

VIETNAM COUNTRY PAPER ON REGULATIONS AND STANDARDS AND PRACTICES OF THE PUBLIC SERVICE



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Country background

- Type of Government: Socialist republic of Vietnam
- One Communist Party
- Capital: Hanoi
- Land area: 329,247 Sq Km
- Population: 95 million
- Border: Lao, Thailand, Cambodia, China
- GDP Growth:6.81% (2017)

Recent attempts to reform the public sector in Vietnam

- country of low middle-income category
- Renovation reforms for a “socialist-oriented market economy” by providing a less centrally-managed framework for realizing human development objectives and improving people’s living condition
- Impressive gains in poverty reduction and substantially improved social development indicator

Public Administration Reform

Master Program 2011-2020

Commitment to change the public administration system in general and move towards decentralization in particular, driven by administrative, grassroots and political reform programs

6 key pillars of reform:

1. Institutional reform
2. Reform of administrative procedures
3. Reform of the organization of the state administrative apparatus
4. To build, and raise the quality of, the contingent of cadres, civil servants and public employees
5. Public finance reform
6. Modernization of the administration system

Review of the implementation of PAR Master Plan

- Speed and pace of reform is uneven
- Little evidence exists in terms of to what extent these efforts helped advance socio-economic development through delivering better quality public and administrative services to citizens
- there has been a constant fluctuation in the budgetary allocation for the implementation of the PAR Master Program
- unequal distribution of resources between government bodies and provinces and, in turn, affected performance levels across both the public administrative system and public services

Strategy to develop the civil servant contingent for the period of 2010 – 2020

- multi-fold reforms including PAR, judicial reforms and legislative reforms, as well as political reforms
- Building and developing the civil servants contingent to a reasonable size, possessing professional qualities and being modernized
- Resolution No. 30c/NQ-CP signed on 8th November 2011 of the Prime Minister approving the PAR for the next ten years. The Strategy to develop the civil servant contingent for the period of 2011-2020, issued under the above-mentioned decision and resolution, stated that ... *efforts should be made to ensure the civil servant contingent have adequate qualities and qualifications to discharge their public duties and be dedicated to serve the cause of national development and the people.*

Strive to provide increasingly better public services

One of the key pillars of The PAR master plan for the period 2011-2020 is to modernize the administration system

- To perfect and step up the operation of the Government's electronic administrative information network on the Internet. To step up the application of information and communication technologies in activities of state administrative agencies so that by 2020: 90% of official documents exchanged between state administrative agencies will be in electronic form; cadres, civil servants and public employees will regularly use the e-mail system in their work; electronic data will be used in almost all activities in agencies; most transactions of state administrative agencies will be conducted through the electronic network, at anytime and everywhere and based on multimedia communication applications; most public services will be provided online on the Government's electronic administrative information network at levels 3 and 4, meeting actual needs and serving citizens and enterprises at anytime and everywhere, based on different devices;
- To apply information and communication technologies in the processing of work of each state administrative agency, between state administrative agencies and in transactions with organizations and citizens, particularly in public administrative services and public services of public non-business units;
- To display the list of public administrative services on the Government's electronic administrative information network on the Internet. To develop and use electronic forms in transactions between state administrative agencies, organizations and citizens to meet the requirements of simplification and reform of administrative procedures.

E-government cont'

- E-government is an important factor in building an honest and facilitative government, gradually improving the efficiency of state agencies, contributing greatly to the fight against corruption, and better serving the people.
- Resolution 36a in 2015 on e-government development with key contents including building a seamless electronic information system, connecting electronic documents and data from the central level to the grassroots level, ensuring 100% of public services are provided online and building the national public service portal, among others
- After two years, Vietnam has gained initial results with 29 out of 30 ministries and ministry-level agencies and all of the 63 provinces and centrally-governed cities having formulated action plans for e-government development. To date, all of Vietnam's provinces and centrally-governed cities have been connected with the Government Office through document management software, allowing the automatic recognition of document processing status between agencies.

Results of e-government development

Many local governments have also begun operating e-government systems successfully, providing real benefits to the people and businesses.

- Hanoi Chairman Nguyen Duc Chung said all business-related public services can be accessed online such as business registration, tax declaration and payment, customs, social insurance, land use rights registration and construction permission. Hanoi has also finished creating a population database for more than 7.5 million people to roll out applications and services aimed at serving citizens, businesses and state management.
- The central city of Da Nang has also begun operating its e-government system since 2014 and has obtained some positive results. Many IT applications have been implemented, bringing a better life to the people such as the public bus management system, the smart traffic control system and smart cameras. Da Nang's e-government model has brought substantive benefits to its citizens who can now carry out public administrative procedures online and look up government data in a public and transparent way.

Advantages of e-government

- Better delivery of government services to citizens,
- improved interactions with business and industry,
- citizen empowerment through access to information, or more efficient government management.
- less corruption,
- increased transparency, greater convenience,
- revenue growth, and/or cost reductions
- help the government address its shortcomings, enhance transparency and democracy

Challenges in e-government development in Vietnam

- weak infrastructure
- limited human resources: The majority of IT personnel in local government agencies are inexperienced and have only basic skills
- the connectivity between the central and local governments' online public service systems has yet to be standardised
- the application of IT remains small scale.

Recommendations to improve e-government development

- Changing the mind-set of those in leadership roles. If the leaders of ministries, agencies and local authorities are cognizant of the necessity of e-government, they will make appropriate financial and human resources investment in this matter.
- Uploading all documents issued by government bodies from the central to grassroots levels to a single national portal so that they are accessible to everyone
- utilizing social media and mobile apps which have demonstrated to be increasingly popular and effective channels for interaction between the government and the public



Thank you for your attention!