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## **Abstract**

Recently, the information and communications technology (ICT) has made a profound impact on people's lives in which E-government has achieved the impressive success. In addition to the development of E-government, E-participation brings impressive benefits for society. The Vietnamese government has declared its vision and the strategy on E-participation to promote people's participation on public issues through cyberspace. However, the gap between the strategy and the actual implementation is often large. E-participation's implementation in Vietnam needs an adequate assessment to improve. But recently, the studies on E-participation of Vietnam are still rare. With the aim to evaluate the current condition of E-participation in Vietnam, this thesis focuses on identifying the challenges and opportunities of E-participation in Vietnam. Only when challenges and opportunities are identified, the government can overcome challenges and take advantage of opportunities to develop E-participation further. To achieve the aim of the research, data from four aspects technology, economics, human capital and government have been collected and analyzed. Secondary data from Vietnam's government and international reputable organizations to analyze difficulties and opportunities of E-participation have also been used. In addition, a web content survey has been carried out in which primary data has been collected to identify how the government creates a network environment for citizen participation and how people interact with the government through online tools.

The findings revealed that Vietnam has opportunities to develop E-participation owing to its economic growth, IT infrastructure development, growth in the number of internet users (49 million, 2016, 51.5% of the population) and the relatively good implementation of the universal education. However, the biggest challenge comes from the government side. The results of website content survey disclose that the network environment that the government creates for people's participation is not favorable. Online tools are inefficient because of delays and lack of transparency of information. Furthermore, the lack of service culture and insufficient awareness of government officials are challenges to E-participation. Therefore, people are not enthusiastic about E-participation. This study argues that the Vietnamese government should improve its online interactive environment and government officials' attitude to develop E-participation better. Besides, the opportunities should be taken advantage to promote E-participation further in the future.