

# Section 1. Political problems of the international relations, global and regional development

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## IMPACT FACTORS IN THE BUILDING OF SMART URBAN GOVERNMENT IN DONG XOAI CITY, BINH PHUOC PROVINCE, VIETNAM

**Abstract.** Planning and investing in building Dong Xoai city into a green city – a smart city in the direction of modernity, ecology, intelligence that is the center of politics, economy, culture and society and national defense – security of the province, a city with high competitiveness and becoming the driving force for the development of Binh Phuoc province is specified in Decision No. 2125/QĐ-UBND dated October 6, 2022 of Dong Xoai city People’s Committee on the approval of the urban development project of Dong Xoai city in the period of 2021–2025, with a vision to 2030. There are also many difficulties beside advantages to successfully build a smart city government. The article focuses on clarifying the factors affecting the building of smart urban government in Dong Xoai city, Binh Phuoc province, Vietnam.

**Keywords:** impact factors, building, smart urban government, Dong Xoai city.

### 1. Introduction

Urban government is a specific form of local government, organized in accordance with the characteristics of political, economic, cultural, social life and natural conditions of the city in order to manage urban and full of basic characteristics of local government. Urban government has expressed the general issues of local government in terms of the nature, position, role, representative function of the people and the relationships between governments at all levels in accordance with the law, both express the specific requirements of the method of urban organization, management and development. In Vietnam, urban government is regulated separately in a chapter of

the Law on Organization of Local Government 2015 and the Consolidated Document No. 22/VBHN-VPQH dated December 16, 2019 of the Office of the National Assembly.

Smart government is the completion level of e-government and it is the goal in building the current government. In building smart city government, smart government plays a central role. That government is the application of information technology achievements in the management of social issues in order to perform the tasks and orientations to meet the people’s demands, bring the people satisfaction and achieve the goals. Smart government will be built based on the conditions of information

infrastructure, information technology human resources, information technology application in serving people and businesses. These are the fundamental and necessary conditions of a smart government, to evaluate the results achieved of a smart government model, it is necessary to be based on the evaluation criteria of the transparency of the government; the level of interaction and transactions between the government and citizens and businesses; the level of people's satisfaction in using the services provided by the government. The smart government model is successfully built when the information systems have been completed and fully integrated. Electronic services will now not be limited by administrative boundaries. In other words, people can now perfectly use services in the G2C and G2B transaction model at any place and any times. Smart government focuses on governance, publicity, transparency, the companionship and trust of people and businesses in the government, and ultimately, improving work efficiency and effectiveness.

Dong Xoai urban area is one of 11 urban centers of Binh Phuoc province according to Decision No. 1836/QĐ-UBND dated October 5, 2022 of the People's Committee of Binh Phuoc province on the approval of the provincial urban development project phase 2021–2025, orientation to 2030. Dong Xoai city is determined to be the administrative – political, economic, cultural, social and national security center of the province and the northeastern region of the city. Ho Chi Minh City area, with the development orientation as “Modern, ecological and smart city”.

## 2. Research Methods

To conduct this research, on theoretical basis, the author has based on the views of the Communist Party of Vietnam, the State of the Socialist Republic of Vietnam on building urban government, e-government and smart government in Vietnam in general and Binh Phuoc province in particular. Regarding the scientific research method, the author uses the method of scientific inheritance from the authors who have studied before; method of synthesizing and analyzing

information to objectively assess the factors affecting the building of smart urban government in Dong Xoai city, Binh Phuoc province, Vietnam.

## 3. Research content

In the process of building smart urban government in Dong Xoai city, there are many factors that directly affect and influence, which can be mentioned as main factors such as:

*Firstly*, it's about legal institutions.

Legal institution is a legal system consisting of a constitution, laws and regulations, rules to harmonize the rights and responsibilities of each citizen and every organization in a social order. All activities in society of individuals and organizations must operate under certain legal institutions. Therefore, the building of smart urban government must first be based on the guidelines and guidelines of the Party, policies and laws of the state. The legal environment plays a decisive role in building smart government because information and communication technology is a new, fast-growing, unprecedented field. Therefore, the correct awareness of the role of information and communication technology in the current development conditions in order to promptly improve the legal environment will promote the development and application of information and communication technology. communication, as a basis for governments at all levels to switch from paper work to operating and handling work in the electronic environment. Improving the rate of receiving and handling administrative procedures for public services at level 3 and level 4 towards better serving people and businesses.

*Secondly*, it's about the organization of the state management apparatus.

The state apparatus is a system of state agencies that is organized closely from the central to local levels, this is a system organized and implemented according to maintain general principles with state power, perform functions and tasks within the scope of their competence.

Currently, the local state administrative apparatus consists of the People's Councils and People's

Committees at all levels. This model of local government is applied nationwide. Meanwhile, urban areas are increasingly expanding, serving as centers of economic, political, cultural and social development at different levels. This process has been directly affecting state management activities in urban areas as well as posing the need to build a model of organization and operation of urban government that is different from that of rural areas. The organization of urban government must be highly centralized, with few intermediaries, ensuring transparency. The operation of the urban government must be effective, efficient, quick and timely to handle arising situations to meet the needs and aspirations of people and businesses.

In that context, it is necessary to renew the adjustment of the law to the organization and operation of urban government. The law on organization and operation of urban government must ensure the principle of centralization, unity, smooth operation and effectiveness and efficiency; at the same time, must ensure clear and unambiguous assignment and decentralization between the central and local governments; creating a favorable environment for urban authorities to actively and actively implement measures for economic, cultural and social development in order to improve people's living standards.

*Thirdly, it's about human resources.*

Human resource is one of the key factors, deciding the success or failure of the process of building smart city government. In the smart city government apparatus, there must be a contingent of cadres and civil servants who are capable and qualified to meet the requirements to perform the tasks of operating that apparatus. It is necessary to have well-trained information and communication technology experts to manage and overcome problems during the operation of the state management apparatus applying information technology. In addition, professional civil servants working in e-administration also need to be well trained in information technology to be able to exploit and make good use of information technology achievements applied in state adminis-

trative management, contributing to improving work efficiency and effectiveness.

*Fourthly, it's about the technical infrastructure of information technology – communication.*

Technical infrastructure, technology infrastructure between a core role in the application and development of smart city government. Technology infrastructure includes: information and communication technology, internet technology, electronic technology, technology standards, telecommunications technology, operating system, information and communication technology ecosystem.

Information technology infrastructure and telecommunications technology infrastructure are two prerequisites for building smart city government. Technology infrastructure includes hardware, software, and services to apply and develop smart city government to bring economic efficiency. Telecommunications technology infrastructure requires high technology, large capacity, broadband, links to national telecommunications networks, direct connection to international transmission lines with a variety of telecommunications services with high quality lines. High transmission, ensuring confidentiality, safety, information security and reasonable cost, investment and operation costs.

*Fifthly, it's about finance.*

In any stage of building smart city government, the financial factor is also considered in priority. It's because capital has an impact on the investment in information and communication technology infrastructure, attracting and training human resources, etc. Therefore, the consideration of allocating investment capital for government building Smart cities to harmonize with other socio-economic development goals is one of the factors that need to be carefully considered in the allocation of the state budget.

*Sixthly, it's about propaganda to raise awareness.*

When the government provides public administrative services, so that citizens and businesses can grasp the information as well as the order of implementation, the government needs to deploy propaganda

activities to raise awareness and change habits. habitual behavior, creating community consensus on development, building smart urban government.

The one-way implementation from higher position to lower position will not bring success but requires the participation of people and businesses, which is the main object of smart city government. If they do not understand clearly, they will certainly not see the intimate benefits related to and the application of science and technology, information technology – communication in the direction, management and administration of the government. Therefore, it is necessary to implement specific solutions to raise the awareness of organizations and individuals in building smart urban government.

### **3. Recommendations and conclusions**

The trend of forming smart cities sets a challenge to urban authorities when applying information technology to transform a city or a locality into smart, this technology also has the task of not letting any whoever is left behind. It means that government must serve most of the needs of all people to build a smart city government, this is also one of the big challenges in improving people's intellectual level. information technology level for people in urban areas of provinces and cities. Because, smart city government cannot succeed if it comes from only one side of service providers while their customers cannot reach.

To overcome and resolve the influence of factors affecting the building of smart urban government in Dong Xoai city. In the coming time, the authorities of Dong Xoai city in particular and Binh Phuoc province as well as Vietnamese state agencies in general need to implement the following solutions:

*Firstly*, it's about legal institutions.

Accelerating the building and completion of an institution to create a full and comprehensive legal basis for the building and development of smart urban government. The National Assembly and Government should issue legal documents on data sharing; on authentication or electronic authentication;

on the protection of personal data and ensuring the privacy of individuals; on the reporting regime among state administrative agencies. Develop regulations and regulations to ensure safety, confidentiality and security of information in the building, operation, maintenance, data backup and exploitation of the city's intelligent system. Building requirements and sanctions for compulsory application of processes, mechanisms and principles of information protection, confidentiality, and information security. Ensuring the stability, backup plan to restore information system, plan for troubleshooting (if any) and power sources/information signals of the information technology – communication system for smart systems of the city.

*Secondly*, it's about the organization of the state management apparatus.

Cities are the socio-economic, political and cultural centers of an entire region, a locality, and even affect the whole country and region. Cities play an increasingly important role in promoting the development of an entire area or region. In the current trend of globalization, urban development is very fast, the issue of urban management, especially urban government, has always been paid great attention to to well manage and promote urban development. With the specific functions and characteristics of the city, the selection of an appropriate urban government model plays an important and decisive role in the development of the city. The organization of the model of the state management apparatus including the People's Council and the People's Committee at the provincial level → The People's Committee of the district and the equivalent → The People's Committee of the commune and the equivalent will make authority apparatus operate more compact, quicker and smoother, state administrative agencies at district and commune levels will actively and proactively manage and quickly decide on urgent local issues on the basis of clearly define responsibilities.

*Thirdly*, it's about human resources.

Completing the system of officers and departments in charge of information technology from

cities to communes and wards. Encouraging enterprises, hospitals, and schools to form specialized information technology departments under or responsible for arranging information technology staff in accordance with information technology application in your agency. Promoting the training and fostering of high-quality information technology human resources to serve the task of applying information and communication technology in management and development of intelligent systems; creating conditions for officials, civil servants and related subjects to visit, research, exchange and learn experiences on information and communication technology application in building and developing smart city government in localities, advanced and developed countries in the region and in the world.

*Fourthly*, it's about technical infrastructure, information and communication technology.

Developing, issuing, organizing the guidance and synchronously deploying information and communication technology applications on cloud computing and virtualization platforms in storage and management of applications and databases; deploy synchronous, modern and effective information technology application in system deployment. Strengthening activities of hiring consultants and services on information technology – communication infrastructure. Invest in developing a centralized information technology park, connected with each other with optimal solutions and new technologies. Receiving and transferring technology, the contents of information technology application in state management that other localities have done well, operate stably, with obvious efficiency.

*Fifthly*, it's about finance, attraction of investment capital.

In building smart urban government, the state budget for investment in modernizing public administration is an extremely important factor. Therefore, the state needs to ensure sufficient funding and human resources for the application of information and communication technology to serve the building

and development of intelligent information systems in the annual budget plan (budget for investing in developing technical infrastructure, applying information and communication technology and training human resources for state agencies of the city). Building policies to attract foreign investment capital and promote investment promotion activities, reducing administrative procedures, creating an open environment to attract foreign investment capital for application, develop information and communication technology to serve the building of smart city government. Promoting socialization, form appropriate mechanisms and policies to encourage enterprises in investment, building, and application of information and communication technology, information and infrastructure. telecommunications to build smart urban government in the form of public-private partnership (PPP).

*Sixthly*, about propaganda to raise awareness.

Applying modern communication methods combined with tradition to carry out propaganda and dissemination to ensure efficiency, savings and no waste. Timely detecting, propagating and introducing new models, jobs or achieve high efficiency in building smart urban government. Promoting propaganda in the mass media, prioritize investment in development of information and communication technology, especially policies on universalization of postal, telecommunications, information technology and newspaper services. press, radio and television.

The building of a smart urban government in Dong Xoai city, Binh Phuoc province is a testament to the determination of provincial leaders in grasping the development trend and taking advantage of the industrial revolution 4.0 as an gold opportunity without skipping to promote local socio-economic development, quickly narrowing the gap with other localities in the country. More specifically, it is the focus on promoting the application of information technology in building smart urban government. This is also one of the measures to enhance the transparency and efficiency of state management; it is an important solution to

improve the investment and business environment of the province; thereby improving the province's position on the provincial competitiveness index of Binh Phuoc, contributing to raising Vietnam's position on the ranking of e-government building compared to other countries in the world.

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