries. In the current context, a solution that many countries agree on is to build and develop e-Government.

According to the World Bank's perspective: e-Government is the systematic use of information and communication technology by Government agencies to interact with citizens, businesses, and social organizations. This helps improve transactions between Government agencies and stakeholders, improving service quality. The main benefits

of e-Government include reducing corruption, increasing transparency, convenience, promoting growth, and reducing operating costs.

According to the Global Business Dialogue on e-commerce: "E-government refers to a state in which executive, legislative and judicial agencies (including central and local governments) digitize their internal and external operations and use efficient networked systems to achieve better quality in the delivery of public services".

According to the World Bank: E-government is the systematic use of information and communication technology by government agencies to conduct relations with citizens, businesses and social organizations, thereby improving and enhancing the quality of government transactions with citizens and organizations. The benefits will be reduced corruption, increased transparency, convenience, contributing to growth and reducing costs.

According to the Ministry of Information and Communications, e-government is the Government applying information technology to improve the effectiveness and efficiency of operations, and better serve people and businesses. In other words, this is the process of computerizing government activities.

E-Government, simply understood, is the "four Nos", capable of meeting without meeting, processing documents without paper, handling administrative procedures without contact and making cashless payments.

In general, e-Government is the application of information technology to the operations of government agencies, through the provision of public services on platforms such as websites, applications... helping government agencies innovate the way of handling work in a more transparent and effective direction, providing full, continuous and low-cost public services to all organizations, individuals and businesses through electronic media.

2. The need to build e-government in the new era

In the new era of the 4.0 industrial revolution, information and communication technology has become the foundation for promoting the development of countries around the world. Vietnam, with its determination to become a developed country, is facing an urgent need to modernize state management. E-government is not only an inevitable trend but also the main driving force to help Vietnam go further in global competition. Vietnam is on the path of strong development after decades of economic reform. However, to continue to maintain and increase the growth rate, Vietnam needs to optimize the state management apparatus, improve the efficiency of public activities, and better meet the needs of people and businesses. In the context of globalization and the 4.0 industrial revolution, e-government is the necessary foundation to modernize management, creating a more transparent, efficient and friendly environment.

First, Enhance the efficiency of state apparatus operations

E-government helps automate management processes, reduce bureaucracy and improve the performance of state agencies. When administrative procedures are digitized, the time to process requests from citizens and businesses will be significantly reduced. This not only reduces the burden on government agencies but also facilitates monitoring and evaluation of work efficiency. For example, the implementation of online public services such as licensing, business registration, or tax declaration helps people and businesses easily access public services without having to go directly to the authorities. This saves time and costs for both the government and the people.

Second, Enhance transparency and accountability

E-government plays an important role in enhancing the transparency of the state apparatus. Through electronic portals, legal documents, policies and decisions of the government are made public easily and conveniently. People can access information quickly, thereby enhancing social supervision of the activities of state agencies. Transparency also promotes accountability, forcing officials and civil servants to take greater responsibility for their work. This helps to reduce corruption, abuse of power and create a fairer environment for people.

Third, Improve the quality of public services

One of the biggest benefits of e-government is improving the quality of public services. When services are provided online, people no longer have to wait in line at administrative agencies. Instead, they can complete procedures right at home or at work, as long as they have an internet connection.

Online public services are also designed to be easy to use, helping to reduce errors and improve user experience. This convenience not only creates satisfaction for people but also encourages them to actively participate in state management activities, thereby building a more modern and civilized society.

Fourth, Promoting Digital Economy

E-government is the foundation for Vietnam to develop a digital economy. With the government's support in building digital infrastructure, businesses can quickly transform

digitally and participate in global value chains. This is especially important for small and medium-sized enterprises, helping them access international markets and compete more effectively.

In addition, e-government also helps collect and analyze big data, thereby providing support policies suitable for each industry and locality. Thanks to that, Vietnam can better utilize its resources and promote its strengths in global competition.

Fifth, enhancing the ability to respond to global challenges

In the era of climate change, epidemics and other global challenges, e-government plays an important role in forecasting, responding and coordinating resources. Managing information quickly and accurately helps the government make timely decisions, minimize damage and protect people more effectively.

Geographic information systems (GIS) and Big Data in e-government help monitor and analyze development trends, thereby providing long-term strategic solutions for the country's sustainable development.

Building e-government is a strategic and urgent step in the new era of Vietnam. This is not only a tool for administrative reform but also a foundation for Vietnam to rise strongly in the industrial revolution 4.0. By applying technology to state management, Vietnam will create a more transparent, efficient and friendly environment, thereby promoting sustainable development and enhancing the country's position in the international arena. E-government is the driving force that helps the Vietnamese people rise strongly in the digital era.

3. Achievements and some limitations

Vietnam is one of the countries with the highest Internet usage rate in Asia. The strong development of the telecommunications and information technology industry has contributed to improving the global competitiveness index. Human resources in e-Government implementation are well invested in training and improving information technology skills, creating a solid foundation for the development of e-Government in Vietnam.

In recent years, the Party and the State have focused on applying information technology in the operations of state agencies. This is the driving force for innovation to successfully carry out the cause of industrialization and modernization. On this basis, ministries, branches and localities have implemented e-Government. The foundation for e-Government development has been built and operated effectively, with the basic legal environment for e-Government development being formed. Online public services have been widely deployed in ministries, branches and localities, while a number of national databases have been established and effectively promoted. The exchange of electronic documents between state agencies through document management and administration systems has become a habit, bringing high efficiency. The work of ensuring information security and network security has also been significantly improved. A national transmission network connecting state agencies from the central to local levels has been established, along with the direction and implementation of e-Government being focused on and closely implemented.

According to the United Nations E-Government Survey Report 2024, Vietnam achieved 0.7709 EGDI points, ranking for the first time in the group of countries with EGDI at the "Very High" level. This ranking demonstrates Vietnam's remarkable progress in applying information technology to state management.

In terms of rankings, Vietnam ranks 71st out of 193 countries, up 15 places compared to 2022. This demonstrates a marked improvement in areas related to e-Government, contributing to enhancing Vietnam's position in the international arena. Telecommunication Infrastructure Index (TII): reached 0.8780, ranked 67th, up 7 places compared to 2022. This improvement reflects strong investment in telecommunications infrastructure, ensuring widespread and high-quality internet connectivity for people and businesses.^[3]

Human Resource Index (HCI): reached 0.7267, ranked 79th, up 36 places compared to 2022. This shows efforts in improving the quality of human resources, training digital skills and improving the capacity to use information technology in state management. Online Service Index (OSI): reached 0.7081, ranked 75th, up 1 place compared to 2022. This increase shows an improvement in the provision of online public services, helping people and businesses access public services more easily and effectively.^[3]

Vietnam scored 0.6027 points in the Electronic Participation Index (EPI), ranking 72nd in the world. This is an important achievement, showing the increasingly active participation of citizens in government activities through digital platforms. This index is higher than the global average, affirming that Vietnam is gradually becoming one of the leading countries in the region in e-Government. In Southeast Asia, Vietnam ranked 5th out of 11 countries, up 1 place compared to 2022 and surpassing Brunei. This progress not only enhances Vietnam's position in the region but also demonstrates the Government's continuous efforts in promoting digital transformation and improving the quality of public services.^[4]

The achievements in building e-Government in Vietnam reflect the strong commitment of the Government and relevant agencies to improving telecommunications infrastructure, enhancing the quality of human resources and providing online public services. These achievements not only contribute to promoting the digital transformation process but also improve the effectiveness of state management, creating favorable conditions for the country's socio-economic development.

However, the process of building, developing and implementing e-Government in Vietnam still faces many difficulties and limitations, specifically:

Institutional: There are still gaps in regulations on connection and data sharing between state agencies. In addition, there is a lack of specific assessment standards for each management area in e-Government, and there is no close connection between information technology applications and administrative reform activities. Issues related to privacy, security, access rights for people with disabilities and foreign language support have not received adequate attention.

Regarding the staff: Awareness of the importance of e-Government and the level of information technology of this

staff is still limited, affecting the effectiveness of e-Government implementation.

Regarding information technology human resources: Training and use of information technology human resources still have many shortcomings. Training programs have not yet adapted to the rapid development of global science and technology, while the remuneration regime is not commensurate, leading to a "brain drain" from domestic enterprises to foreign companies or from the public sector to the private sector.

Regarding technology infrastructure and databases: The current technology infrastructure and database system does not meet the requirements. Information on land, environment, market, etc. is still lacking, with low levels of digitization, compatibility and updating ability, causing difficulties in operating the Digital Government.

Regarding socio-economic issues: Differences in social level, culture, customs, habits and demographics between localities are one of the major barriers to the development of e-Government. Although the rate of Internet users in Vietnam is quite high, a part of the population, especially the elderly, still does not trust or find it difficult to conduct online transactions.

4. Some solutions to build and perfect e-government

First: Building a synchronous and modern information technology infrastructure

Information technology infrastructure is a core factor for developing e-government. To build an effective e-government, Vietnam needs to upgrade and improve the information technology infrastructure from the central to local levels, ensuring connectivity and synchronization between databases of state agencies. Software and technology platforms need to be continuously updated and ensure high security. In particular, it is necessary to increase investment in new technologies such as artificial intelligence (AI), big data and cloud computing, helping to enhance the ability to analyze, process information and serve people quickly and accurately.

Second: Reform administrative procedures and improve the quality of public services.

One of the important goals of e-government is to reduce administrative procedures, create transparency and efficiency in the work of state agencies. The government needs to continue implementing administrative reform solutions, especially simplifying procedures, reducing unnecessary steps, helping people and businesses easily carry out administrative transactions online. At the same time, it is necessary to strongly deploy online public services at levels 3 and 4 (providing full information and allowing people to carry out procedures completely online).

Third: Ensure information security and data confidentiality
Information and data security is a decisive factor for people and businesses to trust online public services. The government needs to invest heavily in security technologies to ensure the safety of information systems of state agencies. Agencies and organizations are responsible for protecting the personal data of people and businesses, avoiding information security violations. Developing clear

and easy-to-understand security policies will help people feel secure when using online public services.

Fourth: Strengthening human resource training

To build an effective e-government, training highly qualified human resources in information technology is very important. The government needs to facilitate the training and development of information technology experts, helping them to operate and develop e-government systems. Officials and civil servants in state agencies need to be trained and improved in using technology to better serve their work, while enhancing their spirit of service and interaction with the people.

Fifth: Encourage the participation of technology enterprises
Vietnam needs to encourage the participation of technology enterprises in the development and implementation of e-government. These enterprises can provide advanced technology solutions, helping to improve the quality of public services, reduce operating costs and increase efficiency in providing public services. The government can also cooperate with enterprises to implement new initiatives, while creating a favorable legal environment for technology companies to develop.

Sixth: Enhance Interaction and Communication with Citizens

One of the key factors in building e-government is effective interaction between the government and the people. The government needs to deploy online communication platforms so that citizens can easily submit comments, feedback, and requests for support from state agencies. These tools not only help resolve citizens' problems quickly but also create a space for the government to listen and improve public services.

Conclusion

Building e-Government is not only an inevitable trend but also an important driving force to help Vietnam improve its competitiveness in the international arena and improve the quality of life of its people. In the context of global integration, e-Government will facilitate the connection and exchange of information between state agencies, businesses and citizens, thereby improving the efficiency of management and provision of public services.

The achievements in recent times have proven that Vietnam is on the right track in developing e-Government. However, to continue to promote and improve further, there needs to be a strong commitment from policy makers, active participation from the business community and consensus from the whole society. If the proposed solutions are well implemented, Vietnam will not only achieve short-term goals but also build a solid foundation for sustainable development in the future.

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