

早稲田大学大学院アジア太平洋研究科

博士論文審査報告書

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| 原題名 Original Title | Local e-government development: The case study of Vietnamese provincial governments |
| 英訳 In Japanese | 電子地方政府の発展 —ベトナムの地方政府を事例に— |

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2017年1月

Report of Submitted Ph.D. Dissertation

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Title: Local e-government development: The case study of Vietnamese provincial governments

邦語タイトル: 電子地方政府の発展 —ベトナムの地方政府を事例に—

I. Purpose and summary of the dissertation

This dissertation addresses the solutions for the two major issues with local e-government development: first, the stagnation in the use of IT applications in local public government agencies, and second, the low rate of e-government services uptake from citizens and businesses. The first objective of the thesis is to construct a model to investigate the impacts of various technological, organizational and environmental factors on the development of local e-government. The second objective of this dissertation is to explore user perception in e-government service by building a multi-dimensional scale to evaluate user value in e-government service: the EGSERVAL. The applied research methodology is a blend of both qualitative and quantitative approaches. This research uses both secondary data and original data via surveys conducted in Hai Phong, Vietnam. Expert opinions were also relied on, based on interviews conducted to analyze and evaluate the research model and hypothesis.

Overall the results of the first empirical analysis were aligned with what was found in the literature, which indicated that the development of e-government in local government level is subject to differences in technological, organizational and environmental factors. The second empirical study evaluated whether user perceptions of e-government services can be measured through four types of value, namely convenience, quality, social and transparency. The measurement model validated the stability and reliability of this factor structure, and the structural model confirmed its ability to predict user behavior of e-government service.

II. Table of Contents

This dissertation is composed of the following 6 chapters written in English. The contents of each chapter is described at III.

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III. Chapter Outline and Contents of Dissertation

Chapter 1 plays as the introductory section of this dissertation. The chapter begins with a brief summary of the background of the study. This section describes the current situation of e-government development at the local governments and the users' take-up of e-government services. Next, the research gaps in the literature are examined which then establishes the motivation and the approach for the present research in section 3. The objectives to be accomplished by the dissertation are presented in this section and section 4 proposes the methodology to achieve research's objectives. Finally, the structure of the dissertation is given at the end of the chapter.

Chapter 2 reviews the concepts and previous studies that are relevant to the current dissertation. The chapter begins with the explanation of several terms and definitions. First, an overview of e-government is mentioned, including the definitions, applications, maturity models and e-government services. Section 3 reviews local e-government development and adoption, highlighting the current issues with local governments in applying e-government initiatives. Different factors from technical, organizational and environmental contexts that influence the establishment of a successful e-government framework at the local level are discussed. User acceptance of online public services is another topic that is examined in section 3.3. The contributions of various classical models such as the technology acceptance model (TAM), the unified theory of acceptance and use of technology (UTAUT), and diffusion of innovations (DOI) that were employed by previous researchers are analyzed, followed by a summary of previous studies on the successful determinants of online services usage. Section 4 portrays several worldwide case studies on local e-government development in selected countries. Section 5 provides a discussion of the major concepts and theories of user value, derived from marketing and consumer behavior literature, and the role of user value in predicting consumer behavior. A brief review of the different methods of evaluating e-service quality is given at the Section 6.

The aims of Chapter 3 are to represent the current status of e-government development in Vietnamese provincial governments and to investigate the different determinants influencing the growth of local e-government. The subsequent section

portrays an overview of e-government development history in Vietnam over 15 years, from 2000 to 2015. Section 3 details the progress of e-government adoption in Vietnamese provinces, starting with a brief description of local government structure and administration hierarchy in Vietnam, and then it demonstrates the different aspects of ICT application in provincial government bodies. Section 4 conducts an empirical study to identify different factors affecting the success of ICT utilization progress. A determinants model for local e-government development adapted from the technology-organization-environment (TOE) framework is constructed. Then the model is tested with the secondary dataset employing the Vietnam ICT Index and Vietnam Provincial Competitiveness Index. The section is continued with the decryption of the collected dataset and ends with analysis of the estimation results.

Chapter 4 analyzes the case study of Hai Phong in developing local e-government. The chapter begins with a brief introduction to the city. The next section refers to the current progress of administration reform in the city government, describing several aspects related to institutional and administrative procedures, civil servant quality and public finance. Then, the issues affecting the city's public sectors performances are analyzed through data collected from the Vietnam PAPI Index. Section 4 presents the existing status of e-government development in the city with regard to ICT infrastructure, ICT regulation environment, human resources, and several major e-government initiatives. The present online public services use in the city is demonstrated in Section 5.

Chapter 5 aims to develop a tool, an e-government service value scale, which can be used to measure experiences with e-government services and the perspectives of citizens. The theoretical background section reviews eight different value types introduced by Holbrook. The methodology section introduces the research method and shows the relevance of Holbrook's conception of consumer value to user value in the context of an e-government service. In the data analysis section, the EGSERVAL scale is developed and validated with primary data collected from online public services users in Hai Phong. Through data analysis, various types of values in e-government services are identified.

Chapter 6 serves as the conclusion of this doctoral dissertation. The chapter first focuses on assessing the practical contribution of the thesis. This contribution includes policy implications relating to the development of e-government and how to promote the use of online public services in Vietnamese local governments. The lessons for the Hai Phong government with respect to the current e-government development progress will be also discussed. The academic implications are then discussed in Section 3. In

this section, the contributions of the dissertation to the current literature of e-government and IS are analyzed.

IV. Oral examination

The oral examination was held at GSAPS room from 13:00-14:45 in December 20, 2016 with full participation of 4 examiners. Comments and questions on oral presentation by examiners are as follows:

What are advises and suggestions to local government from findings? How are they different with previous studies? In literature review it is mentioned about different e-government maturity models, and how do they connect to the results and the whole dissertation? The respondents of the survey come from four departments: customs, taxes, planning and investments and quality measurement center. These seem to be business-oriented respondents. In that case results reflect the perspective of citizens? One of the conclusions is that IT industry does not show any significant effect to the dependent variable. The corruption level has the effect to local e-government development as e-government should prevent the corruption in public agencies. Comments by examiners in overall assessment were very positive and fruitful. The author answered all questions clearly and consequently revised some points later based on the examiners' advice and sent revised dissertation to all examiners for their review.

V. Evaluation

The Examination committee checked carefully the revised thesis and concluded to accept the final dissertation without hesitation.

The committee evaluated the contents of the dissertation in terms of new findings, originality, contributions and policy implications. The main finding of this dissertation is the importance of effective combination among technology, organization and environment factors according to evaluations from both the citizen's perspective and the provider's perspective. This research shows a new model to evaluate the quality of e-local government service through the assessment of these main constructs using a relevant approach. It also provides a new framework for understanding how e-service is provided and how it can be evaluated in the local level. This dissertation may contribute to policymakers in local governments who will benefit from a new model for improving the quality of e-local government service. This research provides government officers with comprehensive concept of e-local government development in other developing countries by further improving the usability of e-local government program in the digital age.

VI. The Decision of the Committee

Upon consideration of the results of careful assessment of the submitted written dissertation, the oral presentation of the dissertation, and subsequent discussions held on December 20, 2016, The Committee members came to a unanimous decision that the author of the submitted dissertation should be granted a Ph.D.

January 20, 2017

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2017年1月17日