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

論文題目

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<td>Evaluating the Quality of e-Government Service: the Case of Vietnam</td>
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<td>電子政府サービスの品質評価: ベトナムの事例</td>
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2016年 1月
I. Purpose and summary of the dissertation

The main purpose of this research is to identify both the demand-side and supply-side perspectives of e-Government service and to understand which factors affect the quality of e-Government service. Based on this approach, this research also introduces a framework model for developing a new measurement scale and finding the main keys to evaluate the quality e-Government service. The applied research methodology is a blend of both qualitative and quantitative approaches. This research also uses original data via surveys conducted in Japan and Vietnam. Expert opinions were also relied on, based on interviews conducted in Vietnam to analyze and evaluate the research model and hypothesis. This research offers a new model to evaluate the quality of e-government service through the assessment of three 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. By offering a new methodology for evaluation, the author has identified the organizational impact as the result of the research. This dissertation is written in English.

II. Table of Contents

1. Introduction
   1.1 Background
   1.2 Research Motivation
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III. Chapter Outline and Contents of Dissertation

Chapter 1 introduces the research background, including the applications of ICT in the public sector, the transition from traditional government to e-Government, and the importance of service quality, which is the focus of this research. This chapter also introduces the main objective and scope of the research, which is to clarify service quality based on the dimensions of perspective, develop a new measurement scale, and find the main keys to evaluate the service quality. This chapter also offers several research questions and the main issues related to organizational impact are analyzed.

Chapter 2 presents causal factors based on a literature review from the fields of sociology, management, and informatics. This chapter illustrates the concept of e-Government as well as the relationship between ICTs and civic engagement. Then, theories related to user behavior towards the quality of service are discussed, including service quality in the public sector and quality of e-Government service and its models. Some approaches, such as perceived service quality and perceived information quality, are addressed, and this chapter also introduces a method for the evaluation of e-Government based on the Waseda E-Government Ranking. The chapter concludes with findings drawn from other research mentioned in this dissertation.

Chapter 3 presents the research approach. It provides specific details relating to the main proposition, introduces research approaches and ideas regarding how to evaluate the quality of e-Government service from several perspectives. More specifically, this chapter presents a new method for the evaluation of service quality – perceived organization impact (POI). In this research, “organization” refers to all internal processes required to deliver e-Services to citizens. It is also considered to be one of the essential elements of quality and is related to back-office e-Governance, management, and administration. This chapter also presents the purpose of study, and potential applications of the research thesis. To assess and clarify the impact of information quality and the quality of e-Government service, the research selected the Information
System model and the Technology Acceptance Success model, as well as various models of service marketing. From the results of this study, researchers can learn the key factors that affect the quality of service. In this chapter, the study proposes a new plan for evaluating the quality of service.

Chapter 4 introduces the overall model and hypothesis set for this research based on a thorough review and analysis of previous studies, and based on the theoretical grounds mentioned in Chapter 2 and the model proposed in Chapter 3. This chapter also addresses the rationale and evidence in choosing factors that affect service quality, and variables to include in a standard model for evaluating the quality of e-Government services. This research indicates how to select indicators for evaluation and explains them in detail. The research model is also described in the following indicators selection. Based on findings from previous research and the methods proposed in Chapter 2, this chapter presents a conceptual framework, indicators to understand the methodology for the evaluation of e-Government service quality. Based on this conceptual framework, this chapter presents the main hypothesis of the research.

Chapter 5 presents the research methodology, which included collecting data from surveys and interviews, and analyzing this data using the Smart Partial Least Square approach. This chapter includes a detailed statistical analysis, uses a quantitative approach to test the hypothesis and fitness of the model, and summarizes the methods for evaluating e-Service quality according to perceived service quality, perceived information quality and POI. This chapter also presents a questionnaire with 38 questions based on a five-point Likert scale. These questions were sent directly by email to participants in Vietnam and Japan. The chapter provides an introduction to the study method and the basis for conducting sample selection for analysis and evaluation, as well as choosing the primary method to conduct data collection and data evaluation methods. This chapter also covers the detailed results of the survey and interviews, as well as the analysis of data collected therein.

Chapter 6 contains discussion, findings and analysis of the research results. In this chapter, the user’s data profile, data analysis process, and PLS analysis is used to
demonstrate the reliability and validity of the research. The results of the hypothesis testing are also included in this chapter. The chapter concludes with a discussion and explains the implications for research and practice. This research further proposes a third construct: Perceived Organizational Impact, and considers it a key factor in evaluating the quality of e-Government service. By analyzing the data through conducted surveys and evaluating it with econometric models, this research has shown that all three factors affect e-Service quality in the context of e-Government, and their implications will be significant for future studies of public service quality.

Chapter 7 offers case studies and analyses in Japan and Vietnam that refer to the evidence collected from the surveys conducted in Vietnam. The chapter begins with the experiences of building and deploying e-Government in Japan, as well as service quality assessment in Japan based on the Waseda e-Government ranking. The lessons to be drawn from the actual experience of Japan are addressed in this chapter. Furthermore, the research shows evidence from Vietnam by analyzing Perceived Organizational Impact in Vietnam. In particular, there is an emphasis on the role of service quality and the need for improving perceived organizational quality, which includes the commitment of leadership and the role of the government CIO. These are the two key factors necessary for promoting the successful development of e-Government.

Chapter 8 provides a wrap-up of the thesis by providing answers to the research questions, addressing the research outcomes, defining the research’s limitations, suggesting future research, and offering conclusions of the research, lessons learned, and a new method that could serve as a basis for the evaluation of e-Government service quality. Through the assessment, the research introduced a new method (e-GSQUAL-POI), by simultaneously examining three constructs that have the greatest impact on e-Government service quality. This chapter also shows some recommendations for the Vietnamese government in enhancing its e-Government strategy and improving e-Government service quality in the near future.

IV. Evaluation

The Examination committee evaluated the contents of the dissertation in
The main finding of this dissertation is the determination that three constructs affect the quality of e-Government service (information quality, service quality and organization quality) according to evaluations from both the demand-side (citizen’s perspective) and the supply-side (provider’s perspective). This research shows a new model to evaluate the quality of e-Government service through the assessment of these three 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. This dissertation may contribute to policymakers in both central and local governments who will benefit from a new model for improving the quality of e-government service. This research provides government officers with comprehensive concept of e-government development in other developing countries by further improving the usability of e-Government in the digital age.

V. Oral presentation

An oral presentation including questions and answers was held for about 2 hours at 10:35 to 12:30 of January 8, 2016. The examiners asked the questions regarding the composition of the proposed model, methodology and variables in use. The following are the questions made by the examiners:

1. The reason of the survey focused on government officers only.
2. The clarification of a difference between the quality of service and the quality of e-Government service
3. The relationship between independence variables and dependence variables.
4. The underpinnings for selection of “Promotion” latent variable in service quality construct.
5. The process of selecting 12 indicators for the survey.
6. The relationship among manifest variables and questionnaire.
7. The credibility of the manifest variables.

The author answered all questions clearly and consequently revised some points based on the examiners’ advice. The committee checked carefully the revised thesis and concluded to accept the final dissertation without hesitation.

VI. The Decision of the Committee
Upon consideration of the results of a careful assessment of the submitted written dissertation, the oral presentation of the dissertation, and subsequent discussions held on January 8, 2016, the Committee members came to a unanimous decision that Nguyen Manh Hien, the author of the submitted dissertation, should be granted a Ph.D.

January 22, 2016

Examination Committee

Main examiner: Toshio OBI Ph.D (Waseda University) Professor GSAPS Waseda University

Deputy examiner: Hitoshi MITOMO Ph.D. (Toyohashi University of Technology) Professor GSAPS Waseda University

Member: Koichiro AGATA Dr.rer.publ (Universität für Verwaltungswissenschaften Speyer) Professor GSAPS Waseda University

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January 22, 2016
Examination Committee

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2016年 1月 22日