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Review Article

Current Status of Application of Information Technology in Solving Administrative Procedures of People's Committees of Wards and Communes in Viet Tri City

Nông Thị Lý[1*], Nguyễn Trung Kiên[2], Đỗ Tự Trị[3], Lê Quang Khải[4]

[1]Center for International Training Cooperation, Media, and Student Assistance – Hung Vuong University – Phu Tho province
[2]Department of Academic Affairs - Hung Vuong University – Phu Tho province
[3]Faculty of Foreign Languages - Hung Vuong University – Phu Tho province
[4]Center for National Defense and Security Education - Hung Vuong University – Phu Tho province

Abstract: For the provision of online public administrative services in Vietnam, information technology is identified as both a requirement and the most important solution to implement the goals and contents of the administrative reform and modernization process in management. The article presents the current status of information technology application in handling administrative procedures of ward-level People's Committees in Viet Tri city, and at the same time points out the causes of the current situation to continue to have innovations in information technology to improve the quality and efficiency of this service.
Keywords: Information Technology, Administrative Procedures.

I. INTRODUCTION

The application of information technology associated with administrative reform in State agencies has received special attention from all levels of government, and the response of businesses and people. In response to the increasing demands of society, our Party and State have made macro-level decisions, which is to focus on investing in information technology to serve the administrative reform process to meet the needs of the people.

II. CONTENT

2.1. Advantages of the Current Status of Information Technology Application in Handling Administrative Procedures at the Committee of Ward in Viet Tri City

Regarding information technology infrastructure, in fact, in recent times, Viet Tri city has invested in facilities for the People's Committees at ward and commune levels in the area, most of the computer infrastructure has been replaced. To support the civil servants of the "one-stop" department in performing their duties, some communes, wards and towns have tried to equip relatively complete working facilities: counters, computers, printers, photocopiers, telephones, filing cabinets, desks and chairs, tables and chairs for people to do transactions... basic hardware infrastructure meets the requirements for implementing information technology applications in activities at agencies.

Regarding the system of administrative procedures under the authority of the People's Committees at the ward and commune levels, there is synchronization in all communes in the city. Results of implementing administrative procedure settlement through the "one-stop shop" in communes and towns: The files are mainly settled on the same day, without having to print out appointment slips. Mainly in areas such as judicial administration, issuing identity cards, authentication, registration of residence management and the fields of culture - policy, society. Fee collection is carried out according to the publicized norms, with receipts in accordance with financial regulations. One of the noteworthy points in implementing administrative procedure reform under the "one-stop shop" mechanism at the commune level is the successful application of the

"one-stop shop" in the settlement of administrative procedures for children under 6 years old. When connecting 3 administrative procedures (birth registration, permanent residence registration, health insurance card issuance) for children, people only need to go to the "one-stop" department of the People's Committee of the commune, ward, or town to submit the application, and after 10 days, they will receive 3 types of documents, ensuring speed, efficiency, savings, convenience, and timely response to children's rights, especially regarding health insurance card issuance. To effectively implement administrative reform, in the coming time, the Viet Tri city government will continue to receive and return administrative procedure results to individuals and organizations in accordance with prescribed procedures; survey and evaluate the satisfaction of individuals and organizations with the service of the staff and civil servants in handling administrative procedures; train the staff and civil servants working at the Public Administration Center, the one-stop shop at the district and commune levels on central and city legal documents directly related to the procedures and operations of receiving and returning administrative procedure results; coordinate with departments, branches and sectors to review administrative procedures implemented at the center to standardize, amend, supplement, abolish and replace in accordance with legal regulations; ensure adequate conditions for facilities and working means for the center to operate effectively, meeting the requirements of assigned tasks; Continue to coordinate with relevant agencies to overcome shortcomings in the application of electronic one-stop software; promptly propose to the City People's Committee and the People's Committees at ward and commune levels to direct the resolution of difficulties in receiving and returning results, and coordination with departments, branches and sectors. Create favorable conditions for businesses and people to access loans and banking services to promote production and business development. Join with businesses in removing difficulties for factories that are temporarily suspending production to resume operations. Strengthen investment promotion activities.

Regarding the application of information technology software to serve the settlement of administrative procedures: Promote the application of information technology in implementing administrative procedure reform according to the electronic one-stop shop model and electronic mailbox. In particular, since 2015, the city has synchronously deployed software for registration and management of common civil status associated with the implementation of professional work of judicial and civil status officers at the commune level throughout the district, helping to manage and look up civil status events scientifically, reducing the workload for professional officers, contributing to the quick settlement of procedures related to civil status. V-Office software has been synchronously deployed at the People's Committees of wards and communes, up to now

the rate of electronic document exchange in State agencies has reached about 90%.

Regarding human resources in administrative procedure settlement activities at the People's Committees at the commune and ward levels in the city. The staff in the specialized departments are all civil servants with seniority and working experience. Most of the newly recruited cadres have graduated from the qualified cadre training school. In addition to the civil servants in charge of IT, other civil servants are also trained in information technology. The budget for training and fostering knowledge of informatics and information technology has been gradually increased significantly. Thanks to that, the skills and knowledge of information technology of the civil servants in the district have been increasingly improved. The information technology level of the civil servants has basically met the requirements of the job, the majority have used the Internet and software for work.

2.2. Limitations of the Current Status of Information Technology Application in Handling Administrative Procedures at the Ward-Level People's Committees in Viet Tri City

The direction and management of the implementation of administrative reform tasks in general, and administrative procedure reform in particular, by the Chairmen of the People's Committees of wards and communes is not drastic and is still formalistic. The implementation of administrative reform tasks is still fragmented, lacking in overall planning, and not closely following the content of the overall administrative reform program. The inspection, supervision and urging of the implementation of the administrative reform plan are still limited. There is no attention paid to combining the development of a budget plan in the development of an administrative reform implementation plan. Regarding the administrative procedure system, most administrative procedures are still considered to be complicated and often lead to mistakes and errors. The public settlement of administrative procedures has not been fully implemented, including the listing of administrative procedure names, dossier components, settlement time, responsible officers, fees and charges. There are still some shortcomings in the recording of books and forms, especially in the land sector. The appointment slips for citizens here do not clearly show the recipients but only show the name of the person who is applying for re-issuance. The number of administrative procedures received through the one-stop department has not been fully implemented, there are still administrative procedures that must be submitted directly to departments, reducing the publicity and transparency in the settlement of administrative procedures at the People's Committee at the commune level. The one-stop area is still arranged quite messy and unscientifically, the staff working do not wear uniforms and do not wear civil servant badges, most do not have mailboxes and suggestion books for citizens. Most localities do not have

plans to implement the construction, repair and rearrangement of the one-stop section at the commune level in the district, although there is investment in replacing machinery, it is not done synchronously, causing difficulties in the construction and linking of information technology application activities in handling administrative procedures at the People's Committees at the ward and commune levels through the stages. Regarding software application, there are still a number of civil servants who are not fully aware of the importance of using information technology.

In addition, the People's Committees at the ward and commune levels of Viet Tri basically do not have an electronic database system, digitizing data for all fields and professional activities managed by the City People's Committee. The work of contacting citizens, businesses and organizations through the network environment (District Electronic Information Portal) has initially created convenience and habits of exploiting and applying information technology in the city.

Although the implementation of the one-stop shop and inter-connected one-stop shop mechanisms in communes has achieved certain results, there are still limitations, namely: Leaders of some units are not highly determined in organizing and directing the implementation of administrative reform in general and the implementation of the one-stop shop and inter-connected one-stop shop mechanisms in particular. In some places, the implementation of the one-stop shop mechanism is still formal. Specifically: Some agencies have not publicly posted administrative procedures, fees and charges or are perfunctory; the recording of records is not scientific; the rate of handling records in some areas is still slow; the working rooms of the one-stop shop units mostly do not have enough space according to regulations, some units have not been arranged an independent working room; the arrangement of civil servants on duty is not in accordance with regulations in terms of duty schedule, duty time and professional qualifications. The spirit and service attitude of some officials when dealing with organizations and citizens still cause trouble, do not create favorable conditions for organizations and citizens, and reduce the trust of a part of the people in the innovation and administrative reform. The propaganda work of some units is still limited, not proactive in developing plans for propaganda work on administrative reform and administrative procedure reform. The inspection and examination of administrative reform work and implementation of administrative procedure reform under the one-stop mechanism in some units is not regular, leading to the situation that the implementation of administrative procedure reform under the one-stop mechanism in some units is still formal, not meeting the intended purposes and requirements. The implementation of the reporting regime on administrative reform work of some units is still slow, of low quality, and does not meet the requirements.

2.3. Causes of the Current Situation

For many years, Vietnam's administrative system has been assessed as bureaucratic, inefficient, sluggish, loosely managed, with cumbersome and complicated procedures, and lacking in unity. The main reason for this situation is the lack of uniformity in the implementation of the management mechanism, inconsistent regulations, and the issuance of documents that are unfeasible and impractical. The mechanism for issuing legal documents in Vietnam also shows many shortcomings. For example, the highest legal document is the law issued by the National Assembly, but to implement it, it is necessary to wait for the Decree and Circular for guidance. Even in each locality, it may be guided by documents from the local State administrative agency, leading to the application of illegal documents, documents that contradict documents of the higher State agency. Each locality has a different way of implementing legal regulations. Avoid the current situation of continuous amendment and supplementation of legal documents. Policy mechanisms must create sustainable development, attract investment, create peace of mind for businesses, and improve the quality of drafting legal documents. The awareness of some leaders and civil servants about administrative reform for socio-economic development is not deep, which significantly affects the reputation of governments at all levels in particular and the public service system in general. The work of propagating and raising people's awareness of administrative procedure reform and the strict implementation of the correct order of handling work records under the "one-stop" mechanism in some localities is still limited. There has not been a resolute, focused, and regular direction in implementing administrative procedure reform tasks; the role and responsibility of assisting heads of administrative agencies at all levels in directing and inspecting the implementation of administrative procedure reform tasks has not been fully promoted. The local socio-economic conditions have directly affected the assurance of material facilities for administrative procedure reform, specifically offices and equipment for the "one-stop" department. The staff working in the "one-stop" department at the commune level are all part-time commune-level workers or part-time professional civil servants. There is no funding source to pay for human resources contracts, and there is no official establishment for the "one-stop" job position. On the other hand, professional civil servants are also part-time staff of the "one-stop" department. Therefore, there is a situation of self-receiving and classifying documents and transferring them to specialized departments, including the civil servants themselves, which does not reflect the meaning and nature of public service implementation at the People's Committees of wards and communes under the "one-stop" mechanism.

The organization and operation of the State administrative agencies are currently not synchronous and lack unity in decentralization of management. The

change in management authority makes management activities intermittent and ineffective. Moreover, the continuous separation and merger of administrative boundaries also causes fluctuations in State administrative management activities. The long-term development strategy needs to quickly stabilize the organization and operation of the State apparatus, promptly correcting changes brought about by geography. In its operations, state administrative agencies need to focus on direction and management, avoiding frequent meetings. It is also necessary to adjust the organizational and operational mechanisms of ward-level People's Committees, and innovate their methods of operation to be closer to the people and consistent with the nature of state management in residential areas. For example, there should be a clear separation between management activities and movement activities at the commune level. The confusion between these two activities makes management activities ineffective and dominated. Setting up a competitive score scale for some sectors and localities is inappropriate. State management activities are activities that require high scientific and professional qualities, aimed at the service objects. Thus, State management must be divided into two parts: the general State management part and the administrative service part. This is in accordance with current socio-economic conditions. Legal documents regulating the organization and operation of the People's Committee at the commune level must be adjusted in the direction of specializing the administrative part in this agency, applying synchronously and uniformly nationwide the regulations on management activities. The database on administrative procedures in areas such as household registration is built in a scattered manner in units because at the time of implementation (2007), software development technology and network and telecommunications infrastructure were still limited. This affects the handling of administrative procedures at the commune level in the city, even for old records, the processing officers often have to manually check and compare them with the records stored at the committee. Due to the lack of time, human resources and funding to enter data from previous years, management still has many shortcomings, taking a lot of time to extract, compile statistics and report. In addition, the investment budget for information technology application activities also faces many difficulties and limitations. The causes of the above limitations are that the investment budget for information technology has not been guaranteed, the mobilization from other sources of capital is not much; the management of resources, the implementation of information technology application and development projects are not unified and synchronized. In receiving records, making receipts, opening tracking books in some units, regulations have not been strictly followed.

In most units, the operation of the administrative procedure control team at the commune level is not effective. The processing of records in some areas such as land, policy records, and social security is still not on time. The need to supplement records many times, exceeding the regulations, has somewhat reduced people's satisfaction and trust.

III. CONCLUSION

Information technology is both an opportunity and a challenge, standing on the threshold of the revolution of the era, "revolution 4.0". We further affirm the role of technology and the application of information technology in all human activities. Clearly recognizing the importance of information technology and the application of information technology in the activities of administrative agencies. The Party and the State have constantly emphasized the role of information technology in recent congresses as well as in documents and decrees of the Government. Through analyzing the actual situation of implementing information technology applications in handling administrative procedures at the People's Committees of wards and communes in Viet Tri city, it has also pointed out and clarified the limitations and shortcomings in the application of information technology at specialized agencies under the People's Committees of wards, thereby proposing basic viewpoints and solutions to perfect the application of information technology in State management activities at specialized agencies in the following years.

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