



## E-Government and Openness for business access in Vietnam

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**Abstract.** One of the driving forces behind the construction and development of the e-government model comes from the desire to create a business environment for businesses to bring about competitive advantages in the market economy. Businesses have public and transparent access to public services provided by the State. However, the construction of e-government with open access for businesses in Vietnam has yet to make many changes in the process of operating within the economy and needs solutions to gradually improve the e-government model in the future.

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### 1. Understanding E-Government

In the development trend of industrial revolution 4.0, e-Government is an essential element in moving towards building a smart city (Smart City), towards innovative services (Smart City). Services) to provide valuable solutions to the people.

World Bank definition: "E-Government refers to the use of information technologies by government agencies (such as wide area networks, the Internet, and mobile networks) that transform relationships between relations with citizens, businesses, and other government agencies. These technologies can serve different purposes: providing better services, improving business interactions, and empowering citizens through access to information or governing Government. More effective coverage. The benefits can be reduced corruption, improved transparency, greater convenience, increased revenue, and/or reduced costs." E-government is a comprehensive renewal of relationships (especially the relationship between the Government and citizens), resources, processes, modes of operation, and the content of government activities. Central and local, and even conceptions of such activities.

According to the United Nations definition: "E-Government is defined as the use of the Internet and the World Wide Web to deliver government information and services to citizens". E-government refers to a state where the executive, legislative, and judicial authorities (including central and local governments) digitize their internal and external operations and use efficient networked systems for better quality delivery of public services.

In addition, Gartner defines e-government as "the continual optimization of service delivery, electoral

participation, and governance by changing internal and external relationships through technology, the Internet, and new media" (Report of Singapore's e-Government Roundtable, 2002). In short, e-Government is a modern, innovative, for-people government that operates more effectively and efficiently, providing better services based on information and communication technology applications.

According to Rogers (Okot-Uma, 2001), there are four types of government services: Government to Citizens (G2C), Government to Business (G2B), government to workers (G2E), and Government to Government (G2G). Accordingly: Government to Citizens (G2C), including information dissemination to the public and basic civic services such as renewal of permits, issuance of birth/death/marriage certificates, and declaration of submission forms. Income tax, as well as support people with basic services such as education, medical care, hospital information, libraries, and many more.

Government to Business (G2B) is a service and government relationship for businesses, non-governmental organizations, and manufacturers, such as procurement services, business inspection, and supervision (for tax payment), compliance with laws,...); information on land use planning, urban development, bidding, and construction; provide information in the form of documents, user manuals, regulations, implementation of state policies, etc. for businesses. This is the basic relational component in the model of the State as the subject of macro management of the economy and society through policies, mechanisms, and laws, and enterprises as the object representing the productive forces. The direct material wealth of the economy.



Government to Employee (G2E) refers to services and transactions in the relationship between Government for civil servants, insurance officers, employment services, unemployment benefits, health care, housing, etc.

Government-to-Government (G2G) ability to effectively coordinate, transfer and provide services between all levels, sectors, organizations, and state apparatus in state administration and management, It is the government apparatus itself that plays the role of both the subject and the object in this relationship.

The entire system of government relations and transactions, such as G2C, G2E, G2B, and G2G, must be placed on a solid infrastructure of the system: trust, and the ability to ensure privacy (privacy). ) and security - security and ultimately all based on technology and communication infrastructure of different scales: computer networks, Intranets, Extranets, and the Internet.

The benefits of e-Government are that the Government ensures that it is provided with all the necessary and timely information for decision-making. The ideal e-government provides complete information at the right time to decision-makers, which is the biggest advantage of information technology. In addition, the use of information technology to automate administrative procedures of the Government application of information technology to the management processes and activities of the Government. Therefore, the processing speed of administrative procedures is many times faster (Zhou, 2001).

In addition to the benefits mentioned above, e-government also allows citizens to access administrative procedures through electronic means, such as the Internet, mobile phones, and interactive television. And especially important to the economy is that the e-government helps businesses to work with the Government easily because all procedures are understood and guided. Every step of the work is guaranteed to be well done. , trust. All economic information that the Government has is fully provided for businesses to operate more efficiently (Heeks, 2001).

In the face of challenges and opportunities brought by the industrial revolution 4.0, the development of e-government initially achieved some positive results such as: For the document management system - the core of E-government, as of the first quarter of 2017, 26/30 ministries, ministerial-level agencies, Governmental agencies and 63/63 provinces and centrally-run cities have completed internal interconnection of management software. Document management with government offices, forming a unified and smooth electronic document management system from central to local levels, allowing automatic recognition of document processing status between agencies. 100% of provinces and cities have publicized the processing progress of documents on the government portal.

The Government Office proposes five solutions to develop e-government as follows: Building and perfecting

the institution to create a full and comprehensive legal basis for the implementation and development of e-Government; Building a technology foundation for e-Government development in line with the world's e-Government development trend; Building and developing e-Government closely linked information technology application with administrative reform and innovation in working style to standardize and electronic business processes, digitize, integrate and share data sharing between state agencies from central to local; innovate the way to serve people and businesses; Ensuring resources to deploy e-Government development; Establish an implementation assurance mechanism with specific goals and targets, monitoring and supervision mechanisms, accountability, timely handling of problems, and financial and human resources to ensure compliance. Ensure enforcement.

## 2. Openness of access of enterprises to e-government

In the G2B model, the Government deals with business as a provider using the Internet and other information and communication technologies. The G2B model includes two-way transactions and interactions: Government to Business and Business to Government (B2G). There are many different services between Government and business, including the provision of information, services by government agencies to businesses, and services that businesses must perform to the Government. Government agencies provide information to businesses, disseminating regulations, policies, orders, memos, etc. of government agencies to businesses. The services provided by the Government to businesses are usually: Renewal and renewal of permits, certifications, inspections, and audits... The services businesses perform for government agencies are: Paying taxes, providing business statistics, providing information, and participating in online bidding - buying and selling... Both the Government and businesses gradually improve the relationship between the Government and private sectors. Establish a cooperative relationship to help Government - enterprises in e-Government (Rhoda, 2014).

For e-Government, as well as services for people, services for businesses proceed to be performed outside of office hours, to be performed 24 hours a day, seven days a week, 365 days a week per the year. The forms of service delivery must increasingly be improved and progressed to be performed on many means, wherever it is convenient for businesses.

In Vietnam, over the years, the Party and Government have always paid great attention to the implementation of e-Government development, especially in the implementation of online public services between the Government and businesses (G2B). On 14 October 2015, the Government issued Resolution 36a to create a premise to promote the development of e-Government, improve the quality and performance of state agencies, and serve people



and businesses today. The better. However, to meet the requirements in the new situation, the Government Office has now drafted a draft resolution on many key tasks and solutions for e-Government development in the 2018-2020 period, orientations to 2025, and is collecting comments from domestic and foreign agencies, organizations, and individuals. Moreover, the Ministry of Information and Communications has also promulgated the architecture of Vietnam's e-Government, and many conferences and seminars from the central Government to localities and ministries and sectors related to e-Government, commerce, etc. e-commerce have been carried out.

Thanks to those efforts, Vietnam has made a significant improvement in the ranking of the United Nations EGDI E-Government Development Index, specifically: in 2018, Vietnam ranked 88/193, in 2016 ranked 89/193, and in 2014 ranked 99/193. In the ASEAN region in 2018, Vietnam ranked 6th after Singapore, Malaysia, Philippines, Thailand, and Brunei on the E-Government Development Index; In which the Online Service Index (SI) and the Electronic Participation Index (E-Participation Index) in Vietnam are classified as high by the United Nations (increased from 0.5 to 5 percent) by the United Nations. 0.75) (United Nations, 2018).

The Government has implemented several essential online public services for businesses, such as business registration, tax declaration, tax payment, e-customs, social insurance, etc. Decree No. 43/2011/ND-CP (Government, 2011); several ministries and branches have processed work records in the network environment; In some localities, the electronic one-stop information system has been put into operation, improving the transparency and accountability of civil servants. The construction and improvement of online public services between the Government and businesses will help make the business environment for businesses more transparent and more favorable, especially by improving the provision of public services by the tax industry, ensuring risk, and will help Vietnam's business investment environment increase significantly. In addition, the effective application of online public services helps businesses save significantly on human and time costs as well as other informal costs, as well as increases other perceived benefits for businesses. Change some business processes to help businesses improve their competitive advantage in the current e-commerce context.

However, the openness for enterprises' access to e-government still has many shortcomings and difficulties, such as the use of online public services between the Government and businesses (G2B) in our country today is still many. Limitations: the data information systems are still local, and there has not been a connection between the state agencies, especially the data connection of the tax, customs, and social insurance sectors has not been implemented. ; The most used online public service by businesses is tax declaration, followed by business

registration services, other services such as customs declaration, electronic procedures for issuance of certificates of origin, and customs clearance procedures. ships are very limited (News page of the Ministry of Home Affairs, 2017). According to the latest data from the Vietnam E-commerce Association, by the end of 2017, the rate of using G2B services was still very low; only 30% of businesses looked up information on the websites of state agencies in 2017; The handling of administrative procedures and handling of work records is still heavily manual and paper-based, even up to 27% of surveyed enterprises have never used G2B services. Besides, there are many other barriers in the investment mechanism of information technology application; the implementation in some places is still a formality; the construction and deployment of national databases and information technology infrastructure as a foundation for e-Government development are still slow; many deployed information systems have not yet ensured information safety and security.

Although the Government has made efforts to create online public service websites, the opening of these websites has also been reported by the press, but it seems that this information has not reached many businesses (ICT readiness index 2018). Somewhere, there is still the situation of what the State does, what the State does, and what businesses do. The State strives to create e-government that brings convenience to businesses in the hope of reducing the cost and time of carrying out administrative procedures for businesses. Businesses also expect e-government to perform administrative procedures with the click of a button. The two sides share the same goal but seem to be walking on two parallel lines.

The State and business both find their reasons to justify the insight. It is very important to propagate to each business about e-Government and make efforts to interact on websites so that the business can reach them. If businesses do not interact, coordinating with the State will not help the website system operate smoothly. It is like a machine, it needs to be operated to see defects and adjust to improve day by day. If it was left to lie like that, it would become derelict and die prematurely. Thus, how much budget is poured into it will become meaningless, and wasted. That budget is also a significant contribution to the business.

While e-government is being built step by step, the State and businesses need to take the simplest steps together and then take the more complex steps to get to the point where they can go faster. With simple administrative procedures, agencies should immediately apply level 4 services so that businesses can see progress on the road to building e-Government. Businesses should also choose simple procedures that have little impact on their operations if there is a delay due to a problem with the online public service system. This will create mutual interaction so that state agencies can see the support from



businesses as well as take responsibility for their activities (VOV, 2018).

At that time, businesses will know if the State wants and is building an e-Government as the Government's resolutions and legal regulations are issued more and more or not.

In addition, the implementation of online public services is still a formality, failing to meet expectations due to fear of using information technology, avoidance of officials and civil servants, and still a state of harassment and corruption pole. Some agencies and heads have not directly directed and operated online public service activities or built e-Government, or the direction are not drastic and exemplary. Next, the social environment and business practices also greatly affect the effectiveness of online public service applications. The handling of administrative procedures and the handling of work records by state administrative agencies is still heavily manual and paper-based, afraid to use technology for fear of losing control, losing their role, and being public. , transparency will be monitored.

In addition, businesses said that obstacles when deploying and applying online public services are national databases, the core information system creating the foundation for information technology application, and developing the Government. E-Government needs to be faster to be implemented; Information systems and databases have been deployed without connection and sharing. Moreover, the legal environment still needs to be completed; there need to be more specific regulations on records, electronic archives, and the legal value of electronic documents and documents regulating the use of electronic documents in administrative transactions and payment. Unsecured network security is also an obstacle for businesses to use online public services. Finally, businesses believe that they need to be given specific instructions when using online public services. The functions of online public services cause difficulties for users. Although online public services have increased in the number of services, online public services in stages 3 and 4 still need to be higher (about 10% in phase 3; about 2% in phase 4). Online public services, services at stage 3 and stage 4 are not effective; there are no online records, or the number of online records is still low (in 2017, the percentage of services with online records of ministries and branches in stage 3 accounted for 39.93%; stage 4 accounted for 55.16%; provinces and cities in stage 3 accounted for 11.46%; stage 4 accounted for 12.11%) (Vietnam Government, 2017).

### **3. Recommendations to increase the openness of enterprises' access to e-government**

E-government, although implemented, based on the above-mentioned facts, it can be seen that the openness for business access up to now has not been as initially desired from both sides, so The State needs to take measures to

overcome the above-mentioned shortcomings and limitations, helping businesses to have more access to the model being built.

First, the Government needs to improve towards eliminating the formality of G2B service delivery. Currently, the provision of G2B services is still a formality mainly due to the cognitive thinking of civil servants when organizing the implementation of G2B services. Changing the perception of civil servants and public employees is necessary because they are often used to a comfortable state at work. It is necessary to change the mindset of civil servants and public employees from a "management" mindset to a "service" mindset to ensure easy and fair access of businesses to G2B services. All leaders and civil servants in Government agencies must properly recognize and understand the importance of e-Government. The Government needs to promulgate legal documents to apply e-transactions in mandatory content to avoid the implementation of e-government with enterprises that are only for coping purposes, not to let the situation of harassment and corruption be avoided. Poles take place. It is necessary to have a commitment to change, and leaders of ministries, branches, and localities must take responsibility and set an example for employees to follow. Training is important to help cadres and civil servants familiarize themselves with the new skills needed for e-Government. Courses such as modern public administration, changing business processes, changing management practices, information technology, and e-state management... are very important in the successful implementation of e-Government.

In addition, the Government should organize training courses to raise awareness about the value that e-Government brings and the need for change from within the Government, not just at the government level. Central but also at the local level.

Secondly, the Government needs to change the business practices of enterprises, especially the habit of paper transactions, preferring to use cash of citizens, businesses, and civil servants through propaganda and education. To make people and businesses aware of the value of e-government and e-commerce. In particular, it is necessary to focus on training and training for start-up businesses and the current young generation in order to promote the application of technology in business activities and business management. Technical infrastructure development The success of estate management for businesses depends a lot on information technology infrastructure.

In addition, the Government should ensure the coordination of infrastructure development in a synchronous manner to create connectivity and data sharing among ministries, sectors, and localities. Infrastructure needs to be established on a national scale; urban areas of the country have been equipped with many information technology facilities and equipment.



Therefore, the Government needs to pay more attention to the rural and remote areas of the country to avoid a digital divide. However, achieving all this at the same time is almost impossible, so the Government needs to develop a roadmap for implementation in each specific phase, ministry, sector, and locality. In G2B interaction, two-way communication takes place between business and Government, so data security and privacy of corporate information are very important. Therefore, enterprises participating in the in-depth interviews said that regulations need to be properly established for safe online data storage and transmission and information security to be able to develop G2B services in Vietnam. Male.

Third, improve the capacity, skills, and qualifications for all levels of management and employees in the enterprise, accordingly, promote propaganda, dissemination, and awareness raising for all levels of management and employees in the enterprise. Enterprises in performing online public services. The Government should regularly organize professional training for businesses on online public services, additional training in professional skills, and ensure a full understanding of administrative procedures for each industry group for leaders and employees. People in charge of G2B in the business, from receiving to returning results. Thereby improving the quality of the G2B team in the enterprise, contributing to ensuring publicity and transparency, improving the quality of civil servants performing management, and providing online public services. Enterprises need to increase the application of information technology in business, promote the use of the Internet for marketing and business, digitize documents in business administration... manage production and business activities.

Finally, socialize, collaborate, or outsource some services to speed up the e-government management process. Accordingly, public-private partnerships produce desirable results compared to traditional procurement or privatization. Risk-sharing, innovation, competition, and the efficiency brought about by private partners are key characteristics of a productive public-private partnership. However, E-Government projects are often large-scale and critical and require a large number of resources and multidisciplinary skills. Therefore, it will become difficult for the Government to fully handle the projects at the same time with its own resources. Therefore, the Government needs to build public-private partnerships to take advantage of the strengths and resources of private sector partners in building e-Government, including NGOs.

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