

## Original Research Article

# Building E-government Towards Digital Government in Vietnam: A Case Study of Ha Tinh and Gia Lai Provinces

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**Abstract:** Implementing Resolution 36a/NQ-CP dated October 14, 2015 of the Government on e-government, localities in Vietnam are determined to implement policies and measures to improve access capacity and proactively participate in the fourth industrial revolution. In particular, building e-government (E-government) and digital government (D-government) is one of the goals to promote the modernization of the administrative system. E-government and D-government are governments that apply information technology (IT) and communications to increase the efficiency of state agencies, better serve people, organizations and businesses.

**Keywords:** E-government, digital government, digital transformation, Ha Tinh, Gia Lai.

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## 1. PROBLEM STATEMENT

Building e-government is considered a development trend of many cities in the world. In recent times, in Vietnam, many provinces and cities, including Ha Tinh and Gia Lai provinces, have also initially approached this model. This is considered an inevitable trend that all local governments want to aim for in order to achieve green growth, sustainable development, exploit and promote potentials and advantages for long-term development. The article, based on an overview of the basic contents of e-government and digital government in Ha Tinh and Gia Lai provinces, has proposed a number of solutions and issues that need to be discussed to continue to improve the effectiveness and successfully implement the goals and tasks of building e-government and digital government in Ha Tinh and Gia Lai provinces in the coming time.

## 2. RESEARCH METHOD

The article mainly uses the method of collecting documents from reports, articles, research papers, news sites of Ha Tinh and Gia Lai provinces, from which to synthesize, analyze and compile statistics on information sources directly related to the research content. In particular, the author has inherited data sources from the Project on building the CQDT of Ha Tinh and Gia Lai provinces - Version 2.0 and Documents of the Party

Committees of Ha Tinh and Gia Lai provinces for the term 2020-2025.

## 3. THEORETICAL BASIS

The viewpoint of Hofmann *et al.*, (2012) states that e-Government is the electronic exchange of information between customers and the government based on IT. Author Schwarc (2005) has a broader view when defining "E-Government refers to the use of ICT to expand access and enhance the quality of public services for citizens and businesses" while helping the government operate more effectively, accountable and transparently. Sharing the same view, InfoDev (2002) affirmed that e-Government is the use of ICT to transform and make the Government more accessible, efficient and accountable. E-Government is a connected system in which the Government interacts with citizens and provides enhanced services through electronic applications. With the support of ICT, e-Government has been deployed and opened up digitalization opportunities worldwide (Khan *et al.*, 2020). From the above observations, it can be seen that ICT plays an important role in the implementation of e-Government as well as the provision of public services quickly and conveniently. In developed and developing countries, E-Government is used to provide high-quality services, fast processing speed, increase transparency, reduce the cost of providing public services and share information from

the Government, Ministries, and sectors to people and businesses. Basically, e-Government can be considered as the use of applications on websites to provide interactive exchanges between public organizations with people, businesses and other agencies in the government.

From a broader perspective, the World Bank (2015) stated: "E-Government is the use of information technology (such as wide area networks, the Internet, computers and mobile electronic devices) to change the way citizens, businesses and other government agencies communicate. These technologies can serve many different purposes: providing better government services to citizens, improving interactions with businesses, empowering citizens with access to information, or increasing government management efficiency." According to the definition of the Ministry of Information and Communications (2012): "E-government is the government applying information technology to increase the efficiency of government agencies and better serve citizens and businesses." Most definitions of e-government revolve around the concept of using information technology, especially web-based applications, to improve access to and delivery of government services to citizens, businesses, and other government agencies. In this study, e-Government is defined as follows: "E-Government is the application of information technology to government agencies to innovate the way they work and communicate with people and organizations, in order to improve the quality of service in providing public services; improve the relationship between government agencies and people and businesses; create conditions for people and businesses to fully access information, enjoy public services fairly and effectively, thereby enhancing transparency, efficiency and effectiveness of state management". The term "Digital Government" was first used by the United Nations in 2020 in the E-Government Survey Report (UN, 2020b). Digital Government is not a separate concept or a replacement for e-Government. Digital Government includes e-Government, but represents a higher level of development than e-Government. If e-Government has a 4 No approach: "face-to-face meetings, paperless document processing, contactless administrative procedure settlement and cashless payment", then e-Government has achieved a higher level of development with 4 Yes: "having all safe actions in the digital environment, being able to provide new services".

#### 4. RESEARCH RESULTS

Over the past two decades, Vietnam has achieved many important results in building e-government. According to the United Nations' ranking on e-Government, in 2022, Vietnam ranked 86/193 countries with 0.6787 points (UN, 2022b). This ranking remains the same as in 2020 and increased by 2 places compared to 2018. Vietnam's e-Government Development Index (EGDI) ranked 6th out of 10 countries in Southeast Asia after Singapore, Malaysia,

Thailand, Brunei and the Philippines. The e-Government participation index also ranked 4th after Singapore, Thailand and Indonesia (up 2 places compared to 2020 when it surpassed Malaysia and the Philippines). Since 2010, Vietnam's EGDI has had significant development in the region as well as in the world. Although it is considered a low-middle-income country, Vietnam is ranked among the countries with a high e-Government development index in the world.

Basic contents of the Government architecture Ha Tinh e-Government 2.0, new points and priority roadmap for implementation.

Accordingly, the e-Government architecture of Ha Tinh province is built to establish the foundation and orientation for the process of building the province's e-Government; contributing to improving the effectiveness and efficiency of state agencies, enhancing information transparency and disclosure, providing better public services to people and businesses; building the province's e-Government, towards digital government, digital society and digital economy.

The formation and effective, tight and synchronous application of the provincial e-Government architecture version 2.0 aims to enhance the ability to connect, share data, share information technology resources, and digital transformation within the province and between the province and other relevant agencies and organizations nationwide; aiming to save costs and time in the province's internal operations, effectively providing integrated services to people and businesses, considering people and businesses as the center.

Strengthening the ability to monitor and evaluate information technology investment, digital transformation, aiming to deploy the province's e-Government synchronously, with a suitable roadmap, limiting duplication; enhancing the ability to standardize, ensure information security in the implementation of e-Government; the basis for orienting and building development plans and roadmaps for implementing information technology applications, digital transformation, towards a comprehensive digital management system, actively supporting the implementation of the province's strategic goals...

Technical infrastructure has been strongly developed with over 21,000 km of intra-provincial optical cable and 3,250 BTS stations covering 99% of residential areas. The online video conferencing system and the provincial data integration and sharing platform (LGSP) have been deployed and operated effectively. The Provincial People's Committee has completed the integration and connection of national database systems on population, land, social insurance and judicial records. The system of specialized databases has been maintained and promoted effectively. Internal applications and services such as online operations,

digital signatures, and specialized software systems have been deployed synchronously. The electronic one-stop system operates stably, serving well the work of receiving and handling administrative procedure records. The provincial e-commerce trading floor maintains and manages transaction activities for 430 booths. The Ha Tinh province Intelligent Monitoring and Operation System (IOC) has been deployed and operated stably, supporting the monitoring, tracking and direction of provincial leaders.

For Gia Lai province, building and developing e-government and digital government is an inevitable step to improve the overall quality of leadership activities of Party committees and organizations at all levels, including the management and operation of the government; at the same time, it is an opportunity to solve bottlenecks as well as create breakthroughs in socio-economic development in Gia Lai province. In order to seize the opportunity for information technology development, especially comprehensive digital transformation to promote socio-economic development, ensure national defense and security, maintain national sovereignty in cyberspace, and serve people and businesses, the Provincial Party Committee has issued Resolution No. 04-NQ/TU on digital transformation in Gia Lai province by 2025, with a vision to 2030. The Provincial People's Committee also has an Action Program to implement this resolution. Accordingly, the Resolution clearly shows 6 viewpoints on digital transformation of the province, including: proactively implementing digital transformation; closely following the Central Government's directive goals and the province's socio-economic development goals; changing awareness is a prerequisite; digital transformation is the driving force to create new opportunities and values to promote economic development; digital transformation must ensure information safety and security; the government creates institutions and policies to accelerate the process of developing e-government towards digital government, creating a foundation for digital transformation. The general goal is to fundamentally and comprehensively innovate the management and operation of state agencies towards building digital government; develop the digital economy, digital society and promote production and business activities towards applying digital technology, forming digital technology enterprises that are competitive in the market; build and form adequate technical infrastructure and human resources to meet the province's digital transformation needs. The Resolution also identifies priority areas for digital transformation as agriculture, healthcare, education, transportation and logistics, tourism, finance and banking.

As of April 2024, 100% of Gia Lai province's administrative agencies have an intranet, wide area network (WAN) connection and broadband internet; the postal and telecommunications infrastructure has developed in both quantity and quality. The province has

completed the registration of IPv6 addresses and network numbers (ASN) for information systems, such as the Electronic Information Portal, Public Service Portal (DVC). In addition, the video conferencing system has been deployed synchronously from the provincial level to all People's Committees (PCs) at 255 video conferencing points (of Gia Lai Provincial Party Committee; Party Committee of Provincial Agencies and Enterprises; Provincial People's Committee; departments, branches, sectors; district Party Committees; People's Committees at district and commune levels). The data integration center is connected to the national population database; the shared information system continues to be maintained, operated, exploited and used effectively. All administrative procedures are provided on the DVC portal (a subsystem of the Administrative Procedure Information System), including 856 full online public services (DVCTT) and 995 partial online public services; 759/1,205 online public services are integrated into the national DVC portal (49%). The rate of online payment on the national DVC portal and the provincial DVC portal compared to the total number of payment transactions of the DVC is 6.09%. The records for handling administrative procedures are simultaneously provided in electronic copies with full legal value to people and businesses; Merge the Public Service Portal with the Provincial Electronic One-Stop Information System into a single centralized administrative procedure settlement information system of the province, meeting the requirements of connecting and sharing data with the National Public Service Portal, information systems, national databases, specialized databases and digitizing records and results of administrative procedure settlement in receiving and resolving administrative procedures; Establish, upgrade and complete the electronic data management warehouse of organizations and individuals in the Provincial Administrative Procedure Settlement Information System to serve the digitization of administrative procedure settlement results, ensuring the principle that people and businesses only provide information once to state administrative agencies; Complete connection, integration, and sharing of data on administrative procedure settlement results from the provincial-level administrative procedure settlement information system, national databases, and specialized databases under management with the electronic data warehouse of organizations and individuals on the National Public Service Portal to share and reuse digitized data nationwide in a unified and effective manner.

## 5. SOLUTION

*First*, “perfecting the e-Government platform to improve the effectiveness and efficiency of the state administrative apparatus and the quality of service to people and businesses, demonstrated through the following criteria: the rate of online records reaching 80%; the number of transactions via the Platform, integrating and sharing national data reaching 860

million transactions. At least 90% of people and businesses are satisfied with the settlement of administrative procedures; cutting at least 20% of administrative procedures of state management agencies.”

*Second*, “developing e-Government based on data and open data towards digital Government, digital economy and digital society with the rate of providing open data of state agencies reaching 100%.”

*Third*, “ensure information security and network security by focusing on protecting personal data; ensure data security. Fundamentally change awareness and practices in cyber security; strive to have 100% of network security products and solutions produced by Vietnamese enterprises by 2025.”

*Fourth*, “Improving Vietnam's EGDI ranking with the goal of being in the top 50 countries with the highest national e-Government ranking in the world.

## 6. CONCLUSION

The emergence of many innovative and creative ideas and initiatives has created new momentum to promote the development of IT and communications in provinces and cities in Vietnam. At the same time, changing the way local governments operate and provide services to people. Through advances in IT and communications, in the context of increasing urbanization, each locality has new challenges. E-government and Digital Government bring many benefits to the socio-economic development of each locality, such as: for the government and state agencies, using information and data to improve the effectiveness

and efficiency of agency operations, serving planning and forecasting work, creating a modern and effective management environment; for people and businesses, having access to full information sufficient, public, transparent, improving the quality of people's lives, creating a sustainable and competitive business environment for enterprises. From there, it will be a great motivation for provincial governments to build and develop e-government and e-government increasingly effective and efficient, towards sustainable development for each locality.

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