



# APPLICATION OF INFORMATION TECHNOLOGY TO PROMOTE PUBLICATION, TRANSPARENCY, AND RESPONSIBILITY: CASE STUDY IN VIETNAM STATE ADMINISTRATIVE AGENCIES

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## Abstracts

The study overviewed the application status and assessed the impact of information technology and the 4th industrial revolution on promoting publicity, transparency, and accountability of state administrative agencies in Vietnam. From these facts, the author proposes solutions to encourage promotion, transparency, and accountability in administrative agencies.

**Keywords:** Information Technology, Industrial Revolution, Public Administration, Administrative Agencies.

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## 1. INTRODUCTION

Industry 4.0 and digital transformation have promoted the change from traditional management to modern management. Good governance will encourage openness, transparency, and accountability in government. One of the requirements of the good rule is understanding and practical application of digital technologies in life, politics, and society. There are many recognized models for applying new technologies, such as e-Government, open government data; Internet freedom; a smart city. The development of technology of the 4.0 industrial revolution is an irreversible trend, so countries must take full advantage of the values and exploit all the potentials and strengths to develop based on country-specific conditions. The innovation of

state governance in Vietnam is also placed in the general context of the world and the region.

Publicity, transparency, and accountability are fundamental principles in state management recognized by the Constitution and laws of Vietnam. However, the implementation of these principles still faces many problems in practice. In reforming state management, the Party and State have gradually renewed leadership according to the people-centered approach. State management aims to build a transparent, streamlined, dynamic, and efficient administration, seeking to serve instead of ruling the people as in the traditional public administration model. Along with this innovation, the application of information technology, Industry 4.0, is



considered one of the requirements of the new administrative system.

## **2. THEORETICAL FOUNDATIONS FOR PUBLICITY, TRANSPARENCY, AND ACCOUNTABILITY**

### **2.1. Approach to assessing transparency**

Many definitions of transparency have been proposed to date. According to Cucciniello et al. (2017), transparency is a broad term that can be used to describe the degree of disclosure and dissemination of information relating to any government undertaking. Transparency can also be understood as a standard of how much information a program, policy, or project needs to make publicly available regarding all processes and implementation processes and in consultation with relevant stakeholders (Estrada 2011). Transparency is also seen as a socially accepted public value to prevent corruption with accountability (Ball 2009). The concept of transparency also has many aspects:

(1) Political transparency includes information and demonstration of how governments have implemented democracy and constitutions, as well as the capacity of society to universalize education (Meijer et al. 2018). Political transparency also refers to information about elected officials, from their salaries to participation in various decision-making processes (Cucciniello and Nasi 2014).

(2) Administrative transparency includes information related to the processes, procedures, and processes by which public administrative organizations implement effective economic policies and activities, as well as the functions that public administrative organizations perform public administration mandate and outcomes (Meijer et al. 2018; Cucciniello et al. 2017).

(3) Budget transparency covers economic performance, integrity, resilience, and resilience to risks and economic downturns (Meijer et al. 2018). Many programs, projects, and research projects globally and in Vietnam have mainly focused on political and financial transparency, while administrative transparency has often

received little attention (Cucciniello et al., 2017). However, to affirm a strong government and a transparent program or project, it is necessary to recognize all three areas related to transparency above. There are many criteria to evaluate the openness of a policy, schedule, and project. However, scholars, programs, projects, and procedures of countries require clarity on the following three factors:

(1) How, right, and accessibility to information (Cucciniello et al. 2017; Schnell 2018). Fox (2007) believes that when assessing access to information, two aspects should be considered: (a) Proactiveness by governments and organizations in disclosing their information to build and strengthen citizens' trust in the government; (b) On-Demand: the institutional commitment that the government and its stakeholders make to responding to citizens' requests for access to various types of information and documents

(2) Two-way communication and interaction (Cucciniello et al. 2017; Schnell 2018). According to Heald (2012) and Cucciniello et al. (2017), two-way information must have all four aspects below. In reality, most policies and projects are only interested in one of four types: (a) internal transparency: when outsiders can observe what's going on inside the organization; (b) extroverted transparency: when people inside an organization can observe what is happening outside the organization; (c) Transparency from lower to upper level: when subordinates have the right to access information about decisions of superiors. The Right to Know and Access Information falls within this concept of transparency; (d) Transparency from superior to subordinate: when superiors have the right to access information and inspect subordinates

(3) Clarity of decision-making procedures (Schnell 2018). Fox (2007) argues that transparency is evident when each country's information access policy protects the parties. In addition, the information published is reliable in providing a complete picture of the



performance of government agencies and institutions, specifying the responsibilities of officials and the sources of information. What public funds are being used for, and creating a process of participation and cross-checking so stakeholders can contribute input in the strategy development process. Fox (2007) argues that there are two types of transparency in the decision-making process in the world today: (a) substantive transparency. If transparency is to ensure the system's operation, the information should indicate who does what? Who is responsible for what? Who has what rights? And who benefits and gets what? (b) formal transparency. The information published is incomplete, only nominal, or unreliable. The transparency process has many modes: voluntary, nominally mandatory, and mandatory. However, supervision and law enforcement are critical to achieving the objective of transparency.

## **2.2. Approach to assessing accountability**

Accountability is a set of standards by which to measure the behavior of public actors. Accountability, or accountability, is seen as a positive quality of organizations or officials. As a result, accountability studies often focus on normative issues, assessing public authorities' actual behavior and performance (Bovens 2014).

In other words, accountability belongs to the organization, the institution, and the individual. Fox (2007) argues that there are two aspects to consider of responsibility: Capacity and the right to demand answers; the Possibility of penalties if duty is not fulfilled. Although there are many accountability frameworks, the framework proposed by Mashaw (2006) with six key questions is a widely used methodological framework. The six questions in the assessment framework of Mashaw (2006) include: (1) Who should be held accountable? (2) To whom should accountability be reported? (3) Accountability for what? (4) How does the due diligence process work? (5) What criteria do

agencies and organizations use to measure accountability? (6) What happens when agencies fail to implement these standards?

Factors affecting the effectiveness and impact of transparency and accountability enforcement Stakeholders generally believe that transparency and accountability can be improved by implementing good governance and forestry treatment. However, in practice, the impact of openness in improving and enhancing the quality of forestry governance depends on many factors, such as public sector policy areas, political institutions, and demographic characteristics (de Fine Licht, 2014; de Fine Licht et al., 2014; Grimmelikhuijsen and Meijer, 2014; Porumbescu, 2015). Three key questions (i) what transparency can do; (ii) transparency cannot do anything, and (iii) under what conditions transparency exerts the most significant impact are always laid out by policymakers because, in practice, transparency can be very relevant to solve specific problems but are not suitable for solving others (Cucciniello et al. 2017). Fox (2007), through many studies, has shown that there is little convincing evidence for better information and improved transparency and accountability of the political system. In practice, transparency and accountability are understood differently. How people define transparency and fault depends on political goals, power relations between the parties and institutions, the culture of the country or organization, and the public's level of awareness and political interest. In many cases, reforms towards transparency do not always have a positive effect because it has often led to the abuse of power to obtain information or help the offenders get justice and facilitate access to information for profiteering (Fox 2007).

## **3. INFORMATION TECHNOLOGY APPLICATION SITUATION, INDUSTRY 4.0 PROMOTES PUBLICITY, TRANSPARENCY, AND ACCOUNTABILITY OF STATE ADMINISTRATIVE AGENCIES**



Since the 2000s, our Party and State have paid great attention to and attach great importance to the development of information technology application in the activities of state agencies, identifying this as a driving force contributing to the promotion of innovation and creating possibilities ability to take shortcuts and take the lead to successfully implement industrialization and modernization. In 2014, Politburo issued Resolution No. 36-NQ/TW on promoting the application and development of information technology to meet the requirements of sustainable development and international integration. The resolution defines the goal by 2020 to effectively implement the administrative reform program, closely associated with building e-government and providing high-level online public services in many fields.

In 2015, the Government issued the first resolution focusing on e-government to accelerate the development of e-government and improve the quality and performance of state agencies. On May 4, 2017, the Prime Minister issued Directive No. 16/CT-TTG on approaching Industry 4.0, directing ministries, branches and localities to “Review strategies, action plans, propose to develop plans and key tasks for implementation by the development trend of the 4th Industrial Revolution. Develop strategies for digital transformation, smart governance, and smart cities.” Next, on July 12, 2018, the Prime Minister issued Decision No. 28/2018/QĐ-TTĐ on sending and receiving electronic documents between agencies in the state administrative system, stipulating the Ministries, branches, and localities towards paperless offices. On March 7, 2019, the Government issued Resolution No. 17/NQ-CP on several critical tasks and solutions to develop e-Government. Accordingly, the goal of the Resolution is to perfect the e-Government platform to improve the effectiveness and efficiency of the state administrative apparatus and the quality of service to people and businesses; develop e-Government based on

open data for the digital government, digital economy, and digital society; ensure information safety and network security; raising the ranking of e-Government according to the assessment of the United Nations by 10 to 15 places by 2020, putting Vietnam in the group of 4 leading countries in ASEAN in the ranking of e-Government according to the assessment of the United Nations by the year 2025. To achieve that strategic goal, Resolution No. 17/NQ-CP sets out specific targets and tasks corresponding to each stage of e-Government construction and development in the following aspects: legal basis, building a technology foundation suitable to the development trend of e-Government in the world, applying information technology in association with administrative reform, ensuring information security, ensuring resources deploying e-Government construction... On the basis of Resolution No. 17/NQ-CP, the Government Office and the Ministry of Information and Communications have focused on advising the Government and the Prime Minister to issue critical legal documents such as: Decree No. 09/2019/NĐ-CP dated January 24, 2019 of the Government stipulating the reporting regime in state agencies; Decision No. 274/QĐ-TTĐ dated March 12, 2019 approving the National Public Service Portal Project, the Project on building an information system serving meetings and handling government affairs (eCabinet) and the Project building a policy consultation system (consultation) under the direction of the Prime Minister before the Prime Minister decides to approve; submit to the Government a dossier of request for the formulation of a Decree on management of connection and sharing of digital data; Decree on electronic identification and identification of individuals and organizations; The Decree on implementing administrative procedures in the electronic environment, and many documents related to the Decree have also been researched and developed by ministries and branches.

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The Government has implemented a series of measures such as the application of new technologies in the implementation of e-Government development platform systems; the application of information technology in association with administrative reform serving the direction and administration of the Government and the Prime Minister; deploying information systems to help people and businesses; people, businesses as the center...At the local level, the construction and development of smart cities is a national policy promulgated in the Project on Sustainable Smart Cities Development in Vietnam from 2018 to 2025 and oriented to 2030 by the Prime Minister. Prime Minister approved Decision No. 950/QĐ-TTĐ dated August 1, 2018. According to this Project, sustainable smart city development is based on applying information and communication technology (ICT) and modern technology to synchronize the technical and ICT infrastructure to improve the quality of life; improve the management efficiency of urban government, improve the efficiency of land, energy, and development resources, improve and improve the quality of the urban environment, stimulate economic growth and development - of society; providing brilliant urban facilities for the community with the basic infrastructure of urban technical infrastructure system and ICT infrastructure system.

On that basis, many localities have proposed and implemented the smart city construction project. For example, since 2012, Da Nang city has approved the smart city construction project and organized the implementation throughout the city. Binh Duong province has actively cooperated with the Dutch partner to deploy the construction of a smart city using the 3-house model - Triple Helix. Across the country, nearly 30 localities have signed cooperation agreements with partners who are large telecommunications technology groups such as VNPT and Viettel to build an innovative city project. Many localities

have approved and organized the implementation, such as Quang Ninh, Vinh Phuc, Bac Ninh, Hanoi, Ho Chi Minh City, Can Tho city, Phu Quoc district...

*Firstly*, about applying information technology in state agencies and building information technology infrastructure. Ministries, sectors, and localities have focused on directing the effective implementation of information technology application tasks in the operations of state administrative agencies and the provision of public services (public services) according to their competence. The right is assigned in Resolution No. 36a/NQ-CP dated October 14, 2015, of the Government and Decision No. 1819/QĐ-TTĐ dated October 26, 2015, of the Prime Minister approving the National Program on the application of information technology in the operation of state agencies in the 2016-2020 period.

Agencies and units have invested in information technology infrastructure, gradually meeting work needs and creating a foundation for e-Government development. In 2017, there were 17 ministries, ministerial-level agencies, and 49 provinces and centrally-run cities deploying the WAN vast area network, which has connected over 80% of units under ministries, branches, and over 80% of units, 75% of departments, branches, districts, provinces, and cities directly under the Central Government. Cadres at all levels equipped with computers for work are 90.95% at the central station, 97.14% in provincial departments, agencies, and sectors, and 90.87% in district People's Committees.

The use of digital signatures in sending and receiving electronic documents is also interested by ministries, branches, and localities, promoting the implementation at affiliated units. There have been 18 ministries and 53 provinces and centrally-run cities using digital signatures and providing digital signatures for over 75% of related agencies and departments. Many places have integrated digital signatures into email systems, document



management, and administration systems to exchange documents in the network environment between agencies and units. Many localities implement this content well, such as Ho Chi Minh City, Hanoi, Quang Ninh, An Giang, Ba Ria - Vung Tau, Da Nang, Dong Nai, Quang Ngai, Nghe An, Lam Dong...

Some localities have boldly exploited the utilities of social networks to apply and improve the efficiency of state administrative agencies, such as the Zalo government model in Dong Nai, An Giang, and Da Nang and; the business support model via Facebook in Quang Ninh. Several districts of Ho Chi Minh City have implemented to receive feedback and recommendations from people and organizations through application software, helping the process of receiving and handling petitions take place quickly and conveniently.

Ministries, branches, and localities have deployed the electronic mail system to maintain stable operation and provide mailboxes for the majority of officials at all levels to use in their work; 98.8% of officials at all levels in ministries and branches and 82% of officials at all levels in provinces and cities regularly use e-mail to exchange work.

The document management and administration software system is deployed in 100% of ministries, branches, provinces, and centrally-run cities. According to statistics, 18 churches, departments, and 46 towns and regions have deployed document management and shared administration systems at different scales.

To ensure consistency and consistency in sending and receiving electronic documents between state agencies at all levels, especially sending and receiving legal documents, dated 12/7/2018, The Prime Minister has issued Decision No. 28/2018/QĐ-TTĐ on sending and receiving electronic documents between agencies in the state administrative system. Accordingly, ministries, branches, and localities are actively implementing 13 groups of tasks assigned in this Decision, including essential

tasks such as: building a national document interlinking axis; completing document management software and work records; developing and completing documents and regulations in service of sending and receiving electronic documents; ensure the safety and security of the system and back up electronic documents; organize training on the use of document management software and work records.

*Secondly*, on the provision of online public services. According to the Ministry of Home Affairs, in 2017, out of 19 ministries and ministerial-level agencies, 17 churches and ministerial-level agencies deployed to provide online public services at levels 3 and 4. Accordingly, the total number of public services offered online at level 3 is 549; level 4 is 377 services. Among the above services, the proportion of public services with online filings is 45.6% for level 3 and 92.8% for level 4. Ministries and agencies have a lot of procedural dossiers. Administrative procedures (administrative procedures) transacted online are the Ministry of Foreign Affairs, Ministry of Health, Ministry of Industry and Trade, Ministry of Finance, State Bank of Vietnam, Ministry of Planning and Investment, Ministry of Justice, and Ministry of Information and Communications.

Locally, 58/63 provinces and cities provide a total of 18,830 online public services at levels 3 and 4, of which public services offered online at level 3 are 12,677 services, and at level 4 are 1,153 services. The rate of public services with online records is 81.67% for level 3; 22.63% for level 4. The localities with a lot of administrative documents being transacted online are Hanoi, An Giang, Da Nang, Lam Dong, Ninh Thuan, Tien Giang, Ho Chi Minh, and Hai Phong.

To promote the provision of online public services, on July 18, 2018, the Prime Minister issued Decision No. 877/QĐ-TTĐ promulgating the List of Level 3 and Level 4 online public services for ministries, branches, and localities



to implement in 2 years (2018 - 2019). The quality of online public service provision for people and businesses in ministries, departments, and localities has been increasingly improved, with the number of administrative procedure documents processed online at levels 3 and 4 continuously increasing, especially in the fields of taxation, customs, and justice.

According to a report of the Ministry of Information and Communications, up to now, the rate of public services with online filings in central ministries and branches has reached about 33.41%; in localities, the average is approximately 10.78%. Some churches, departments, and localities have many online dossiers at levels 3 and 4, typically: Vietnam Social Security with nearly 200 million records (each public service has more than 80% online records); Ministry of Finance with over 20 million documents (level 4 is almost 14 thousand records); Ministry of Industry and Trade nearly 1.4 million records; Ministry of Foreign Affairs over 800,000 records; Ministry of Information and Communications about 200,000 records; Hanoi has over 520 thousand records; Ho Chi Minh City has over 240 thousand records; Lam Dong province has over 110 thousand records; Da Nang has over 77 thousand records...

In addition, the General Department of Taxation, the Ministry of Finance, is effectively implementing the electronic tax service system (eTax) in 15 tax departments. When using eTax at <http://thuedientu.gdt.gov.vn>, taxpayers can access and manage all electronic tax services on the same system that has integrated many functions instead of having to log in to many different applications like before. At the same time, eTax is designed with an intuitive and scientific interface for taxpayers to learn and use quickly. For organizations and individuals with transactions with tax authorities on the electronic tax declaration and payment system, all information about the transaction accounts and taxpayers' records will be automatically

updated and transferred to the tax authorities in the new system.

*Thirdly*, in terms of building national databases as a foundation for e-Government development, the National Database on Business Registration and National Database on Administrative Procedures have been deployed. In addition, national databases on population, land, insurance, and finance are being developed. In addition, ministries, branches, and localities have strengthened the building of specialized databases to serve their management.

Thus, the promotion of information technology application by ministries, branches, and localities has brought positive results, improving the operational efficiency of state administrative agencies, and improving the quality of service provision—public services for people and organizations.

#### **4. THE IMPACTS OF INFORMATION TECHNOLOGY ON THE IMPLEMENTATION OF PUBLICITY, TRANSPARENCY, AND ACCOUNTABILITY OF STATE ADMINISTRATIVE AGENCIES AND THE ISSUES RAISED**

Policy and policy implementation on information technology, Industry 4.0 has a positive impact on the performance of publicity, transparency, and accountability of state administrative agencies through the following aspects:

*- Enhance publicity, transparency, and accountability of officials and state administrative agencies*

The development and implementation of e-Government have positively promoted openness, transparency, and accountability of officials and state administrative agencies. Providing online public services, processing work records in the network environment, and using a one-stop information system improve civil servants' transparency and accountability. The construction and improvement of online public services between the Government and enterprises help to make the business environment for enterprises more transparent

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and more favorable. In particular, improving the provision of public services in the tax and insurance sectors helps enhance the quality of the investment environment.

*- Promoting people's online participation in state management*

According to the provisions of the Constitution, citizens have the right to "take part in the management of the state and society, to participate in discussions and recommendations with state agencies on issues of the grassroots, locality and the whole country," and the State's responsibility is to "create conditions for citizens to participate in the management of the state and society; publicity and transparency in receiving and responding to citizens' opinions and recommendations. However, in reality, people's participation in state management is still limited, such as locality and self-containment in policy formulation and implementation. The law has not created sufficient conditions for people to participate; accountability of state agencies is not high; people still have difficulty in accessing information; the role of social criticism of the Fatherland Front and its member organizations is still weak; the participation of social organizations has not been encouraged, facilitated, etc.

However, information technology and Industry 4.0 positively affect promoting people's participation through the online route. While traditional (face-to-face) participation is still limited, people increasingly actively use online participation. According to the United Nations e-Government Statistics, the online participation index of the people (E-Participation Index) has been on an increasing trend in recent years, as shown in the Table of Statistics listed.

*- Ensuring people's right to access information*

People's participation in state management is supported and guaranteed by the right of access to information. Information technology application policies and Industry 4.0

play an essential role in ensuring people's right to access information. People quickly and conveniently access information provided by the State through online platforms. The development of the internet and social networks creates an ideal environment for people to access and participate in policy-making.

*- Strengthening the provision of online public services*

Public services online ensure administrative agencies' openness, transparency, and accountability. Online public service provision is increasingly focused and has achieved many encouraging results. Several online public services have been provided to businesses and people, such as business registration, tax declaration, tax payment, customs, insurance, social security, etc.

According to the United Nations, although Vietnam's overall e-Government index is at an average level, the component index of online public service provision in Vietnam is increasingly positive. It should be noted that openness and accountability are 2 out of 5 criteria (the remaining three criteria are: Validity, Reliability, and Inclusion) to evaluate the online public service index (OSI) according to United Nations standards.

The application of information technology and Industry 4.0 in state management has a positive impact on promoting publicity, transparency, and accountability of state administrative agencies. However, it can also create other adverse risks such as risks of violations, harm to security and order, community interests, society, and human rights in the network environment.

One of the biggest challenges with publicity, transparency, and accountability in the context of Industry 4.0 is the application of artificial intelligence (AI) in state and social management. AI brings excellent value to people and society. It also poses enormous challenges for openness, transparency, and accountability, such as publicity, transparency





of processes, ways of AI operation and the information it uses, and responsibility of organizations and individuals that build, develop and use AI. This is a reality in all digital governance platforms, e-Government worldwide, and Vietnam. Therefore, it is essential to limit the risks and adverse effects of the application of information technology and Industry 4.0 in state management on the one hand and on the other hand to balance the values of publicity and transparency. Transparency, accountability, and other interests of individuals as well as society.

The next issue is to identify limitations and challenges in the application and development of information technology and Industry 4.0 in state management, such as low e-Government ratings; lack of online information and data of ministries and branches; data that is difficult to access, has not been shared, and exchanged smoothly and entirely in the process of state management and public service provision; public policies and services are not centered on people and businesses; there is no precise coordination mechanism and accountability among agencies, organizations and individuals; agencies and administrative officials are still bureaucratic and lack accountability in the performance of official duties; many people are not fully aware of information technology, Industry 4.0 and its applications in state management; policy frameworks, laws, and inadequate and incomplete processes and procedures, etc.

*Firstly*, although the information technology infrastructure has been improved, it is still weak, asynchronous, lacking in the network connection, or not connecting smoothly, which limits the ability to deploy software applications and databases. Many agencies and units have only invested in hardware and servers but have not focused on building network connections to share data and information. The technology and capacity of information technology solution providers for e-Government in localities still have some

shortcomings: lack of healthy competition and transparency in product acceptance.

Currently, many localities have built one-stop software but cannot integrate with the data of specialized ministries. For example, Ba Ria - Vung Tau province has made one-stop software but cannot combine with the data of specialized ministries data of 5 specialized ministries: Transport; Labor, Invalids and Social Affairs; Planning and Investment; Justice; Industry, and Trade. The province has also made a written request to integrate data with these ministries, but currently, only the Ministry of Planning and Investment has agreed to connect.

*Secondly*, there is a shortage of high-quality human resources for the administration, operation, and exploitation of the invested information systems, especially administrators for the Provincial Data Integration Center and network administration in localities. Staff at all levels from communes, remote areas, and islands to exploit and use applications (internet, computers) in general and information systems are still limited.

*Thirdly*, some localities provide many administrative procedures but do not generate records in the electronic environment due to the provision of online public services in areas of low demand, not yet concentrated. In solving people's needs and pressing concerns (such as construction, land, ...), information work, dissemination, and user manual are still limited, not extensive, ...

Besides, online public services have increased in several benefits, but services at levels 3 and 4 are still low. Moreover, these services are deployed individually, not synchronized, leading to duplication and difficulty in connection and sharing. Some localities publicize data, and the results of administrative procedures on the software are incorrect compared with the actual test results.

The leading cause of the above problem is that many levels and branches have not clearly defined the roadmap and specific tasks



to implement the application of information technology, and there is a lack of connection between information technology application and improvement. Administrative procedures and renewing working habits and methods, especially in relations with people and businesses, have not yet promoted the role of the leader in directing the implementation.

In addition, there are no regulations on data connection and sharing in the activities of state agencies; there is a lack of specific rules on records, electronic archives, the legal validity of electronic documents, and regulations on the use of electronic documents in administrative transactions. In addition, the safety and security of information systems of state agencies have not been paid due attention. Incentive policies to promote the development and application of information technology have been slowly implemented.

##### **5. INFORMATION TECHNOLOGY APPLICATION SOLUTIONS TO PROMOTE PUBLICITY, TRANSPARENCY, AND ACCOUNTABILITY**

Formulate a national strategy on digital transformation, perfect policies and laws on information technology application and Industry 4.0 in state management to fully promote their values of publicity, on the one hand, transparency and accountability; on the other hand, balance different values and interests of individuals and society, as well as limit risks and negative influences.

Building and perfecting an e-Government that is fair and accessible to everyone, with a particular focus on disadvantaged and vulnerable individuals and groups. The government must be responsible for facilitating and supporting individuals and groups with limited ability and conditions to access digital technologies and applications, such as those in remote and isolated areas and the poor.

Strengthening applications to promote the right to access to information, which focuses on building information systems and databases of state management information; ensuring the responsibility to proactively

disclose information fully and provide information to the people upon request; building forms for sharing and giving information that is easy to access and use; building specialized agencies to coordinate and provide online information;...

It enhances people's right to participate in state management on online interfaces and applications. It is necessary to promote the construction and improvement of Open Government and data to empower and facilitate more people to participate in state management. On the one hand, the Internet and social networks need to be consolidated to ensure an important channel for people to participate in state management. On the other hand, building and perfecting the scope and limits of internet freedom is necessary to ensure order, safety, and security of people and society.

Building and perfecting digital applications in anti-corruption through publicity, transparency, and ensuring full accountability in state management activities.

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