

Factors Influencing the Success of E-Government in Ho Chi Minh City in Vietnam

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ABSTRACT

Vietnamese government has started its five-year journey towards e-government, but it stills low awareness, costly communication charges and a shortage of expertise. Moreover, one of project has failed last two weeks. It wasted about 1000billionVND (called project 112, it is about computerization plan).Thus, the purpose of this paper is to examine about reasons of causing low rate success of E-Government, and some of reasons for improving e-government in Vietnam (especially in Ho Chi Minh City), and how to overcome it by suggesting a model for develop success e-government. To fulfill this purpose, this research undertook to find out what happens. The data on these variables was collected using a direct survey by distributed direct to respondent. A-self-administered questionnaire was distributed 600coppies to people (randomly) and the total numbers of 557 usable responses were received. The findings revealed that almost citizens want to improve the e-government in Vietnam. The study also found that the reasons of lead the e-government in Vietnam low rate are: 'Low income, language problems; Network; High internet fees; Design for internet e-government's not professional enough; security and privacy problems; Government computer system's not really helpful for citizens; Lack communication system communicate with citizens; Less time online for e-government; Personal computer rate is not that impressive; Low awareness about E-government. By undertaking such research, a substantial contribution is offered a model with five stages to the Vietnamese government, in order to improve e-government become success in the near future.