



FULBRIGHT
UNIVERSITY
VIETNAM

FULBRIGHT SCHOOL OF
PUBLIC POLICY AND MANAGEMENT

PUBLIC MANAGEMENT

SESSION 6

E-government (Future)



Session 6

- Recap: Old Public Management
- Public Manager 1.0, 2.0., 3.0. & 21st Century Ethos
- E-government as a new environment: why is it necessary?
- Discussion – Vietnam's case
- Future of Public Management

ICT, E-government, and Public Management



- The rapid development of ICT (information & communication technology)
- Use of electronic media – internet, intranet, hand-held devices by government and interact with its citizens.
- Stages of e-government
 - Stage 1: Cataloguing, online presentation of information
 - Stage 2: Transaction, limited forms and services available online.
 - Stage 3: Vertical integration, top-down links of different system.
 - Stage 4: Horizontal integration

Advantages of E-government in Public Management



- Lower overall administrative costs to government
- Provide more efficient government operations
- Create a stronger and closer relationship between citizens and government
- Provide easier access to government for all
- Improve the level of service to citizens
- Allow greater access to decision-making
- Empowerment of citizens
- Provide more transparency in government with more responsibility



Key Areas

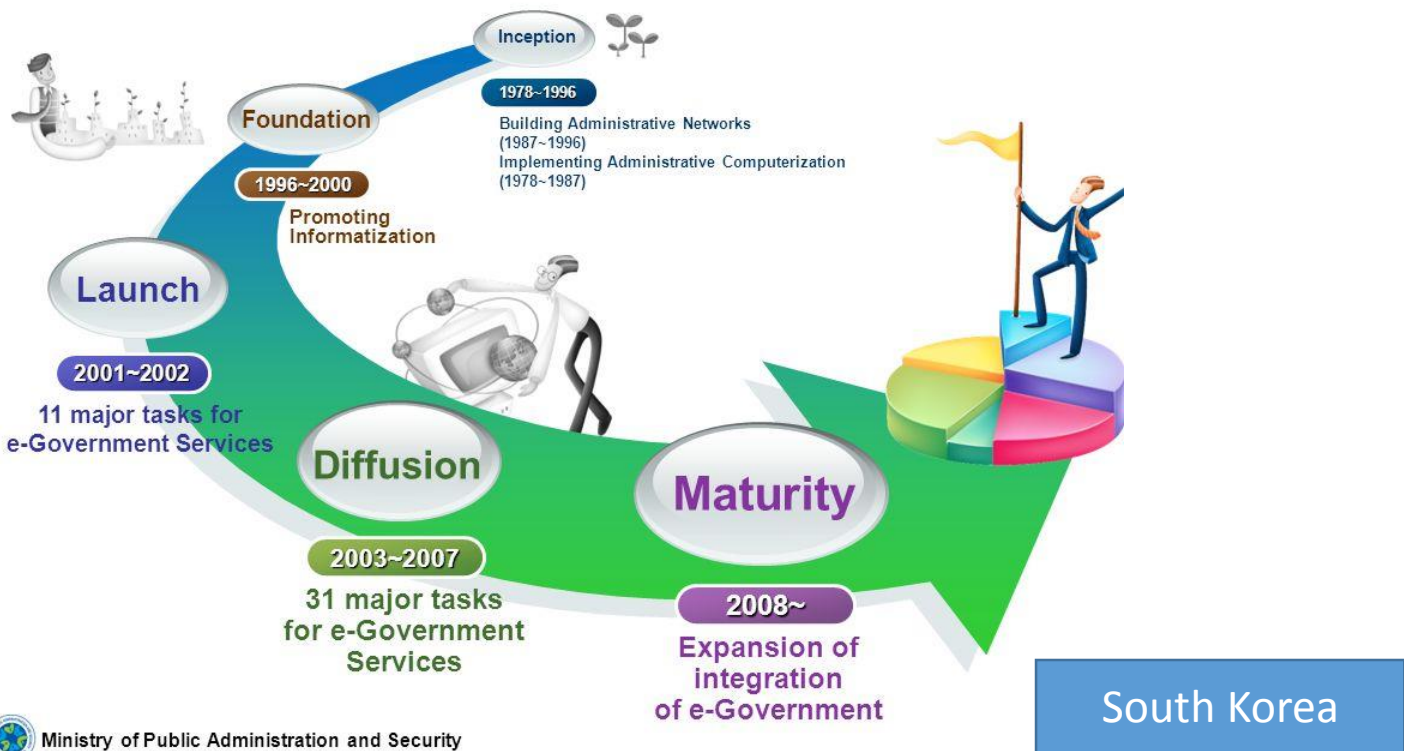
- E-government: vary country by country
- But, generally dominated by service delivery agencies:
 - Health, Social security
 - Tax
 - Local authorities
 - Agriculture
 - Passport Office
 - Others



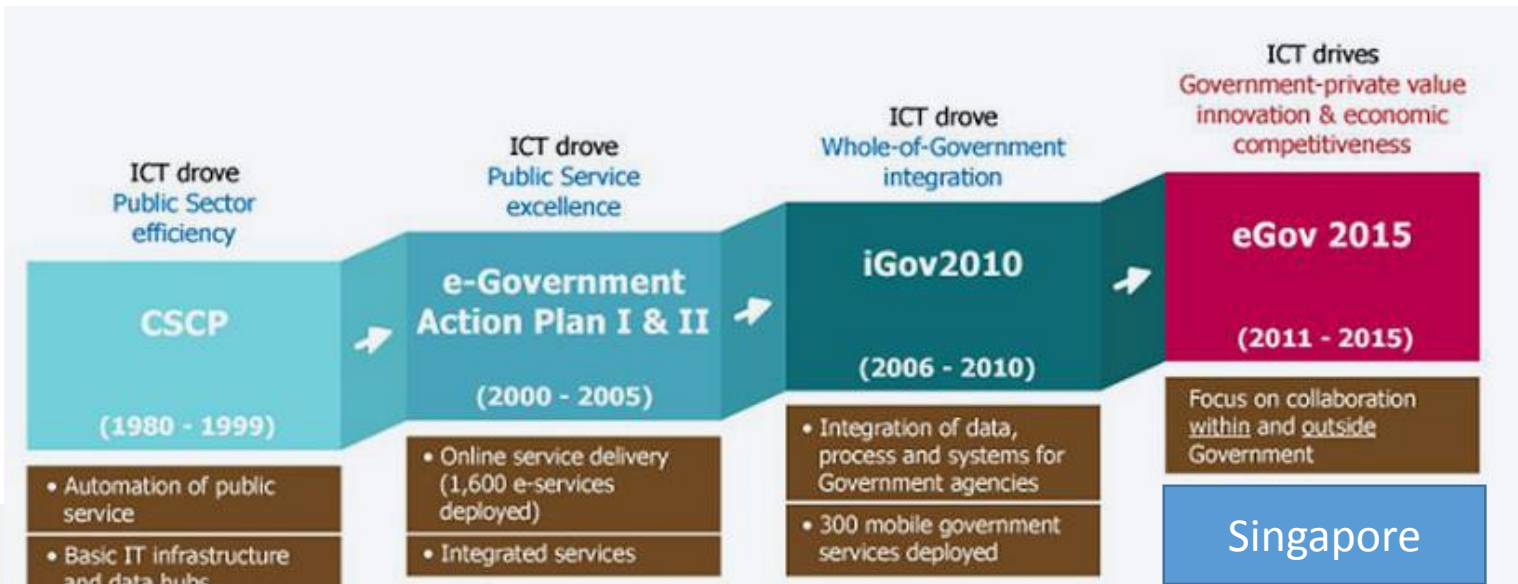


Concerns

- (Fahnbulleh, 2005) and others
- Trust: User anonymity + trust of government
- Privacy and Security: Concerns about inadequate cyber security and privacy of data
- Digital divide: Unequal access to computer technology by citizens
- High initial costs of setting up an e-government solution
- Resistance to change



 Ministry of Public Administration and Security



E-Government Development Index (United Nations, 2015)



E-Government Development Index (EGDI) by region - South-Eastern Asia

Country	Rank	EGDI	Online Service Component	Telecomm. Infrastructur Component	Human Capital Component
1	Singapore	4	0.8828	0.9710	0.8360
2	Malaysia	60	0.6175	0.7174	0.6953
3	Philippines	71	0.5765	0.6667	0.6839
4	Thailand	77	0.5522	0.5507	0.6942
5	Brunei	83	0.5298	0.5072	0.7310
6	Vietnam	89	0.5143	0.5725	0.5989
7	Indonesia	116	0.4478	0.3623	0.6796
8	Laos	148	0.3090	0.2826	0.4907
9	Cambodia	158	0.2593	0.0507	0.4785
10	Timor Leste	160	0.2582	0.2174	0.4843
11	Myanmar	169	0.2362	0.1594	0.4837

E-Participation Index	
Top 11 Countries	
Country	Index
United Kingdom	1.0000
Japan	0.9831
Australia	0.9831
Republic of Korea	0.9661
Netherlands	0.9492
New Zealand	0.9492
Spain	0.9322
Singapore	0.9153
Canada	0.9153
Italy	0.9153
Finland	0.9153





E-Gov in Vietnam: Discussion

Legal environment: started in the 1990s

- Decision (Project) 112 on computerizing public administration. Phase I (2001-05) & II (2006-10)
 - Result: a messy disaster. Vice director of Gov Office and 22 others went to jail for corruption
 - Damage: 20% of VND1.6 trillion of disbursement illegally spent
 - Terminated in 4/2007

Decree 43/2011 on online public service provision



- Define online public service
- Four levels:
 - 1: online provision of information and procedures
 - 2: online provision of downloadable forms and applications
 - 3: level 2 + online submission of forms and application; results delivered at site
 - 4: level 3 + online payment of fee; result delivered online, at site or by posting

Resolution 36a (2015): E-Government



- Objectives by 2016
 - Provision of public services at level 3&4
 - Comprehensive reform of three indices: OSI, TII, and HCI
 - OSI and EGDI ranking: Among top 4 of ASEAN in 2016 and top 3 in 2017.

Vietnam ranking by UN-EGDI (193 countries)



Việt Nam	OSI	TII	HCI	EGDI Rank
2016	0.5725	0.3715	0.5989	89
2014	0.4173	0.3792	0.6148	99
2012	0.4248	0.3969	0.7434	83
2010	0.3048	0.2261	0.8098	90

Top 4 in ASEAN 2016

2016	OSI	EGDI Rank
Singapore	0.9710	4
Malaysia	0.7174	60
Philippines	0.6667	71
Thailand	0.5507	77



Discussion question

- Identify potential resistance to E-Gov in Vietnam and propose possible solutions



Q&A



CONTACT

Fulbright School of Public Policy and Management

232/6 Vo Thi Sau, District 3, HCMC

T: (028) 3932 5103

F: (08) 3932 5104

E-mail: info.fsppm@fuv.edu.vn

Web: www.fsppm.fuv.edu.vn/